



Steering Committee Meeting Minutes

November 20, 2018

SBCTC Olympia, Bonanza Room and WebEx

Christy Campbell, facilitator

In attendance:

Voting

Choi Halladay, Pierce; **Reagan Bellamy**, WVC; **Kurt Buttleman**, Seattle; **John Boesenberg**, SBCTC; **Carlie Schiffner**, SBCTC; **Grant Rodeheaver**, SBCTC; **Shanda Diehl**, Clark; **Lisa Hjaltalin**, Spokane

Non-Voting

Christy Campbell, SBCTC; **Whitney Dickinson**, OCIO; **Paul Giebel**, Moran; **Clay Krauss**, Tacoma; **Ligia Cicos**, Edmonds

Also in attendance: **Janelle Runyon**, SBCTC

Meeting Minutes

Approval of Minutes

Action: The October 23, 2018 meeting minutes were approved as presented.

Status Update

Christy Campbell reviewed the latest status report:

- Remediation – still actively working through all items. Fiscal year end work is going on now. The majority of fiscal year end work should be complete at the end of November. There is some work that may go into December.
- Pending Solutions were reviewed. There is no change to Physical Inventory due to resource requirements. For Continuing Education, this is still on track with the RFP process. The workgroup is answering questions from vendors. Budget Planning is dependent on fiscal year end work being complete. For Online Admissions, we are working on finalizing requirements. For Accessibility, we are currently talking to accessibility vendors to test ctcLink. For Guided Pathways, they are currently focusing on improvements to the interim solution for FlrstLink colleges. Discussions are happening around facilitation of requirements gathering.
- The Schedule is tracking “yellow” due to overlap of deployments.
- Scope will also remain yellow until the new solutions (online admissions, continuing education, budgeting, etc.) are determined and implemented.
- The budget is about \$6 million under budget due to onboarding of resources and the outstanding solutions.
- There is a risk for Student Financial Conversion Logic. A couple of pieces of student financials are being finalized and were not run. This is no longer a risk and should have been reported as an issue.
- For Clark, there are unmet expectations. There is a gap between what end users are expecting to see within the information about what is being delivered in PeopleSoft.

- A risk was documented by Spokane regarding significant time and resources being needed to prepare for Chart of Accounts.
- There is an issue regarding security matrix review. Campus Solutions and Finance appear to be complete. The remaining piece is HCM. We are waiting on vendor to provide security matrix design for HCM so teams can evaluate.
- QA Recommendations were reviewed.
 - There is still the AFRS CEMLI work the team is working on. The testing for this work is challenging. This needs to be tested before moving into production.
 - For training delivery, if we are not done with identifying training scope and how we are building content, this item will likely be red in the next QA report. To mitigate, we have a consultant that will assist with training to jumpstart the work.
 - There is a recommendation that SBCTC ensure that The Burgundy Group delivers a fully documented Technical Architecture of the ctcLink System as they have implemented it in the Amazon Web Services environment.
 - There was a recommendation that a list of all CEMLI be made available for review and maintained, indicating the pillar and business process related to the CEMLI, the latest status of testing, and any issues that will impact software readiness.
 - For security redesign, Paul Giebel said this is there because of the delay from the original timeline. The question is if there is something that could be done to get colleges working on things that they may need to do once the security framework is put together.
- Regarding the remaining OCIO Investment Plan Conditions, Christy said:
 - One is regarding remediation items and solutions that were called out.
 - The other item is for post-implementation lessons learned.
 - As they occur, we will look to close these out.
- Budget status was reviewed. We are currently almost 6 million under budget. A majority is due to outstanding solutions.
- For Deployment Group 3 there was a Pre-kickoff meeting on Nov 2 to discuss implementation planning to make sure the PMs have enough knowledge regarding what is coming so they can start planning at their colleges. Peer reviews will be held on December 5 and 6 at SBCTC for college PMs to review deliverables.

External QA Interview with Colleges – Follow up

Christy said there was a request from a college PM for Moran Consulting to interview colleges as part of their monthly external QA reports. Moran is engaged with colleges regarding readiness review and lessons learned process.

Lisa Hjaltalin said it would be helpful if Moran received Spokane’s feedback on what they’ve seen as problems. Christy asked if this is something that should be included in status reports instead. Lisa doesn’t think that method would have the same effect as being in the QA report. Grant Rodeheaver asked if there was a concern that the feedback they were provided was not being acted upon. Lisa mentioned that the people at Spokane do not feel like their voices are being heard. Choi Halladay mentioned that he does not believe the QA reports are the most effective way for a college voice to be heard. The QA reports are more around internal quality control and the specifics of a deployment. There could be a different approach that could be created for that. Lisa said that everyone wants more transparency. It is important for the colleges that go live to have a vehicle to provide feedback on what they are experiencing. Christy said the next step would be a conversation with Christy, Grant, Lisa and other deployment 2 colleges if they would like to

attend. This would be to understand where we aren't meeting expectations around transparency. Choi mentioned that he would like to be part of that conversation as well.

Action: Christy will set up a meeting to discuss transparency with Grant, Lisa, Choi, and other deployment 2 colleges.

Post Support Update

Grant provided an update on post (production) support and Service Level Agreements. Work began in late summer regarding monitoring for post support. Grant has Andy Duckworth working on defining communication processes for the production support team. They are also working to better understand the service desk ticket volume.

The next steps are to work with the group to develop Service Level Agreements for ctclink. This work will start at the first of the year. Grant is working on getting ITC members to participate and—while the focus is on the FirstLink (pilot) colleges since they have the experience with the support organization—he said it would be helpful to get input from Clark and some Deployment Group 3 colleges.

There is a need to have metrics well understood so we can predict workload.

Clay Krauss mentioned that this work has been going very well.

Whitney Dickinson recommended that Grant meet with the CIO from University of Washington around their lessons learned. Grant said that this would be helpful.

Open Discussion

Christy provided an update on the hearing with the Energy, Environment, and Technology Committee. The State Board was asked to present on the ctclink project. They provided a background of the project and where we are with the deployments and timeline. Overall, the message was well received. Grant agreed that the presentation to the committee went well. Whitney said the materials that were provided to the committee were very helpful. She also took from the presentation that there will be a lot of scrutiny of state IT project at the legislative level. Janelle will send out the link to the TVW recording of the work session.

December Meetings

Christy asked the Steering Committee about the next meeting. She recommended that we cancel the next meeting scheduled for December 4 and keep the meeting scheduled for December 18. The Steering Committee agreed to cancel the meeting on December 4. Kurt Buttleman and Carli Schiffner said they would not be available December 18.

Christy recommended that we start moving the Steering Committee meetings to once a month. Choi said this depends on the CPW work and how fast of a turnaround we need to get those through. He doesn't see a need to have a meeting for just a status update. The Steering Committee agreed that there isn't a need. Ligia Cicos mentioned that they are still testing many of the common processes and there have been some issues with the testing environment slowing down the process, but they are working on it.

If the meetings are moved to monthly, we will need to update the Steering Committee charter in the new year.

Paul Giebel asked if we could have a meeting the week of December 11 instead. Christy said we will send out a poll to ask the Steering Committee about the next meeting.

Meeting Closure

Follow-Up/Action Items

Item	Description	Person	Date Open	Status
1.	Meeting with deployment 2 colleges to discuss transparency	Christy, Grant	11/20/18	
2.	Send out recording of hearing with Energy, Environment, and Technology Committee.	Janelle	11/20/18	COMPLETE
3.	Research/review process and guidelines for selecting new SC members; bring back to committee for further discussion.	Choi, Christy	10/23/18	
4.	Review Moran contract regarding including Production Support in QA Reports and interviewing ctclink (deployed) colleges.	Paul, Grant, Christy	10/23/18	
5.	CPW for Guided Pathways discussion, recommendation	Christy/Carli	9/25/18	COMPLETE Approval on process and next-steps took place during 10-23 meeting.
6.	Share Data Governance Committee's work on Meta Majors for ctclink (as part of Guided Pathways discussion)	Janelle will ask Carmen	9/25/18	For future meeting.
7.	Add Campus Solutions Global Design Review recommendations to future meeting	Jason check with John Henry on when it will come back to SC	9/25/18	CS will review and bring back only items that need SC approval

Item	Description	Person	Date Open	Status
8.	Continuing Education RFP at future meeting	Christy/Jason	9/25/18	COMPLETE CE RFP released and materials provided to committee