



STEERING COMMITTEE MEETING MINUTES

June 18, 2019

SBCTC Olympia, Bonanza Room and WebEx

Meeting Participants

Voting Members

- Reagan Bellamy, Wenatchee
- Kurt Buttleman, Seattle
- Shanda Haluapo, 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

Kevin Brockbank, Spokane Community College President
Dani Bundy, ctcLink Organizational Change Management & Training Manager
Dennis Colgan, ctcLink PM for Procurement & Resources
Emmett Folk, ctcLink PM for FIN & HCM
Reuth Kim, ctcLink PM for Risks/Issues
Janelle Runyon, ctcLink Project Communications Manager
Kristy Snow, ctcLink OCM Assistant Manager
Ana Ybarra, SBCTC Interim Associate Director for Campus Solutions

Welcome

Christy Campbell welcomed the committee and reviewed the agenda.

Approval of Minutes

June 4, 2019 draft meeting minutes were reviewed.

Lisa Hjaltalin requested the sentence that reads “we need to do a communication to all the rest of the colleges” be revised to “we need to do a communication to all the rest of the departments at CCs of Spokane.”

Minutes accepted with the revision to be made.

Chart of Accounts (CoA) Go/No-Go Discussion & Decision

Emmett Folk provided a brief CoA status overview. User Acceptance Testing (UAT) was completed on June 14 and the colleges have been asked to evaluate their readiness to adopt the new CoA. The new CoA impacts more than just the Finance pillar, so feedback was provided by multiple areas of each college and SBCTC. To gather this information, Emmett led meetings with the colleges and asked them to evaluate the following topics: solution readiness, understanding of configuration

changes, understanding of CoA change impacts, cutover start readiness, and post-cutover operational readiness.

Lisa Hjaltalin explained that “N/R – Not Reported” marked on Spokane’s “understanding of configuration changes” and “understanding of CoA change impacts” evaluation criteria was because she did not have enough time to thoroughly review these items and wanted to ensure she provided a timely response. She did clarify that Spokane does, in fact, understand the changes that are going to happen.

Emmett explained there was not enough time to conduct UAT properly, which is why he indicated yellow status (“Go” only if certain conditions are met) for the Project team. This causes a risk which will require mitigation, because more could have been tested given more time. The amount of testing completed is significantly less than what would typically be done for a project this size.

There will be a cutover readiness test run this week. This causes another risk, because this was not done during UAT. Emmett explained there is no singular “mission critical” failure that has come up yet; however, there are small issues with no mitigation solutions. These issues include things that you would normally fix from a technical standpoint, those that require precise timing, and others that require a custom process to correct.

Emmett shared his personal thoughts on this solution. He believes there is not enough time to create mitigation solutions, implement, test, and feel secure with those decision before Thursday’s ctcLink Executive Leadership Committee (cELC) meeting (tentative, should the Steering Committee be unable to come to a decision). However, he believes we should move forward while keeping in mind it will be rough and we will need assistance with manual corrective actions after implementation before a technical solution can be developed.

Christy clarified that the critical issues in Student Finance have been resolved. For the other issues identified, we know how to mitigate the issues. She said it won’t be pretty, but we are able to mitigate.

Emmett explained the mitigation solution will be a manual process. Resources will need to manually correct errors in the system as they appear. Given the confidential/sensitive nature of the data, it is suggested that the resources making manual corrections and adjustments be current college employees.

Choi asked how long the timeframe for making manual adjustments would be. Emmett said it will vary, because some areas are more likely to throw an error than others. Whenever an error is thrown, someone will need to manually go into the system and make the correction to each line item with an error.

John Boesenberg met with Emmett to develop a plan to fund resources at the colleges to help mitigate the issues with the new CoA. The plan includes two resources per college and check-in points to ensure the resources are available for the duration needed. The expectation is that these resources would be needed for between three and six months. Christy clarified that once a technical solution is developed with the software, the technical resources will no longer be needed for the colleges.

Shanda Haluapo asked what this means for Clark and DG2’s go-live. Christy explained there would not be any changes for Clark, because Clark’s data will be converted into the new CoA. Shanda expressed concern about project resources being diverted for manual entry work at the FirstLink colleges. John explained these would be new resources; not current project resources. Christy explained the only project resources that would be pulled for this work would be Emmett and the

new ctclink Project technical resource to be assigned to develop the technical solution. The rest of the team will be focused on the DG2 implementation.

Choi asked where FirstLink colleges will get assistance to help with the manual entry after July 1 while they wait for the new resources to start: from ERP or Project? John explained it will be up to each college to determine how it handles this before resources can be hired, because workload will differ between colleges.

Ana requested that any issues go through ERP Support so they are aware of any issues that arise. This way, ERP team members stay in the loop, so they can better provide assistance when ERP is the only support area.

Tacoma Community College wants to ensure they are able to test the CoA with Student Financials (SF) before they make a go/no-go decision. Emmett explained he has already tested this with different item types; however, every single item type has not been tested, because results have been consistently the same. Clay said TCC will test CoA with SF tomorrow.

After lots of discussion, it was made aware that a decision must be made on this due to everything else in balance with this decision.

Tim made the motion and Shanda made the second. There was a question about the dollar amount for the extra resources will cost. Christy guessed about \$300k and this was confirmed. This was approved by consensus with the conditions listed out on the go/no-go condition summary slide. There are also expectations that there will be documentation created to troubleshoot those known issues for both the colleges and support team.

Action: Vote

The ctclink Steering Committee approved implementation of the new Chart of Accounts for the ctclink FirstLink (pilot) colleges – Community Colleges of Spokane and Tacoma Community College – with assurance that SBCTC and ctclink Project assure resources for adequate staff support to handle additional manual work.

The “Go or No-Go” roll-call vote was a unanimous “Go” with the following conditions:

- The SBCTC will provide funding to Tacoma and Spokane to hire local resources to support the additional manual work that is expected with the new CoA implementation, as well as bringing on an additional SBCTC resource for ctclink ERP support.
- The ctclink project team will bring on a technical resource to work on an automated solution to mitigate the required manual effort.
- The SBCTC ctclink project team will create documentation to assist the colleges and the ctclink ERP support team with how to perform and troubleshoot the identified scenarios where manual corrections are needed.

ctclink Project Scope Discussion

No time to discuss this agenda item. It will be added to the agenda for the next meeting.

Remediation Update & ctclink Program Status

Christy asked committee members to review the information that was sent as part of the meeting materials. There was not enough time to provide a verbal update. Follow-up questions can be directed to Janelle, Christy & Reuth.

Meeting Closure

The next meeting is scheduled for July 2, 2019 at SBCTC Olympia and WebEx.

Item	Description	Person	Date Open	Status
1.	Agenda items not covered in 6/18 meeting due to time constraints: <ul style="list-style-type: none"> • cELC Update • ctclink Project Scope discussion 	Christy/Choi	6/18/19	Add to next meeting if still appropriate
2.	Meeting at Pierce College to discuss Online Admissions Application (OAA)status	Choi	6/4/2019	COMPLETE
3.	Send out a recruitment email to BAC for budget tool subgroup member	Choi	4/9/19	COMPLETE