



ctcLink Executive Leadership Committee

Meeting Notes for February 24, 2022

Meeting Participants

Voting Members

- ☒ **Jan Yoshiwara**, co-chair, SBCTC
Executive Director, ctcLink
Project Executive Sponsor
- ☒ **Joyce Loveday**, co-chair, Clover
Park Technical College President
- ☒ **Shouan Pan**, Seattle Community
Colleges chancellor
- ☒ **Lin Zhou**, Bates Technical
College President
- ☒ **Rebekah Woods**, Columbia
Basin College President
- ☒ **Amy Morrison**, Lake Washington
Institute of Technology
President

Non-Voting Members

- ☒ **Christy Campbell**, SBCTC Chief
Technology Officer - ctcLink
Program Director
- ☒ **Grant Rodeheaver**, SBCTC
Deputy Executive Director for
IT, ctcLink Project Sponsor
- ☒ **Tim Wrye**, ctcLink Steering
Committee chair, Highline
College CIO & Executive
Sponsor

WACTC-Tech Guests & SBCTC Staff

- Reagan Bellamy, HRMC
- Claire Peinado, WSSSC
- ☒ David Williams, BAC – Nate
Langstraat
- ☒ Rolita Flores Ezeonu, IC
- ☒ Tim Rager, ITC
- ☒ Valerie Parton, RPC
- ☒ Paul Giebel, Moran Technology
Consulting
- ☒ Dani Bundy, SBCTC ctcLink
Customer Support Director
- ☒ Janelle Runyon, ctcLink Project
Communications Manager
- ☒ Eva Smith, STAC liaison
- ☒ Sherry Nelson, ctcLink Project
Communications Coordinator

Welcome and Introductions

Dr. Loveday welcomed members and attendees to the meeting.

Approval of Meeting Minutes

The Jan. 25, 2022 minutes were approved as presented.

DG6 Go-Live Readiness

Christy Campbell gave an update about DG6-A college readiness. The project teams and college teams are in the final stages of prep and go-live is *this weekend*.

As part of the go-live readiness process, last week DG6-A colleges attended the ctcLink Steering Committee to review readiness status and receive the committee's approval to go live as planned on Feb. 28. All three colleges were approved for go-live.

There were concerns about Shoreline being ready for the payroll processes. It is a very tight payroll turnaround for the DG6-A colleges. Christy said since that meeting, they are now close to 90% complete in UAT. There are mitigations in place and daily work sessions in each area.

Dr. Morrison expressed appreciation for the opportunity to meet with the ctcLink Steering Committee to review LWTech's readiness and recognizing their college's hard work over the last two years.

Project Status

Christy gave an overview of the project status. See [Jan. 25, 2022 ctcLink Executive Leadership Committee Presentation](#) for details.

Three of the nine colleges are reporting green; six are yellow. Two of the DG6-A colleges are trending green.

Christy said staffing has been an issue, with colleges losing employees.

One area of concern is Bates Technical is only at about 50% complete with User Acceptance Testing (UAT), while the other colleges are around 90% complete.

She is having biweekly meetings with Bates project manager and executive sponsor to fill those gaps. The good news is colleges may continue to test even though the UAT phase has ended.

Dr. Loveday asked if this was similar to the Grays Harbor College situation. Christy explained that it's similar in the lack of training, engagement and resources. The project team will need to get involved with Bates to help guide them in their steps. Dr. Zhou said Bates will do everything possible to not be the ones who need special, additional help.

Christy added that the Dry Run / Mock Go-Live experience is important. It is a chance for colleges to practice the Sunday validation session and run through the Sunday evening leadership meeting to formally confirm colleges are ready to go-live in ctcLink.

Top Project Risks

College ctcLink Staffing

Christy reiterated that colleges have reported that staff members are experiencing fatigue and burnout due to increased workload of ctcLink and other college responsibilities. Recent vacancies and resignations have led to a loss of critical staff close to go-live and colleges are struggling to complete the required work.

Just hiring a new person isn't enough due to the learning curve. The Legacy system knowledge that is gone makes it even more challenging.

Project Closeout Activities

Christy reviewed the final steps and meetings that are part of the final closeout of the ctcLink Project. There are final meetings and activities, as well as final reports for the State OCIO,

The final cELC meeting is June 2, 2022. The final Steering Committee meeting is June 14.

Grant and Tim shared that STAC (subcommittee of WACTC-Tech) is working on the future governance structure. There is concern about continuity during the transition. There is discussion on the best ways to ensure continuity between Project ctcLink governance and Operational ctcLink governance. Since Project governance officially ends in June, the new governance will need to be in place for July 2022.

Moran QA

Paul Giebel said while we are nearing the end of the project, there's a lot of opportunity for things to go wrong. The project team lost two key resources from the Conversion team. Colleges have lost key SMEs. It's not easy, but we had some similar instances in DG5 and the project has a playbook to assist. Colleges need to step up and move heaven and earth to get through it.

He said there needs to be a code freeze and everyone on board so that new issues aren't introduced into the conversion. From the college perspective it might appear we are holding them back, but without a code freeze, it creates a new level of risk.

Paul added that it's critical that the future ctcLink governance gets worked out. It's common to have hiccups when projects don't have a well-planned transition to permanent governance.

SBCTC ctcLink Support

Grant reported that all positions are filled except for the PBCS role, which is underway. There are 21 staff that are moving over from Project and 6 from Legacy.

Dani Bundy reported that they are gearing up to support DG6-A following this weekend's conversion.

Closing

Dr. Loveday closed the cELC meeting and moved into the WACTC-Technology meeting.