



STEERING COMMITTEE MEETING MINUTES

July 16, 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
- Ligja Cicos, Edmonds PM
- Clay Krauss, Tacoma PM

Guests & Staff

- Dani Bundy, ctcLink Organizational Change Management & Training Manager
- 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 18, 2019 draft meeting minutes were reviewed and approved as written.

Chart of Accounts Update from FirstLink Colleges & SBCTC

- **Community Colleges of Spokane** - Lisa Hjaltalin thanked SBCTC, and Emmett Folk in particular, for their help and that they would not have been able to get through this without him. There are still issues with the grants & contracts as well as billing, which were not expected. Problems in travel and expense tool, but Emmett is working on solutions. Provided training on chart of accounts converter tool for staff. Left now with just the manual updates that were known about that would need to happen.
- **Tacoma Community College** – Clay Krauss said the State Board has been very responsive for anything they need to work through. Clay advised that Tacoma is in the same situation as Spokane. There are some issues (AR & billing), but Emmett has been very responsive with things.
- **SBCTC** - John Boesenberg, SBCTC, said it's gone as well as it has thanks to everyone's hard work.

This is a topic expected to be on the agenda each meeting to continue getting progress updates.

ctcLink Program Status

Program Risks & Issues

Reuth Kim reported about the top risks and issues which are outlined in the [ctcLink Project Status Report \(June 24 to July 5, 2019\)](#)

Risks

- **Chart of Accounts (CoA) adoption:** User adoption and successful deployment is critical for Deployment Group 2 (DG2) timeline. Update: Phase 1 cutover activities completed. Phase 2 and sub-ledger closing activities are in progress and are scheduled to be completed on July 10. Final configuration (Phase 3) is now scheduled for the week of July 15.
- **Risk of resource diversion due to CoA adoption.** Update: SBCTC, ctcLink FIN leads, ERP FIN lead will continue to meet to clarify roles for year-end close and their role in old chart of accounts. Next round – when SBCTC is on the new chart of accounts – their resources will be impacted. There was also discussion regarding how ERP will support the new chart of account issues.
- Three risks related to General Ledger and coordination between Student Financials & Finance for Clark. Update: These items have been discussed with Clark. Cycle 4B is planned to mitigate these risks. A follow-up will be scheduled with Clark’s PM after Cycle 4B, scheduled for July 12, 2019.

Issues

Security Mapping and Accessibility are the top two items. There are eight to 10 items under accessibility so when the vendors come on board, they have information to start with.

- **Accessibility** – Clark has submitted issues around accessibility items they have identified. We are tracking these items and will provide this information to the vendors to review and test when they are on board (estimated for August).
- **Security Mapping** - The Security Mapping tool has been built and in the SVL environment. This gets the college staff at about 80% of their needed access. Supervisors will have to go through each person’s roles on their teams and add/subtract roles as needed. Eli Hayes has been hired into Serena Hansen’s former position and is already looking at the project plan to include security mapping tasks for future colleges.

QA/Moran Technology Consulting

Paul Giebel, Moran Technology Consulting, reported that from risk standpoint, Chart of Accounts has been the biggest risk. What they’ve seen and heard in reports and conversations is that the excellent collaboration and trust in the go-live has been essential in moving forward and reduces risk for future DGs.

Biggest issue is testing and training. The project team is working with the colleges and FirstLink Colleges, taking feedback throughout the process and making adjustments on the fly as needed. The collaboration has been positive, which is something we didn’t see before [i.e. during the 2015 implementation].

The technical environment is making good progress. A bigger concern is the number of solutions that need to be implemented. Keeping an eye on a few things, but Moran understands there are time restraints. He encourages the project team to not let these things slip.

Security mapping is a critical issue. Security roles tool have been built in SVL and the team has found missing components and updated them.

Implementation Colleges

We were required to develop a completely new technology budget methodology based on recent legislative decision. Are working to realign the project with the Gates and will add a new page to status reports.

DG2

- DG2 status is very yellow with no wiggle room. The security mapping is not done. Testing and training are also being executed just in time. If something significant were to happen, DG2 would be in red.
- Currently running under budget, but haven't paid for needed solutions.
- DG2 self-reporting – Clark and Tacoma are green, SBCTC and Spokane are red, so the overall reported status took the middle road to yellow.

Oracle was supposed to release a new Financial Aid update July 30. This pushes UAT up a week, which means we are looking to move the DG2 Go/No-Go approval from the Sept. 10 to Sept. 24 Steering Committee meeting to get all the feedback needed for decision package.

DG3

Status is green. Just had the half-way point roadshow for DG3 colleges. Eli will be finalizing the DG3 project schedule.

Pre-Implementation Colleges

DG4, DG5 and DG6 are currently in green status.

DG4

DG4 progress has been on track. DG4 colleges are getting ready for Peer Review at the end of July. Most are within the same rate of completion. They are expected to be about 75% complete by the end of July. The Project Management Office is doing things a bit differently this time based on lessons learned in the DG3 Peer Review process.

DG4 requested that colleges in other deployment groups take part in the Peer Review process to gain outside perspective on their readiness.

DG5

DG5 colleges are expected to be at about 25% toward readiness at this point. Colleges ranged from 10% to 31% completion. There are some concerns with DG5 progress. There are plans to reach out to the individual colleges to come up with a plan, offer help, etc.

DG6

They began their initiation phase in March 2019, but are not reporting publicly yet. Will begin reporting on their Initiation Phase deliverables in November 2019.

SBCTC Readiness (Operations and Support) Discussion

Grant Rodeheaver discussed the efforts SBCTC is making to build capacity in support staff. Earlier this year, SBCTC identified nine positions to ramp up support to prepare for DG2 and DG3 post-Go-Live. Hired four positions and the remainder are in recruitment.

The PeopleSoft developers will focus on bug fixes. There were only two people originally in that area, which was doubled to four so that the ctcLink Project team can focus on implementation. Two PeopleSoft application development positions are filled; two are open.

Andy Duckworth and the SLA committee are working on the Service Level Agreement (SLA) and will finalize at the end of the month.

Shanda asked about the support structure, the process for requesting help from ERP and how colleges will know if things are triaged appropriately.

Christy explained that part of the DG3 to DG6 roadshows focuses on college readiness and preparation, including how to align their colleges to funnel requests, etc. This helps colleges to plan early on how they will submit tickets.

Grant shared that there is work already happening around licensing to create a dashboard to provide more visibility on the status of tickets.

Tim Wrye said the Information Technology Commission (ITC) is concerned about the SLA and is asking to be a signatory.

Remediation: Replacement Solutions Update

Security Mapping

Update was provided above. The pilot colleges are going through the process of mapping new tasks to old roles. They've done some initial design around cashiering. There is no magic button or easy way to do this.

Accessibility Contracts

Five vendors were awarded the accessibility testing contract. Five vendors were selected. Rocha is working with the vendors to finalize the master contract and the statement of work for the ctcLink/PeopleSoft testing.

A group of project staff did a Student and Employee Self-Service walk-through with the vendor, Level Access. We are expecting the work to take about four weeks after the contracts are complete and signed. This is something that needs to be included in the DG2 Go/No-Go decision.

Vendor to begin at the beginning of August. We will get weekly results of findings and will cross-reference Oracle's roadmap to see if they've already fixed issues or how soon Oracle plans to do so. Clark College has offered to help the project team prioritize feedback from vendor, so we will know which issues to tackle first.

Tim asked about continuous testing after future Oracle upgrades. For example, if we fix a bug locally, will a future upgrade wipe out our development work? Christy said there needs to be a long-term plan for this.

SBCTC Accessibility Plan

Grant reported that Carli is working with her team on an SBCTC Accessibility Plan and more information should be released within the next couple of weeks.

CampusCE Negotiations

The negotiations with Campus CE have been a very long road. During the most recent call with the team (Tim Wrye, Mike Nielsen, Christy Campbell, Abraham Rocha) it became clear we weren't making headway in negotiations to complete the contract.

Christy met with the CampusCE CEO about cost outliers (two colleges already using the product) and has been struggling with negotiating a CampusCE price, because some colleges are paying more than others. Christy has meetings planned with those colleges to get their feedback on the products

they receive from CampusCE and whether they are happy with the cost they are paying.

Once the contract is complete, Christy will provide an implementation timeline. There will also need to be work on CampusCE and PeopleSoft integration, because they do not currently integrate.

Clay asked if OSECE was still an option or if it's being sunsetted. Christy explained that from an ERP support standpoint, there may not be the capacity to support both CampusCE and OSECE. Tim asked which governance group has discussed the reality of supporting two CE tools. Shanda said that if we support two tools we would breach our own rules.

Lisa said that OSECE did not work well for Spokane and does not want this to be forgotten in the conversation. Christy said we would need to work with developers to improve OSECE if that is the chosen option. They demoed OSECE for vendors yesterday and it is very clunky.

Dani pointed out that if we go with a third-party product, we can't go in and fix it if accessibility needs to be remediated.

Tim's concern about fixing OSECE is that CampusCE offers robust marketing and campaign tools. Not every college wanted every single piece of the functionality, but there was enough of a critical mass

For those already on CampusCE, there will need to be an update to the systemwide configuration. We're trying to make CampusCE validate that they meet the requirements. If there were enterprise-wide customizations, we want to add that to the baseline.

Once a decision is made, there is a plan to get colleges together to create a baseline for the tool, in a fashion similar to Common Process Workshops.

Online Admissions Application (OAA) Next Steps

Choi, Christy and Tim met with Matt Campbell, current Washington State Student Services Commission (WSSSC) commission chair, to discuss what is needed to move ahead on an OAA solution.

WSSSC agreed to a Request for Information (RFI) to see what's on the market for online admissions applications tools, before possibly doing an RFP. In parallel, the project team will continue to enhance the current OAA tool based on requirements.

Abraham has been working on the RFI and there are 10 vendors with possible solutions. Christy provided the list to Abraham so once the RFI is complete, he can push it out to all the vendors.

There are gaps between the OAA solution currently in use and the list of requirements. The RFI will provide cost estimates to determine whether we fix what we have or purchase a new tool.

Budget Tool Next Steps

More than 10 colleges and SBCTC members met to review the original RFP requirements and discuss the approach moving forward. The colleges are sharing the requirements at their campuses for review and will provide further feedback. Christy and Kristy Snow will consolidate feedback and report to the budget tool work group to determine which requirements to include.

Oracle will build a prototype to determine if the solution we bought for budget planning is adequate or if we will need a further RFI or RFP.

Physical Inventory Tracking

Our previous implementation partner de-scoped this, but it is needed. The resources who work on this were working on Chart of Accounts.

July 30 Executive Sponsor Meeting Planning

When the Executive Sponsors were surveyed in the spring, they said were interested in meetings organized by deployment group. During planning for the PM Summit in May, there was a request to have something for Executive Sponsors, specifically.

There will be a half-day meeting on Tuesday, July 30 at Highline from 9 a.m. to 1 p.m. So far, Janelle received confirmation from 15 college Executive Sponsors. There was discussion about rescheduling due to low attendance.

Shanda suggested having college presidents push their Executive Sponsors to attend. Reagan pointed out that if this keeps getting pushed back, there's a chance that it won't happen. Kurt and some other Executive Sponsors agreed to reach out to those who responded with a "no" and encourage them to attend.

Tim said if colleges send a substitute, it should be someone at an executive level or on president's cabinet.

Janelle reviewed the proposed agenda topics: Understanding the Executive Sponsor role, Executive Sponsor 101 panel, project updates and future meeting plan for executive sponsors.

Action Items Review and Agenda Items for Future Meetings

ctcLink Project Scope discussion: how we manage and control scope

Meeting Closure

The next meeting is scheduled for July 30, 2019 at *Highline College* and WebEx, 1:30 to 2:30 p.m.

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 UpdatectcLink 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

Action Items/Follow-Up

Item	Description	Person	Date Open	Status
	OCIO Requested milestones and readiness tracking for Chart of Accounts for FLCs	Christy	2/11/19	Christy sent Whitney information on 2/19/19; Status Reports will include Chart of Accounts info
	CCS to provide an updated list	Lisa		Status?
	Subgroup for SC Charter/Membership	Janelle	4/9/19	Meeting scheduled and held 5/15/19
	Working Session for college reps for CampusCE	Reuth	4/23/19	Shared proposed changes during the 5/21/19 meeting.