



## ctcLink Executive Leadership Committee

Meeting Notes for March 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 Feb. 24, 2022 minutes were approved as presented.

### ctcLink Steering Committee Update

Christy said DG6-A went live successfully. All three colleges were at 100% complete with User Acceptance Testing (UAT) at go-live. There were very few findings with the cutover activities.

The two weeks of post go-live support went very smoothly. Grant said folks were really pleased. Tim pointed out that they made payroll deadline in record time.

#### Recent Decisions/Discussion Items

Tim Wrye said they want the existing Project Working Group to continue as a bridge until the permanent governance structure is in place. Joyce and Tim discussed whether it needs a vote. cELC is in general agreement that the presidents will just need to be informed. Working Group will continue to provide updates to STAC.

#### Upcoming Decisions/Discussion Items

DG6-B readiness review will be April 5. DG6-C readiness review will be April 19.

The Steering Committee will be taking a vote on close-out items for CampusCE and PBCS. There are some items that need to be de-scoped from project because they will be completed by SBCTC ctcLink Support after the project has closed out. PMO is also planning the Lessons Learned focus groups to gather final feedback from DG6.

## ctcLink Program Status

### Project Overall Status

Christy gave an overview of the project status. See [March 24, 2022 ctcLink Executive Leadership Committee Presentation](#) for details.

DG6 colleges are very engaged in activities. We are continuing to work on the CampusCE and PBCS implementation. That work will need to be completed after the project closes. The Steering Committee will receive a timeline and more information to vote on descoping that work and moving it over to IT Support.

The Project is overall yellow and has been since 2018. Christy said yellow and red usually indicates resource shortages, and is not uncommon this close to go-live.

### DG6-B&C Status

Christy reviewed the timeline. The most important items are the dry runs, security work and training.

Compared last month numbers with today. Bates was at 50% and today are at 77% which is great. As colleges get in the 90s, progress slows, but they are still moving ahead.

For Bates Technical College, HCM was at 29% in February, but they are at 100% today. Finance was at 8% and are at 34% today. Student Financials went from 81% to 95%.

Dr. Zhou said she is acting as PM. Their IT director, Agnes Figueroa, will be out until May 3. She has been monitoring progress directly. She has found that their staff have not been scheduled for training. The college missed the class schedule building window, but the project has been very helpful and opened it up for them to complete. They created more than 1,000 spring classes.

She said they could not have done this without Christy and the Project team's support.

### *Bates Readiness Mitigation Plan*

Christy gave an overview of the mitigation plans in place to get Bates to readiness for ctcLink. She said they are in a much better place than they were just one month ago.

- Leadership Engagement – Twice weekly meetings with President: underway
- Project Management – Project PM partner: underway
- Communications – Project Support for Communications: underway. Chelsea is doing a great job.
- CS Course/Class Builds – Project Support for Spring, Summer, Fall builds: underway and great progress so far.
- Security – Project analysis of assigned roles in all pillars; partner with another college for organizational processes
- User Acceptance Testing (UAT) – Project FIN and HCM (Knowledge and UAT workshops, Metrics reporting of progress). Major concerns have been mitigated, but Finance UAT remains a concern.
- Local Training Plan – Support for local Training strategy; Bates has DG5 college model to create local plan.
- Local Support Plan – Support for college plan for students, faculty, staff (end-user support, help desk, and plan of execution)

### Top Project Risks

- ctcLink Project Staff Availability and Transition Plan (8 weeks remain)
- College Staff Availability (Turnover/illness) and Legacy Knowledge – The amount of turnover has made it challenging for the colleges. It's impossible to do this without the people.

### Top Project Issues

- College concerns about project dates due to working remote, onsite, or a hybrid, reduced staff, and budget concerns – With DG3 and DG4 it was 100% remote. It can be challenging when employees are working a hybrid model.
- College User Acceptance Testing is not complete; lack of testing increases lack of ctcLink knowledge, adding significant risk to the delivery of the program and the SBCTC support team – Making good progress toward completion

## QA – Moran Feedback

Paul Giebel sent notes as he was unable to attend:

- Bates Technical College - QA is confident Bates will be ready for DG6C Go-Live since the recent progress due to active involvement from the project team and Bates leadership.
- Future State Governance - the lateness of the future state governance model at project close is showing progress, but still seems there are some unknowns still in progress with the new model.

## Budget

Christy shared the Feb. 28, 2022 budget. Budget remaining to-date is about \$2.6 million. About \$2 million is salary and vendor payments. Forecasting about \$500k under budget at Project end.

## ctcLink Project Closeout Activities

Christy reviewed the final steps and meetings that are part of the final closeout of the ctcLink Project. March 30 State board meeting

There are final meetings and activities, as well as final reports for the State OCIO such as Lessons Learned. A QA report is also due from Moran

Final cELC meeting is June 2, 2022. Final Steering Committee meeting is June 14.

Staff hired from the Project to SBCTC post go-live will transition to IT/Support on May 16.

## ctcLink Support Organization Update

### Staffing Update

Grant reported that all positions are filled except for the PBCS role, for which they just made the offer. They have filled the Communications Manager role with a project staff member.

There are 22 staff that are moving over from Project and 6 from Legacy.

### ctcLink Customer Support

Dani Bundy reported that things are going smoothly with the DG6-A onboarding. Renton and LWTech onboarded students the third week, so that made Support nervous, but it went well and they were able to address issues. Interacting with all colleges, doing some DG5 cleanup. Overall ticket count is a little higher with the addition of new colleges.

Payroll was confirmed by 6 p.m. on Friday, which was great.

The DG6-B & C Meet and Greet is scheduled April 14, 2 to 3:30 p.m.

Dr. Morrison said she is having cognitive dissonance (the good kind) after all the negative things she heard for years. She has consistently checked in with her staff and things are going well! One of her leads has even scheduled vacation, which is a great vote of confidence. She said two years of diligent work and making sure data was clean really paid off. Seasoned staff on the SBCTC side helped. They have opened Zoom rooms for students for help. They are continuing to train employees. Their business functions have expedited after the initial two weeks of support.

## Key Messages for WACTC Business Meeting

Tomorrow's report to WACTC to include two more go-live weekends, DG6-B/C status, current Working Group to continue as a bridge to permanent governance, draft Guiding Principles.

## Adjourn

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