



TOP PROGRAM RISKS

#	Area of Risk	Mitigation	Responsible
1	Full Engagement of College Executive Leadership, Project Manager and Executive Sponsor	<ul style="list-style-type: none"> • Hire fully-dedicated ctcLink Project Manager • Executive Sponsor engaged in local ctcLink governance, project activities and issue resolution • President and board regularly updated 	College
2	Competing College Initiatives and Daily Operations	<ul style="list-style-type: none"> • Leadership identifies ctcLink as a top priority initiative • Empower Project Manager to direct, request, manage and assign resources to project activities 	College
3	Commitment to the ctcLink project methodology pre- and post go-live	<ul style="list-style-type: none"> • Establish travel budget for required in-person activities (business process sessions) • Resource participation required for all activities • Understand and facilitate organizational change to college structure, business processes and staff roles 	College
4	SBCTC's ctcLink Support Organization	<ul style="list-style-type: none"> • Service Level Agreements between SBCTC and Colleges • Develop support model that expands in tandem with college deployments (sizing, service capacity, service levels) 	SBCTC
5	ctcLink Accessibility	<ul style="list-style-type: none"> • Partner with Oracle to implement accessibility testing findings to meet accessibility standards • Support system-wide accessible technology policies and initiatives to help SBCTC achieve and maintain accessibility standards 	SBCTC

Excerpt from ctcLink Executive Leadership (cELC) meeting – December 12, 2019

COLLEGE RESOURCE COMMITMENTS FOR CTCLINK ACTIVITIES

Active Staff Participation in All Work Packages:

