



STEERING GROUP MEETING MINUTES

March 12, 2019

SBCTC Olympia, Bonanza Room and WebEx

Meeting Participants

Voting Members

- Reagan Bellamy, Wenatchee
- Kurt Buttleman, Seattle
- Shanda Diehl, Clark
- Choi Halladay, Pierce
- Lisa Hjaltalin, CCs of Spokane
- Tim Wrye, Highline
- Grant Rodeheaver, SBCTC
- John Boesenberg, SBCTC
- Carli Schiffner, SBCTC

Non-Voting Members

- Christy Campbell, SBCTC
- Paul Giebel, Moran Technology Consulting
- Whitney Dickinson, OCIO Representative
- Ligia Cicos, Edmonds PM
- Clay Krauss, Tacoma PM

Guests & Staff

Dani Bundy, ctcLink OCM/Training Manager
Reuth Kim, ctcLink PM for Risks/Issues
Janelle Runyon, ctcLink Communications Manager
Johnathan Rider, SBCTC Security
Dennis Colgan, ctcLink Project Management
Bill Welch, Security/ctcLink Project

Meeting Minutes

Approval of Minutes

Action: Minutes from the February 26, 2019 meeting were approved as presented.

ctcLink Program Status

Remediation

The Faculty Workload enhancements have passed User Acceptance Testing. A few pieces may be awaiting migration to the Production environment. The team is reviewing now. Absence Management has also passed User Acceptance Testing successfully and will be moved to the Production environment. Other items are close to complete as well, including DRS Redistribution and Student Billing/Third-Party Billing. The Budget and Planning work group is reforming to begin reviewing RFP requirements prior to Oracle building out a prototype to validate in the current solution we purchased.

Online Admissions Application

Dennis Colgan gave an overview of the Online Admissions Application replacement tool process. The work group narrowed top options down to seven and then began the work of reviewing and determining the best-fit solution for our 34-college system. The three that rose to the top were Florida International University, CUNY and Maricopa. All of them are homegrown add-ons to PeopleSoft that each one has developed and refined over time. The next step is to develop some technical questions and reach out to those three institutions to discuss in more detail and whether we may be able to use and adapt one of those solutions into our new Online Admissions Applications solution.

The work group will do final review before bringing a recommendation back to the Working Group to make a recommendation to the Steering Committee.

Continuing Education

Abraham Rocha is working with CampusCE on finalizing the contract negotiations based on the approved continuing education solution approach. A small group of college and SBCTC staff is assisting Abraham in the contract negotiations and language.

Accessibility

A request is going to Abraham to form a group to develop an RFP for accessibility testing vendors. Originally, the approach was just to test ctcLink, but colleges would like to leverage this contract to be able to do accessibility on other systems they have and to be able to utilize multiple vendors to perform accessibility testing.

COA redesign

SIT/Parallel close – The team is doing detailed testing on the Chart of Accounts and how colleges will close out this year with the current Chart of Accounts.

Physical Inventory (Asset Tracking)

The project team is prototyping this in the system. They have been able to successfully scan items on their phones and log them into PeopleSoft. The team is feeling positive about the delivered functionality in PeopleSoft. This is good news because in the new Investment Plan and budget, \$100,000 was allocated for a third party system to do this, which won't be needed if PeopleSoft fulfills all the required functionality.

Overall status

Overall Project Status is Yellow. This is due to Remediation not being complete and overlapping deployments, but the team is mitigating that by extending resources, reviewing and adjusting work plans. We have a vendor in place, GP Strategies. They are assisting with training content development in all pillars to help mitigate and make sure we can start pre-UAT training as planned in early April.

Scope will remain yellow until replacement solutions and all requirement are accounted for in Requirements Traceability Matrix are accounted for.

Budget is green and is tracking \$6 million under budget, but those funds will be used as the replacement solutions and other planned items are completed.

Deployment Group 2

DG2 is on track for all the core activities with the exception of the training content development discussed earlier. We are getting ready to kick off System Integration Testing and will be starting to work on Conversion #4.

Shanda Diehl at Clark said while the data conversion is a lot of work, Clark is moving through it as planned, and also ramping up their communication plan. Christy noted some great all-staff communications Clark is sending out that the OCM/Communications team would like to incorporate into communications planning templates and samples for other deployment groups.

Lisa said there are concerns with competing priorities: security redesign mapping activities, Chart of Accounts redesign testing, other UAT testing, etc. Christy said she will be working with Tacoma and Spokane to prioritize UAT testing, specifically in the Finance pillar as there aren't significant changes in the PeopleSoft upgrade for Finance. The Chart of Accounts testing will be most critical. Christy understands there are resource constraints and will help prioritize UAT. Lisa appreciated that and said CCS will work with her on that prioritization.

Lisa had an update to the *"FY 16, 17 and 18 still has to reconcile all accounts"* statement on Spokane's DG2 Status Report. She said Spokane has actually made a lot of progress reconciling those accounts. The biggest list they still have left at this point, she said, is the cash accounts.

Deployment Group 3

All DG3 colleges are reporting "Green" at this time. DG3 is currently involved in Business Process Fit Gap Sessions. This process is also another step in helping colleges understand how PeopleSoft works and builds on the Global Design Adoption. They are also completing activities related to gathering their local configuration which will allow for Cycle 2 conversion, which will allow them to have data in the system. Based on what we learned with DG2, security mapping was too late. Pulling it into the cycle 2 conversion to start that mapping earlier.

Deployment Group 4

After the recent shifts in deployment groupings as approved by the Steering Committee, there are seven colleges in DG 4 and they are making good progress in the Initiation Phase. A small group from the project team has been visiting the DG4 colleges for a check-in as they embark on the initiation phase and work toward their peer review process before beginning implementation in November.

Deployment Group 5 & 6

There is a concern regarding the readiness and commitment of these colleges, but Christy and team will be working with them to better understand where they are in the process—whether they've brought in a Project Manager, started legacy business process mapping, are looking at their third-party systems, etc. There is a concern that some of these colleges have not invested the time and resources in the Initiation Phase. Only half the colleges in DG5 have copied their project plans out of "PWA" so we can see how they are progressing and work with them. It will be difficult to recover to the timeline if these colleges are not ready. It is a very large implementation and if one or two colleges slip, it affects all and it will cost the project additional money. We will continue working with these colleges as we move forward.

Ctclink Quality Gates & Milestones

Revised this slide to show the key deliverables that will be reviewed at each phase.

College ctcLink Roles/Responsibilities Alignment Document

The Roles/Alignment document was developed to assist colleges in understanding the long-term support needed to successfully sustain ctcLink during and after implementation. The draft has been reviewed and a motion was sent out by email.

Action Item: Motion Discussion & Approval

This motion was carried over from an email-based meeting vote from the last meeting.

Action: Motion made by Choi Halladay, Tim Wrye seconded. All in favor. The Steering Committee moved to:

- Adopt the College ctcLink Roles Alignment document (with the agreed-upon changes) as the recommendation to Washington State Community and Technical Colleges for the roles necessary to successfully implement ctcLink as well as the required ongoing personnel needs once the ctcLink system is in place.
- Request that the cELC recommend to all WACTC Presidents that the necessary roles as outlined in the ctcLink Roles Alignment document are in place at their college prior to their college's DG implementation, and sustained post-Go Live.

Janelle is developing a one-page summary of the full document to share with the ctcLink Executive Leadership Committee. As noted above, cELC is asked to share the one-page summary with the recommended and required roles with all presidents at the WACTC business meeting the next morning.

Once this information is shared with all presidents at WACTC, this will be shared back with all PMs.

ctcLink Training Approach

This document was reviewed at the last meeting. Further discussion prior to approving the document included:

Christy explained that the training approach of the past did not meet the needs of colleges already on ctcLink. It was geared to implementation only. We want this approach to work for the project, but also work for the colleges long term. This allows for self-paced training. As colleges get new employees or existing employees need a refresher, they can take the trainings any time they want.

Shanda and Ligia had expressed concern about WebEx only training for instructor-led training (ILT). Dani Bundy explained that while the instructor-led training will be via WebEx, if college staff wants to attend in the room where the WebEx training is being delivered, that is an option. In addition, Dani noted that the Training Approach is a living document and will be revised over time as needed.

Action:

Grant Rodeheaver moved that we approve Training Approach. John Boesenberg seconded.

The Training Approach was approved.

Security Redesign

Johnathan Rider gave an overview of the Security Redesign approach. Lessons learned from the previous model has led to this new model that is much more manageable, scalable and flexible. The previous security levels were “by position” such as registrar or finance director. This didn’t work because we have 34 colleges that distribute responsibilities and tasks differently among staff. The new plan is “task and process” oriented roles rather than by position/job title. The new model allows for a menu approach where colleges can pick and choose specific tasks and processes for an end user based on their responsibilities at their college.

He explained that PeopleSoft security is done through Permission Lists (PLs), which give access to pages or screens. PLs are then put into roles. You can have one or multiple PLs in a role. Roles are assigned to user profiles for users in the system. Roles are put into a role-grant list that allows colleges to assign roles to users.

Row Level security controls data access by the institution. For this redesign, the focus is on Permission Lists and **Roles**—getting access to pages.

He noted a separate working group will be addressing the topic of whether any employees that work at more than one college will need a separate ID for each college due to security reasons. Tim noted that ITC has been discussing this issue. Johnathan said this topic is being addressed separately and is not in scope with this redesign activity. Some research was done that shows this impacts about 20 users in the entire college system who work at multiple campuses that perform certain tasks that may be impacted by this issue. Shanda asked if you are in Finance at GRCC and can cut checks, but at Highline you are a faculty, could you cut checks at Highline? Johnathan said, no, because the security does not span pillars. It would need to be security roles within the same pillar at both colleges.

This security model has been reviewed and vetted by the security redesign team and by the Working Group prior to coming to the Steering Committee today for adoption.

Additional discussion notes:

- Spokane wants to implement the new security model as soon as possible. Maybe May.
- The new design has audit features to determine who made changes behind the scenes.
- Segregation of duties. Have been taken into account, such as who can approve a check, and print a check and ensuring tasks such as those should not be assigned to one person.
- Also working on onboarding. Pain point is hire date vs effective date. Ends up that accounts can’t be used for a day or two after the person is hired. A fix is in the works.
- Offboarding is an issue. Will provide audit reports to help colleges clean up their roles and permissions.
- This new model is built in conjunction with the current security. This allows TCC and Spokane to do testing before migrating into new security, then can migrate into the new roles. Once migration is complete, the old security/roles will be removed.
- There are “job aids” that will be available soon and will help colleges with mapping users to roles in the new design.
- Training will be part of the user-mapping exercise, which will include how to use the roles.

Action:

Tim Wrye moved to approve the Security Redesign, seconded by Lisa Hjaltalin. Motion carried.

Propose Forming Subgroup for Steering Committee Charter/Membership

Christy Campbell called for volunteers to review the Steering Committee Charter. This group will take a look at the charter overall and, specifically, will be reviewing membership requirements as it pertains to the Executive Sponsor position at colleges and the continuation (or not) of that role at each colleges once they go live.

Members volunteered to work with Christy:

- Tim Wrye, Highline College
- Kurt Buttleman, Seattle Colleges
- Grant Rodeheaver, SBCTC

Janelle will set up a meeting.

Action Items Review and Agenda Items for Future Meeting

Christy will be out of the country with limited internet service. The group agreed to cancel the March 26 meeting. The committee will receive a status report in lieu of the March 26 meeting. The next meeting is April 9, in Olympia and via WebEx. The meeting adjourned with minutes to spare.