



ctcLink Executive Leadership Committee

Meeting Notes for June 3, 2021

Meeting Participants

Voting Members

- Jan Yoshiwara**, co-chair, SBCTC
Executive Director, ctcLink
Project Executive Sponsor
- Kevin Brockbank**, co-chair,
Spokane Community College
President
- Joyce Loveday**, Clover Park
Technical College President
- Shouan Pan**, Seattle Community
Colleges chancellor
- Lin Zhou**, Bates Technical
College President
- Ed Brewster**, Grays Harbor
College 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
- Teresa Rich, BAC
- Kenneth Lawson, IC
- Heidi Wasem, ITC
- Kelley Sadler, RPC
- Paul Giebel, Moran Technology
Consulting
- Dani Bundy, SBCTC ctcLink
Customer Support Director
- Janelle Runyon, ctcLink Project
Communications Manager
- Eva Smith, STAC liaison

Welcome

Kevin Brockbank opened the meeting with a quick update on the funding request for ctcLink staffing. A task force has been meeting for a couple months to generate proposals for the presidents to consider. The proposals were previously presented to presidents as first reading, there is a focused task force, and there have been extensive conversations. The two funding items they are tackling:

1. Project – The project has remained within budget but revenues are down due to enrollment decline. Several proposals were put on the table for presidents to fill the gap. Presidents will be presented with 3 options they will vote on tomorrow.
2. Customer Support – Staffing levels to maintain adequate support to colleges post go-live is another critical factor. Some options, proposals to fund this ongoing support also going to presidents for a vote tomorrow.

Following these funding votes, the recommendation will go to the SBCTC board for board resolution approval.

Approval of Minutes

The April 29, 2021 meeting minutes meeting were approved as presented.

ctcLink Executive Sponsors & Project Managers Virtual Summit

Christy gave an update on the combined PM/ES Virtual Summit. We received great feedback on the event and we are already thinking about holding another one in January. A shorter version (half day) and more focused on the transition of all colleges being on ctcLink and enhanced collaboration among system groups. Tim Wrye agreed there was good value in the summit and having another mini summit would be beneficial for DG6 to gain knowledge

from their DG5 colleagues. He said we continue to learn things at every turn; having the opportunity to share those learning and make improvements for the last deployment group is important.

Tim also agreed about the need to work on collaboration efforts with colleges at an operational level and figuring out a better framework for collaboration among various groups. This came out at the end of the summit and it would be good to work on operationalizing that piece.

Tim recognized Shanda Haluapo and Susan Maxwell for their hard work in planning and holding a successful virtual summit.

Steering Committee Update

Christy and Tim gave an update on ctcLink Steering Committee recent activities. Recent activities include reviewing the new ctcLink Okta login/password reset project, a mobile upgrade review (HighPoint HCX) and DG6 Go-Live dates. The committee is again expecting 3 go-live weekends for DG6. College PMs are discussing possible dates with leadership.

Project Update

Project update by deployment group

Christy gave an update on DG5 and DG6 activities. There has been great engagement by the colleges in recent project activities and workshops.

DG5 – Bellevue, Grays Harbor and Green River have self-reported “yellow,” mostly due to staffing/resource issues coupled with the ramp-up of ctcLink activities.

DG6 – Columbia Basin is the only college self-reporting “yellow.” This is due to a transition in their project manager. They currently have an interim PM. The other colleges are reporting “green” at this time. Colleges are aware of the large amount of work coming their way.

Budget

The project is tracking on budget. It is showing \$1.5 million under budget, but there are some high risks that could affect that (staffing retention, for example).

Project Risk

The biggest risk Christy is keeping a close eye on is the concern of retaining Project Team resources through the end of the project. Those that aren’t interested in applying for one of the ctcLink SBCTC support organization positions might leave sooner than we want as they look to find more permanent work. This isn’t uncommon for projects, but we are doing all we can to keep continuity throughout the project.

Moran Technology Consulting – External Quality Assurance

The two main items that Moran is reporting “yellow” and keeping a close eye on are both related to permanent staffing for SBCTC ctcLink support – SBCTC Customer Support (staffing plan) and SBCTC Application Services & Production Services.

ctcLink Customer Support

Dani Bundy gave a high level overview of current status of the Customer Support team. They are working closely with colleges on various workshops and training. They are meeting weekly with college PMs, working on the backlog of tickets that still remain, and working on

enhancement request visibility. Customer Support is also working on revamping the Service Level Agreements, which includes college feedback. Next they will be working on internal Standard Operating Procedures so there is a consistent way that technicians handle tickets and provide customer support.

SBCTC ctcLink Support/SBCTC IT

Grant Rodeheaver said staff have started attending commission and council meetings (as SBCTC/ctcLink liaisons) to start working on the system collaboration, knowledge networking and Communities of Practice.

Accessibility

SBCTC Application Services/Production services has established a monthly [ctcLink Accessibility forum](#). All are invited.

SBCTC is working with Oracle regarding accessibility issues following a letter from Jan Yoshiwara to Oracle regarding our system's accessibility concerns and how to get them addressed.

Staffing Plan Update

Grant said as Kevin noted at the beginning of the meeting, the staffing plan and funding proposal must be approved by the full WACTC before going to SBCTC board for final approval at the end of June.

Working with HR to get the positions confirmed and ready to post.

Adjourn & Farewell

The meeting was adjourned early, but not before everyone thanked **Kevin Brockbank** for his leadership this past year as chair of WACTC-Tech and cELC.

Kevin noted that this is the last meeting with this particular committee makeup. The committee membership will change for the next academic year beginning with the July WACTC retreat.

Jan Yoshiwara said the exciting thing with the project is while there is still much more to do, the end is actually in sight. She doesn't think we could have said that at the beginning of this year. She thanked Christy and her team and Grant and his team for the really good work this year. While there are things to keep an eye on, the Project is in good shape and Jan said she thinks SBCTC is being set up well for the ongoing engagement with the ctcLink system.