



Executive Leadership Committee Meeting Minutes

February 14, 2019, 2:00 – 3:00 p.m.

SBCTC Olympia Office

Members Present

Jan Yoshiwara, co-chair, SBCTC Executive Director, ctcLink Project Executive Sponsor

Joyce Loveday, co-chair, Clover Park Technical College president

Kevin Brockbank, Spokane Community College president

Choi Halladay, ctcLink Project Steering Committee Chair

Grant Rodeheaver, Deputy Executive Director for IT, SBCTC

Christy Campbell, ctcLink Project Director, SBCTC

Members Absent

Ivan Harrell, Tacoma Community College president

Marty Cavalluzzi, Olympic College president

Deidre Soileau, Pierce College Fort Steilacoom interim president

Others in Attendance

Brian Culver, WACTC-Tech Information Technology Commission representative

Bill Belden, Student Services Commission (WSSSC) representative

Charlie Crawford, Instruction Commission representative

Scott Wagemann, Research and Planning Commission representative

Paul Giebel, External QA, Moran Technology Consulting

Janelle Runyon, ctcLink Communications Manager

Welcome

Committee co-chairs Jan Yoshiwara and Joyce Loveday welcomed everyone to the meeting—both online and in-person.

Approval of Minutes

Approval of December 13, 2018 minutes was tabled due to lack of quorum, along with the October 4, 2018 and November 7, 2018 minutes previously tabled due to lack of quorum.

Kevin Brockbank noted this is the third consecutive meeting with no quorum, which may warrant a discussion with the larger WACTC group since not enough presidents in attendance means cELC cannot effectively do business.

Remediation

Christy Campbell gave a status update on the items remaining from the Remediation sign-off/agreement with FirstLink colleges. Of the 195 Remediation open items that the project started with last year:

- 29 remain open with a plan to complete
- 10 will be closed as part of the replacement solutions (Continuing Education, Online Admissions and Budget Planning)
- Two (2) items related to Financial Aid customizations were reopened as part of the Remediation sign-off agreement.

Christy noted several of the 29 remaining open are moving to User Acceptance Testing (UAT) and will be closed out as soon as they are tested and approved.

Tacoma is currently reporting Remediation as “Green” (on track) and Spokane is tracking “Red” due to overlap of key activities.

Continuing Education Replacement

At Tuesday’s meeting, the ctcLink Steering Committee unanimously approved the Continuing Education approach for the successful vendor, CampusCE. Christy explained since many colleges are currently using CampusCE through individual contracts, and since none of the vendors that responded had a single (one instance) solution for CE, a subgroup of Steering Committee members and original CE RFP members formed to develop an implementation approach that takes into account current CampusCE colleges and non-CampusCE colleges and how each college can implement under the new system-wide contract. The full approach approved by the Steering Committee for CampusCE is included below:

- 1. A global standard and common baseline of CampusCE will be developed for all colleges.***
 - *Current CampusCE colleges that choose to continue using it must implement and adopt the new standard baseline product, and may choose to pay the vendor for additional functionality as desired.*
 - *Colleges must work with the vendor directly for any customizations or functionality beyond the approved baseline/standard.*
- 2. Colleges may opt out of using CampusCE, and not pay. Any CE data from another source/solution required to be reported (e.g. financial data) will be the responsibility of each college to manually enter into ctcLink/PeopleSoft.***
- 3. As the successful vendor/product, CampusCE will be the only 3rd-party CE solution with automated integration between ctcLink/PeopleSoft, at this time.***
- 4. Agreed-upon baseline product costs and initial implementation/re-implementation costs are included and supported by SBCTC as part of the ctcLink implementation schedule.***
 - *Any college choosing to implement/re-implement CampusCE outside of its scheduled ctcLink implementation may incur separate and/or additional costs (e.g. integration with Legacy)*

- *SBCTC will negotiate annual costs per college for the approved common baseline implementation.*
- *Customizations and changes beyond the approved standard baseline are the responsibility of each college.*

CampusCE will be considered the “core”, supported software that will have real-time integration into ctcLink. The next step is to get a smaller subgroup together to assist the SBCTC Contracts Officer with the specific contract negotiations with CampusCE. Christy noted The SBCTC will negotiate with the vendor for the cost per college, coming up with a formula that determines cost of the baseline implementation and a clear understanding of costs for additional features beyond what will be determined as the baseline.

Online Admissions Application

The OAA subgroup has reviewed more than a dozen different Online Admissions Application solutions in place at other PeopleSoft colleges across the nation. They narrowed down the top picks to about 6-7 and gathered more information from each college/university system.

Only one of those was a third-party solution; the rest were developed in house. If one of the in-house applications is deemed the best fit for ctcLink, it could be a matter of requesting the code from that university/college. The final recommended solution will go through the Working Group and Steering Committee for approval.

As part of looking for a new OAA solution, Christy noted the team identified 10-15 improvements to the existing OAA solution that can be implemented now to assist Spokane and Tacoma with some of the pain points they are experiencing while we wait for the replacement solution. These items are listed on an “OAA Quick Wins” slide. Kevin Brockbank appreciated the improvements being done to the existing OAA on behalf of incoming students and student services staff.

The team will be testing the “Accessibility” of ctcLink in March (along with Deployment Group 2 System Integration Testing)

Chart of Accounts

The Chart of Accounts (CoA) redesign is complete. Workshops have taken place with Spokane and Tacoma to understand that new design and how it will be implemented. Christy noted the Chart of Accounts is the number one risk at this time because there is no backup plan if the new Chart of Accounts is not deployed July 1, 2019 for the FirstLink colleges. It is important for this to be a successful and on-time implementation so Spokane and Tacoma can begin using the new CoA at the beginning of the fiscal year. The team is working with Spokane and Tacoma to ensure the design and implementation is understood and that work stays on track. Kevin said it is a big change, but Spokane is working closely with the team on these activities. Choi also noted that the pilot colleges (Spokane and Tacoma) were instrumental in developing the Chart of Accounts redesign.

Security Redesign

The college roles and permission lists have been designed and built out. The next step is the mapping framework (mapping positions to roles/permission lists) which will be a lot of work, but the project is working on a tool to make it easier to map out.

Accessibility

The project will be hiring a testing vendor specifically for testing the usability and accessibility of ctcLink. The testing will help identify where the issues are within ctcLink and how to fix those issues.

This was discussed with the SBCTC Education Services staff that focus on accessible technology. With their help, two vendors were identified that provide this service. The next step is to determine whether an RFP is required prior to choosing a vendor.

Production Support

Ramp-up for Upcoming Deployment Groups

Grant Rodeheaver gave an update on the resource planning for the permanent ctcLink support organization. From initial assessments, he said it is clear the support organization does not have the adequate resources and skillsets that will be needed to support more and more colleges on ctcLink, but he also lacks good metrics to determine exactly the level needed. They are currently assessing the resource levels that will be needed. They are in the process of building up resources now to get through the last Remediation items and get to a stable standpoint for current, ongoing work (tickets, PeopleSoft updates, etc.). They are also looking at consulting firms to augment the resources especially during peak times, such as during a deployment go live through stabilization.

Service Level Agreements (SLA)

To better understand the resource load and set up a service agreement between colleges and the State Board support organization, Grant said Andy Duckworth is leading a subgroup working on determining a Service Level Agreement (SLA) for colleges and SBCTC. The subgroup includes staff from SBCTC, FirstLink colleges, Clark College and a couple from IT Commission has been added. The group is working on a Service Level Agreement (SLA) between the SBCTC and colleges. They are interviewing customer groups regarding what is working, what isn't, where gaps exist, response times, etc. This work will also include a basic understanding/agreement of what is low, medium and high-level tickets, the expected resolution time for each and the communication mechanism going forward. The ticketing software will also be under review. Kevin said people on his campus were appreciative of the focus group forum and being able to provide feedback. It was a positive experience for his staff. he has staff working with a subgroup to help develop expectations and the level of support needed to be successful. The focus groups just wrapped up, they are compiling the results and the next step is to develop a draft SLA based on that input. They are reaching out to commissions and councils for feedback as well. The goal is to have a solid draft to move forward with by the end of March (with the caveat that an SLA is ever-changing).

Query Security

This was an issue reported from Spokane but it applies to Tacoma as well. There were several issues with secure information being available to employees who should not have access to it or do not need it for their jobs. It is not a public issue. It is isolated to employees only and has to do with the granularity of the security roles. There are varying issues that are currently being addressed with Tacoma and Spokane, which will benefit other colleges as well. The additional issue in which Social Security numbers were showing up in reports has been fixed.

Overall ctcLink Program Update

Deployment Group 2

- DG2 is the PeopleSoft Upgrade for Spokane and Tacoma and initial implementation for Clark and the SBCTC agency. DG2 Go Live is scheduled for October 2019.
- DG2 is tracking as “Yellow” due to training content development and testing framework being behind schedule. This is being mitigated with additional resources and focus to bring this body of work up to speed within the schedule.
- DG2 in the Structure Phase of the project, focused on Functional Unit Testing of local configuration and the delta/changes.

Deployment Group 3

- DG3 includes Lower Columbia, Peninsula, Olympic, Pierce and Cascadia.
- DG3 go-live is scheduled for early 2020.
- DG3 colleges officially began the Implementation Phase at the end of January, beginning with self-paced Global Design Adoption (GDA) in preparation for Business Process Fit Gap (BPF) sessions that run February through May.
- DG3 PMs are having bi-weekly meetings with the ctcLink/SBCTC project team

Deployment Group 4

- DG4 includes Bellevue, Centralia, Columbia Basin, Edmonds, Highline, Seattle and Wenatchee Valley
- DG4 is beginning public status reporting on Initiation (Prep) Phase readiness activities.

Moran Quality Assurance Report

- The “Scope” remains “Yellow” in Moran’s December report. It will remain yellow until there is a plan in place for every remaining Remediation item (including the replacement solutions, such as OAA, CE, etc.)
- The “Schedule” remains “Yellow” as well due to the Chart of Accounts redesign implementation timing. It is important for FirstLink colleges to implement the new Chart of Accounts on July 1, 2019.
- Training is “Red” due to content development being behind schedule

Budget

- Christy noted that the ctcLink Technology Budget was recently updated at the request of our oversight agencies OCIO and OFM. It does not change the budget, but it is broken down differently than in the past (at the request of the oversight agencies) and aligns deployments and deliverables to specific funding “gates”.
- There was a reminder to cELC that the additional funding to support the updated ctcLink Investment Plan will begin July 1, 2019. The decision passed by WACTC on

December 1, 2017 includes an additional 1% that SBCTC will bill colleges, which allows colleges to determine how to pay the additional amount (e.g., from reserves, operating budget). The Business Affairs Commission (BAC) will be discussing this at their next meeting. It was suggested this reminder goes to Presidents at the WACTC meeting in the morning. Kevin will provide this update for Joyce tomorrow morning.

- In addition to the above budget reminder, Kevin and Christy will share the Deployment Group Timeline with the critical message that all colleges will soon be engaged in ctcLink in some manner. For DGs 5 and 6, this is initial planning, making sure a budget, project manager and plan is in place. As Joyce stated, "It's becoming real for everyone." For the cELC report-out tomorrow at WACTC, we will provide the Initiation Engagement Schedule and the overall Deployment Groups Timeline and carry that message to all presidents.

Next Meeting

Joyce closed the meeting by thanking the project team and sharing appreciation for all the hard work they are doing. The next meeting will be March 21 at South Puget Sound Community College.