



## ctcLink Executive Leadership Committee

Meeting Notes for April 27, 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 (**Nick Lutes**  
attended for Dr. Zhou)
- Rebekah Woods**, Columbia  
Basin College President
- Amy Morrison**, Lake Washington  
Institute of Technology  
President (**Chris McClain**  
attended for Dr. Morrison)

#### 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 co-chair
- Sherry Nelson, ctcLink Project  
Communications Coordinator

### Welcome and Introductions

Dr. Loveday welcomed members and attendees to the meeting. Several members are traveling for the upcoming AACC conference in New York and may be unable to attend today's meeting.

### Approval of Meeting Minutes

The March 24, 2022 minutes were approved as presented.

### ctcLink Steering Committee Update

Tim Wrye, ctcLink Steering Committee chair, said the committee's recent focus has been on DG6-B go-live and final go-live readiness for DG6-C, as well as some final project closeout decisions.

#### DG6-B Go-Live

Christy Campbell reported that the DG6-B go-live went extremely well. All colleges did a great job preparing for go-live. There were no issues over conversion weekend.

The two weeks of post go-live support is underway. Dani Bundy said things have been going well so far. There was an initial issue with SMEs having trouble getting accounts activated in the ticketing system, but that was unrelated to ctcLink itself.

Dr. Loveday said at CPTC things are going well with post go-live support activities and the atmosphere is positive. People are working through things. Dr. Woods said it's going well for CBC as well. There are some issues that came up this week but everyone is positive and working through them. She said they expected to have some issues at go-live, so there are no surprises at this time.

Dr. Loveday expressed thanks to the ctcLink customer support staff. She hadn't realized the level of support that would be provided to colleges after go-live. It is very impressive and they are very appreciative.

## Recent Decisions/Discussion Items

Tim and Christy gave an update on the Steering Committee's recent decision (vote) to descope from ctcLink Project the remaining implementation activities for PBCS (budget planning tool) and transfer that work to SBCTC IT. Colleges need to have a substantial amount of PeopleSoft/ctcLink data in the Finance pillar prior to starting to use PBCS for budget planning. This decision does not affect colleges. The implementation schedule for DG5/6 colleges remains the same. The only change is the work is formally removed from the ctcLink Project and transferred to SBCTC ctcLink Support where the work will be done by the same person that was leading the PBCS implementation for the project team and following the same timeline the project team had planned.

## Upcoming Decisions/Discussion Items

The Steering Committee will be taking a vote on close-out items for CampusCE, similar to what they did for 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.

## ctcLink Program Status

### Project Overall Status

Christy gave an overview of the project status. See [April 27, 2022 ctcLink Executive Leadership Committee Presentation](#) for details.

There are only three colleges left to go before the project is complete!

The Project is overall yellow and will remain that way until DG6-C goes live due to the size and scope of the project. Christy said yellow and red usually indicates resource shortages, and is not uncommon this close to go-live.

Christy showed the DG6-C college readiness projections as they were shared with the Steering Committee. There are currently some yellow sections for the colleges but all three colleges are expecting to be GREEN in all areas at go-live. This is a first and Christy said "DG6-C is ready!"

### QA – Moran Feedback

Paul Giebel from Moran Technology Consulting provided the following feedback:

- The overall project status will remain YELLOW until the remaining three colleges are implemented with the ctcLink solution in May 2022.
- The major project risk continues to be sustaining critical project staffing for completing the DG6 colleges. This is not uncommon for a project of this nature but has been a larger issue that typically seen, although the project team has worked with the colleges to alleviate the impact.
- While the staffing and progress at Bates has been a concern, QA believes that Bates will have a successful go-live.
- The future state model for post go-live governance has seen progress being made in recent weeks. While not finalized, it is believed that a good framework has been established from which additional input can be used to complete the solution.

### Budget

Christy shared the March 2022 budget summary. The project is still forecasting to be at about \$500k under budget at the end of the project.

### ctcLink 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 such as Lessons Learned. There are a few project team members working on the final Lessons Learned report and the DG6 Lessons Learned gathering process. That group is also working on the Post Implementation Review (PIR) report required by the OCIO's office upon project closeout. In addition, Moran will be preparing a final QA report as part of the OCIO's requirements.

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

## **ctcLink Support Organization Update**

### **Staffing Update**

Grant reported that the PBCS role has been filled, which means all the new positions are filled! 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-B post go-live support, as well as continuing to support all the ctcLink colleges (which is just about everyone now!). Things are going well, SMEs are asking good questions and learning. She thanked the colleges for all their hard work and perseverance.

## **Key Messages for WACTC Business Meeting**

Tomorrow's report to WACTC will include an update on DG6-B go-live and DG6-C status (including the Bates mitigation plan status). "All is well for DG6-C!"

The main report out item will be from WACTC-Tech regarding the request for WACTC to approve the new post-project ctcLink Governance Structure. Grant, Joyce and Eva Smith will be presenting that information.

## **Adjourn**

Dr. Loveday closed the cELC meeting at 3:55 p.m.