



STEERING COMMITTEE MEETING MINUTES

October 22, 2019
SBCTC 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 Oct. 8, 2019 minutes for review, which were approved as submitted.

DG2 Go-Live Update

Upgrade & Support Post Go-Live

- **Tacoma Community College** – Clay Krauss said that all in all it went very well. A little trouble here and there. ctcLink project staff was very responsive. They had concerns that students had too much access. The security consultant was not responsive. Johnathan Rider was very responsive and eventually the issue was resolved by the end of day 1.

Campus feedback said the class search interface is very different and not user-friendly. Many aspects have changed. The ampersand (&) classes aren't differentiated. For example, English 101 and &English101 don't have the "&" which, depending on a student's transfer plans, makes a difference which class a student takes. It seems to be working as designed, but it's going to make registration difficult.

Christy asked Clay to document the issue and send to her so she can take it back to the team. Carli offered to help review as it could be related to issues with the Common Course Numbering crosswalk.

- **Community Colleges of Spokane** – No report.

Conversion Activities & Preparation for Go-Live

Christy reported the team adjusted and tightened up the schedule based on the mock run. Sunday

validation session for Clark College and SBCTC SMEs is 10 a.m. to 1:30 p.m. Except for security mapping, the team is feeling good. It was good that DG2 is over two weekends, because they learned a lot during the upgrade weekend. We have a solid plan together for the weekend and post-support plan.

- **Clark College** – Shanda Haluapo expressed gratitude for the efforts and focused attention. As long as Susan Maxwell feels confident, Shanda is confident. Security is the main issue. Thank you for getting HighPoint up and running for Clark College.
- **SBCTC Agency** – John Boesenberg said they are ready. People have worked hard and we got through another security milestone yesterday.

Upgrade Communications Review & Conversion Weekend Communications

Janelle Runyon offered to add the Steering Committee to the Milestone announcements list for key messages during the DG2 Conversion weekend.

ctcLink Program Status

Remediation: Replacement Solutions Update

Campus CE

Christy reported that she and Dennis Colgan went to CampusCE headquarters last week and met in person with their implementation team and CEO. They reviewed how a typical implementation goes and Christy shared how she envisions the process. They are meeting in the middle to partner and conform to ctcLink's expectations.

Mike Nielsen, Green River College, sent email to the Continuing Education Council (CEC) inviting continuing education directors to attend workshops Nov. 19-21 at GRC. These sessions are similar to a BPFPG process to review requirements against CampusCE functionality. CampusCE staff will be on hand.

Christy has asked CampusCE to develop a draft of Statement of Work (SOW) #2 for the integration piece, so we have something to respond to as a starting point. The approach to SOW #1 took eight months and we don't have time.

Christy will check in with Abraham Rocha, SBCTC contracts officer, to see if he has received SOW2 from CampusCE.

Some colleges have grown impatient and are working directly with CampusCE. We expect to be able to have a baseline instance available to colleges after first of the year. The most important part is integration into PeopleSoft.

Accessibility Testing Update

Christy reported the ctcLink self-service log-in page was revised to allow users to enable the screen-reader mode. We were unable to move the selection button to the top of the page, because that would've broken the Oracle-delivered page. We had to tweak the "select a college" page, because the screen-reader wasn't reading it.

The IT development team worked with Burgundy to fix.

Still working with Oracle regarding the accessibility fixes. The new PeopleTools includes a lot of the accessibility updates. Christy has a meeting with them Thursday. Hoping to do the updates over the holiday. In the findings, "ctcLink Objects" are mentioned, which Oracle assumed were custom pages, but they are Oracle-delivered pages which we have modified, so we need to make sure Oracle

accounts for those in its response.

Level Access has begun to test the HighPoint mobile app and Message Center. CampusCE will also need to be accessibility tested as part of phase two.

Online Admissions Application (OAA) Next Steps

We've been trying to get a meeting with the Online Admissions Application prototype vendor, but we've been moving the meeting out because of Go-Live. The OAA Work Group will be reconvened to review the prototype some time in November.

The goal is to have a solution in place by DG3 go-live.

The recommendation from the OAA Work Group could be to (1.) significant fixes to what we have, (2.) use the prototype that's being developed, or (3.) go out to RFP (which will take longer and might not be ready by DG3). If the OAA Work Group recommends the prototype, we would get a good price, but it wouldn't be free.

Budget Planning Tool

The colleges want more time to get campus feedback about the tool.

Christy expects to have a recommendation at the next Steering Committee meeting to either go out for RFP or to use the Mythics product demonstrated for the colleges.

The goal is to get something implemented by February or March 2020 so colleges can begin their budget planning. After March, we've missed the boat and even March seems a bit late.

Overall Status

Overall, the project will stay yellow until all the solutions are in place. Budget is tracking under budget. Waiting for budget approval from OFM.

Implementation Colleges

- DG2: Spokane and SBCTC are yellow.
- DG3: It's going pretty well, but they are struggling with some of the "just in time" activities, because of security and waiting on DG2 activities.

Pre-Implementation Colleges

- DG4: Has a full schedule plan in place. They kicked off their Implementation Phase on Oct. 14. They have started key activities for Global Design Adoption and will begin Business Process Fit/Gap on Dec. 2. They will begin regular biweekly status reports in November and end the DG4 dashboard report.
- DG5: Will start building out plan with DG5 before beginning of December and Steering Committee will approve go-live date by the end of December. DG5 making good progress. Most of them are making great progress in their Initiation Phase numbers.
- DG6: Will start building out plan with DG6 before beginning of December and Steering Committee will approve go-live date by the end of December. They will begin DG6 dashboard reports in December.

Program Risk

Clark College has requested on-site go-live support. Since they are the first college to go live since the pilots, we are doing some things differently for Clark than we will for the rest of the colleges. We are providing an on-site support team to learn what can go wrong or right, so we can self-correct and

apply what we learn to future deployments.

We will not be able to do the same in deployments with five or more districts going live.

The top risks are holding steady. Seeing some progress in the conversions for Student Financials issues and expects to see the issues closed out within the next couple of reports.

External Quality Management

Paul Giebel, Moran Technology Consulting, said that Moran is pleased with the progress the project is making, but like everyone else, they are disappointed in where we are with security/roles. That said, it would've been very easy for the colleges and project to take a "woe is me" attitude and let that be a stumbling block. He views it as a matter of success and progress that the project is able to move past the negative attitude and everyone is working together, even though it's been a lot of hard work.

Paul said we need to get resolution on the remediation solutions. Training and Testing have made significant progress and are heading in the right direction. Overall, we are moving in a positive direction.

ctcLink OCM and Communications

Christy gave a report about activities. DG4, DG5 and DG6 are benefitting from what was learned in DG2 and DG3.

OCM Roadshows DG4, DG5, DG6

- DG4 is getting ready for its implementation phase (Oct. 2019). We have been talking with them about data conversion cycles and the data validation process, which DG3 did not get until later. Ligia Cicos will be leaving her PM/OCM role at Edmonds Community College. She was instrumental in the project re-planning, in Common Process Workshops, and helping other colleges and their boards understand what it takes to implement ctcLink.
- DG5 is getting prepared ready for peer review (Dec. 2019) and what they need to do to be ready for initiation phase deliverables. It's helping them to understand what's ahead. Christy shared that besides workload, she prioritized visiting colleges that are not fully engaged, do not have a dedicated PM or executive sponsor yet, or have assigned the ctcLink Project Manager role to their IT director. It's an opportunity to express to their campus leadership the amount of work and stress it will be on their staff. She has seen a few leaders gain a better understanding and say, "I get it."
- DG6 is gearing up for its initiation deliverables phase reporting (Nov. 2019). A couple of the technical colleges are already in the 20% range for completion of deliverables, which is very impressive and puts them ahead of some DG5 schools.

Christy shared that the project team tries to help and guide struggling colleges before reaching out to Steering Committee or escalating to WACTC-Tech for action.

Upcoming meetings

- Information Technology Commission – Oct. 10, 2019
- Washington State Student Services Commission – Oct. 11, 2019
- DG4 Kick-Off – Oct. 14, 2019
- Legislative Briefing – Oct. 16, 2019: The meeting with Sen. Reuven Carlyle was generally

successful. It was not a hearing, but rather a briefing update. Grant said Sen. Carlyle was interested in our lessons learned and how other large Washington state IT and ERP projects can learn from our experience.

Action Items Review

Credit Card Processing

John Boesenberg said they've met with Business Affairs Council (BAC) last week and they agreed and delegated responsibility to Budget, Accounting and Reporting council (BAR) to move forward with an RFP process for a credit card processing solution. They will coordinate with Abraham Rocha. Pierce College and others offered up their RFP-writing skills.

Meeting Closure

Next meeting items:

- Budget Planning Tool recommendation for a vote
- Discuss process to replace Ligia Cicos and Lisa Hjaltalin on the Steering Committee

The next meeting is scheduled for Nov. 5, 2019, 1 to 2:30 p.m. at SBCTC and WebEx

Action Items/Follow-Up

Item	Description	Person	Date Open	Status
15	Document the ampersand (&) issue in Class Search and send to Christy to take back to the team.	Clay	10/22/2019	
14	Check in with Abraham Rocha, SBCTC contracts officer, to see if he has received SOW2 from CampusCE regarding implementation approach.	Christy	10/22/2019	
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	Done
10	Ask Emmett Folk and John Boesenberg for a CoA update	Janelle	8/13/2019	Reached out 8/20 and got some initial feedback
9	Check in with Pat Cisneros about DG5 ES group and Teresa Rich about DG6 ES group.	Christy	8/13/2019	

Item	Description	Person	Date Open	Status
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