CTCLINK WORK PRIORITIES & GOVERNANCE POLICY

This SBCTC IT department ctcLink Change Management policy provides direction on how changes to ctcLink PeopleSoft in production are requested and prioritized. When software or a configuration is in "production," this means it has gone live and is available for end-users to accomplish a business purpose.

SBCTC ctcLink Production Support Tasks

Sources of work items for SBCTC ctcLink Production Support team include
- SBCTC ctcLink Change Management Board
- Service tickets
- Scheduled maintenance
- Product updates and releases
- External mandates (federal, state and agency policy)
- ctcLink Working Group-approved Enhancement Requests submitted by:
  - College Executive Sponsors
  - Commission Chairs (including Councils represented)
  - Data Governance Co-Chairs
  - SBCTC ctcLink Leads

Work efforts are prioritized based on
- PeopleSoft product updates
- Level of urgency/impact
- Available resource capacity

Current ctcLink Work Priorities
The fundamental priorities for the ctcLink Project and SBCTC Agency are to:
- Deploy new colleges on ctcLink by mid-2022 in approved configuration
- Support and stabilize colleges currently live on ctcLink

Future Priority-Setting

After all Washington community and technical colleges are live on ctcLink, a prioritization input process — giving equal voice and vote to all colleges in the system — will be developed, specifically to address commission and council input.

Reference Section: Enhancement Requests

Who may submit Enhancement Requests to the ctcLink Working Group?

Enhancement ideas originate with ctcLink users.

1. Determine if your request aligns with the [ctcLink Project Guiding Principles](#).
2. Secure a sponsor (e.g. college executive sponsor, commission chair, data governance co-chair) following one of the flowcharts below.
3. Sponsor downloads, completes and submits vetted [Working Group Enhancement Request Template](#) to ctcLink governance. [[requires cDR log-in](#)*]

Sponsors of enhancement requests

- [College Executive Sponsors](#)
- [Commission Chairs (also representing their Councils)](#)
- [Data Governance Co-Chairs](#)
- SBCTC ctcLink Leads
- External Mandates – law, policy changes

From "Idea" to "Enhancement Request" to "Governance" to "Decision"

The flow charts below show several ways a request may progress from an idea to final decision. [Documents require [cDR log-in](#)*]

- [Enhancement Requests from College Leadership](#)
- [Enhancement Requests from Commissions & Councils](#)
- [Enhancement Requests from a System User (Known Enhancement Request)](#)
- [Enhancement Requests from System User (Concern or Good Idea)](#)

* [How to request ctcLink Document Repository (cDR) access.](#)

Background of Policy

Developed in response to individual and Commission/Council requests to make **changes to ctcLink outside of the Enhancement Request process.**

Gives direction how Commissions/Councils, individuals and or other stakeholders should partner with ctcLink Governance (WG/SC), ctcLink Project/SBCTC) when they have concerns or ideas.

NEXT STEPS/DISCUSSION/APPROVAL

- Final draft proposal created Oct. 8, 2020.
- Grant Rodeheaver, IT Deputy Exec Director/CIO, socialized the draft with his team and Change Management Board members.
- ctcLink Working Group reviewed draft Oct. 14, 2020
- ctcLink Steering Committee reviewed draft Oct. 20, 2020
- Finalized Oct. 27, 2020 by Grant Rodeheaver in review with Jan Yoshiwara, SBCTC Executive Director.
- Posted to SBCTC.edu website Nov. 6, 2020.