



STEERING COMMITTEE MEETING MINUTES

October 8, 2019

Clark College 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

- Reuth Kim, ctcLink PM for Risks/Issues
- Janelle Runyon, ctcLink Project Communications Manager

Welcome

Christy Campbell welcomed the committee and reviewed the agenda.

Approval of Minutes

Choi Halladay presented Sept. 24, 2019 minutes for review, which were approved as submitted.

DG2 Go-Live Update

Go-Live activities update

Christy reported the Project Management Office (PMO) has finalized the upgrade plan and communicated out to FirstLink colleges the 10 a.m. to 2 p.m. validation period for SMEs to check system.

We hope to have validation and sign-off done by 2:30 p.m. on Sunday, Oct. 13.

Communicating out today the validation Health Check workbook will be going out to Tacoma and Spokane. The upgrade weekend packet includes activities, timeline, and support plan for who to contact if there are issues during the weekend and post go-live.

Clark College and SBCTC are waiting for its version for the Conversion weekend is waiting packet.

We have support plan in place for two weeks after upgrade and the conversion with resources from project, training and the ctcLink support team on hand daily, Monday through Friday, from 7:30 a.m. to 5:30 p.m.

We will send a team to Clark College to be on hand as a learning experience for future deployments and to gather lessons for improvement. We will not have the same kind of presence on the ground at any other colleges in future deployments.

Conditions – Tacoma, Spokane, SBCTC, Clark,

Upgrade, Oct. 14

- Tacoma Community College – Clay Krauss said they are still waiting on the description of activities of who, when, where, how people are working on Sunday. It's important, because we are dealing with scheduling employees. Christy said the time is Sunday, 10 a.m. to 2 p.m. The "who" is pillar SMEs.

Tacoma will have a Situation Room set up to monitor support in Olympia, on campus and mitigate any impact. Christy said there will be a full team here for support on Sunday. Clay – come Monday, if the new ZZ security roles aren't working, we won't be able to work. That's their biggest concern.

- Community Colleges of Spokane – Lisa Hjaltalin said they are very concerned that they don't have people scheduled to work on Sunday, because they're not sure what they are supposed to be doing. And they are also concerned about security roles. Christy said she talked to Kevin Brockbank and Matt Connelly this morning about the plan and that the biggest issues are to check those areas that have been Spokane's biggest concern over the last few years. Lisa said validation for CEMLLs for the second journal set and fund balancing is also a primary concern.

Conversion, Oct. 28

Christy said we are working through the list of conditions required for conversion, e.g. walking through the new functionality, changes to Fluid, helping the ctcLink Support unit understand their new roles, providing documentation for global and local configurations, and having meetings about functional and technical changes in all the pillars

- Clark College – Shanda Haluapo said she is feeling confident and appreciative of how well the State Board, project staff and Clark College are working together to make sure we are ready to go live.
- SBCTC – John Boesenberg said they have seen progress and improvement in areas they were cautiously optimistic about since the go-live decision was made. They are confident it will work.

ctcLink Support Plan

Christy said everyone is moving as fast as they can to ensure the ctcLink Support area has what it needs to take on support after go-live.

ctcLink Program Status

Remediation: Replacement Solutions Update

Accessibility Testing Update

Labels and colors were the main findings, but some findings were in functionality. One of the big items being implemented for DG2 go-live is the log-in page so users can enable screen reader. We are working with Oracle very closely. A lot of the fixes will be available in future upgrades, but we need to work on timing and not wait until DG3.

Clay asked when an accessibility remediation approach timeline would be available. Christy said the team is coordinating and testing continues, but with DG2 go-live, we don't have the resource bandwidth. We need to be able to categorize the findings per pillar and figure out which items are available in upcoming Oracle updates and which items we will need to fix ourselves.

Campus CE Negotiations

The CampusCE master contract and first statement of work are signed and need to set up preliminary meetings with the project team and others. Mike Nielsen will be presenting at Continuing Education Council (CEC) next week. We have placeholder dates (Nov. 19-21) at Green River College for a business process fit/gap session to get to the baseline of what a CampusCE means. After that, we hope to get CampusCE rolled out to the colleges pretty quickly.

Online Admissions Application (OAA) Next Steps

We were making good progress, but the project resource that was working on the OAA resigned last week. We are still working with a vendor company that's making a new OAA prototype at no cost. It will need to go through the OAA work group to see if it works and if they like it. Our choices will be to (a.) continue to fix what we currently have, (b.) adopt the prototype if it meets our requirements, or (c.) neither meets the need and just do an RFI.

We are trying to get the OAA work group scheduled this month to get a recommendation they can present to the Steering Committee.

Doing RFI instead of an RFP, so we aren't forced to purchase a product that doesn't meet requirements.

Budget Planning Tool

Meeting next week, Oct. 17, with the project team and the firm to vet the solution to get them ready to meet with the Budget Planning Tool Work Group, so they can recommend moving forward or going out to RFP for a new solution.

Overall Status

Implementation Colleges

- DG2: Still yellow, which is around the security mapping. Hopefully, after go-live will be green.
- DG3: Green right now, but trending yellow due to the repeatable security mapping approach. We have a mitigation to make sure they can do User Acceptance Testing beginning Nov. 12.

Pre-Implementation Colleges

- DG4: Seeing great progress in these colleges and their kick-off will be on Oct. 14. Will start in on GDA and BPFG after new year. This point, no great concerns with DG4. These colleges have been instrumental in the progress and replanning to get us where we are.
- DG5: We are starting to see some big gaps in the readiness levels of the colleges in the initiation phase. Two colleges are in the 20% range toward a current goal of 55%. Other colleges are well into the 40s for percentages.
- DG6: Have started meeting with DG6. We have technical colleges in DG5 and DG6 and their repeatable conversions might be different. Their term lengths and how they use Legacy are different. We have learned that when colleges converted their clock hours, they each did this differently, so there may be some hiccups because they were not aligned in how they approached their historical data. We need to know upfront if there's any development work or need to plan for additional programming for technical colleges.

Program Risk

Reuth Kim reported that after DG6 roadshows this month, we will start working with DG6 on their initiation phase to get them moving toward their July 2020 Peer Review.

Reuth gave overview of top risks. She described how they are meeting with DG6 to get them up and running and to understand risks and issues.

We're trying to figure out which risks can be closed out soon, such as Chart of Accounts. Our team has been working on go-live approach on Student Financials. Work on Security Mapping continues and we hope to get a repeatable process in place for DG3.

Lisa asked about the Chart of Accounts. It is not solved. They are still doing the manual adjustments, because the fix has not been put into place. They need a crosswalk of all of the closing balances for FY19 to the opening balances for FY20. That work is not done yet. We're in the third month of the fiscal year and we still don't have opening balances. The automated tool is important and is supposed to be part of the go-live deployment.

External Quality Assurance

Waiting on September report and will have it for the next report.

Action Items Review

Credit Card Processing

John Boesenberg said that when John Ginther last spoke to the Steering Committee in the spring, it was decided he would speak to Central Washington University (CWU) about their system. Ginther learned that CWU is not using a system integrated with PeopleSoft, so the request is to move forward with an RFI or RFP.

Colleges currently opt in to pay for the product and would continue to do so, so this is not a cost to the ctLink project. Costs would be borne by the colleges.

Christy asked if someone from the technical team has worked with them to be sure the product truly integrates with PeopleSoft. Many vendors will say a product integrates "out of the box," but it doesn't.

Tim Wrye said we need a clear demonstration and evaluation of the product to meet requirements for integration so we don't get stuck with a vendor that causes more work.

It's unclear whether this would be a ctLink Project deployment item; it might be a production support implementation. If it integrates with ctLink, it would be a governance item. Christy reminded the group that this would need to where it makes sense to do the integration work as it might not align with the deployment timeline.

ACTION: The Business & Operations office requested permission to gather RFP requirements for an integrated credit card product which the Steering Committee will review for approval at a future meeting. Steering Committee agreed.

ctLink OCM and Communications

Christy gave a report about activities.

OCM Roadshows DG4, DG5, DG6

- DG4 is getting ready for implementation phase (Oct. 2019)
- DG5 is getting prepared ready for peer review (Dec. 2019)
- DG6 is gearing up for its initiation deliverables phase reporting (Nov. 2019)

ctcLink Executive Leadership Committee

Christy gave a report about the cELC meeting held at Peninsula College, Oct. 3-4, 2019. Because most of the committee members are new, we gave them an overview of the governance model and the different layers of decisions. cELC members expressed concerns about some of the deployment groups' progress. We gave them an update on the ctcLink Support model post go-live. When talking about top risks, we were asked to be sure to include accessibility.

Shared with cELC business meeting that the top risks are DG5 and DG6 readiness and that they have an executive sponsor and a dedicated project manager.

Christy shared that she was very impressed with Clover Park Technical College's level of readiness, which — as a DG6 college at 21% completion of initiation phase deliverables — is further ahead than one of our DG5 colleges. Bates Technical College also has a strong PM.

The other risks she shared with presidents is that they need to fully understand the staffing resource levels needed to implement ctcLink and cautioned them about overloading their staff with other competing initiatives.

Upcoming meetings

- IT Commission – Oct. 10, 2019
- Washington State Student Services Commission – Oct. 11, 2019
- DG4 Kick-Off – Oct. 14, 2019
- Legislative Briefing – Oct. 16, 2019

Meeting Closure

Next meeting items:

- Budget Planning Tool
- OAA recommendation

The next meeting is scheduled for Oct. 22, 2019, 1 to 2:30 p.m. at SBCTC and WebEx

Action Items/Follow-Up

Item	Description	Person	Date Open	Status
13	Revise the Budget Tool spreadsheet and delete the "vendor comments" column.	Sherry	9/10/2019	Done 9/11/2019 - Sherry revised, uploaded at Steering Committee minutes page
12	Follow up with Emmett regarding CoA automation tool.	Christy	9/10/2019	
11	Prepare for October cELC orientation	Christy, Janelle, Choi	8/13/2019	
10	Ask Emmett Folk and John Boesenberg for a CoA update	Janelle	8/13/2019	Reached out 8/20 and got some initial feedback

Item	Description	Person	Date Open	Status
9	Check in with Pat Cisneros about DG5 ES group and Teresa Rich about DG6 ES group.	Christy	8/13/2019	
8	Communicate with DG2 colleges about timing of DG3 go-live dates, because of impact of taking PeopleSoft offline systemwide.	Christy	8/13/2019	
7	Agenda items not covered 6/18 due to time constraints: <ul style="list-style-type: none"> cELC Update ctcLink Project Scope discussion 	Christy/Choi	6/18/2019	<ul style="list-style-type: none"> Complete, cELC on 8/13/2019 agenda Complete, discussed 7/30
6	Meeting at Pierce College to discuss Online Admissions Application (OAA) status	Choi	6/4/2019	Complete
5	Send out a recruitment email to BAC for budget tool subgroup member	Choi	4/9/19	Complete
4	Working Session for college reps for CampusCE	Reuth	4/23/19	Shared proposed changes during 5/21/19 meeting.
3	CCS to provide an updated list of remediation items	Lisa		Status?
2	Subgroup for SC Charter/Membership	Janelle	4/9/19	Meeting scheduled and held 5/15/19
1	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