



STEERING COMMITTEE MEETING MINUTES

November 19, 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
- Clay Krauss, Tacoma PM
- PM Position Vacant

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 the Nov. 5, 2019 minutes, which were approved as submitted.

Committee Membership

Choi led the discussion about the need for the Steering Committee to seek nominations for two open positions:

- One (1) Voting Member (College Executive Sponsor)
- One (1) Non-Voting Member (College Project Manager)

Per the Steering Committee charter, a member selection sub-committee (comprised of three executive sponsors, the ctcLink Project Director, and one cELC president) must be formed to form a slate of nominees and make the decisions on membership.

Choi Halladay agreed to form the sub-committee and determine which route they would like to take. He suggests the committee does not issue a blanket “all-call” nomination process if only a few colleges fit the criteria for broad representation (e.g. region, deployment group, technical and/or community college, different organizational areas of the colleges).

Tim Wrye suggests sending out a general announcement to stakeholder groups (e.g. governance committees, executive sponsors, presidents, PM/OCM list, ctcLink project team, agency leadership) about the process the subcommittee will follow to fill the two roles.

The group agreed the nomination sub-committee should send out a general announcement to various groups.

Executive sponsors Choi Halladay, Tim Wrye, Kurt Buttleman volunteered to serve. Christy Campbell will serve by position. Choi will reach out Kevin Brockbank, Spokane Community College president, to

inquire if he would like to participate as the cELC representative and then arrange a time to start that process.

PMO will send Choi a list of Executive Sponsor summit attendees.

Lisa Hjaltalin will remain active on the Steering Committee until a replacement is named.

Update on DG2 Go-Live & Post Go-Live Support

ctcLink Project

Christy Campbell reported that certain conversion issues for Finance pillar still need to be corrected. Certain data was moved to the wrong fiscal period, because the fiscal year was not changed when the conversion was changed to production after the mock run. The team is working with Clark and SBCTC to fix this. This has been captured for the Lessons Learned.

DG2 has officially been transitioned off of the ctcLink Project team to the ctcLink Support team.

The ctcLink Support Security team, led by Johnathan Rider, is coming together and security documentation is improving.

Clark College

Shanda Haluapo was not on the call to give a general update.

Clark conditions and concerns

Clark College provided its Go-Live Conditions and Concerns on Sept. 18, 2019, which were updated Nov. 15, 2019. One of three open conditions is for Clark College to sign the Memorandum of Understanding (MOU) between all ctcLink colleges which must be signed by individuals responsible for – or who have full access to – dataLink.

The MOU is currently in draft form. Grant provided it to Shanda to take to the Research and Planning Commission last week for feedback (Shanda and Grant were not present at today’s meeting to provide an update). Tim Wrye said the version of the MOU provided to the ITC commission appeared to still be in draft form at that time and not ready to sign as is.

In the conditions/concerns chart in the meeting presentation deck, “SBCTC” refers to the ctcLink Project team, not the SBCTC ctcLink Support team. Three conditions and 11 concerns are open as of Nov. 15. Similar to remediation, these items are expected to be closed out fairly soon.

ACCOUNTABLE ORGANIZATION	LEVEL	OPEN AS OF SEPT. 18, 2019	COMPLETE AS OF NOV. 15, 2019	REMAINING
SBCTC	Condition	18	17	1
Clark College	Condition	12	10	2
TOTAL		30	27	3

SBCTC	Concern	13	10	3
Clark College	Concern	10	2	8 in progress
TOTAL		23	12	11

Community Colleges of Spokane

Lisa said that while they have had a few issues, most seem to be resolved. The main thing Spokane is still working on is the security roles. They are in the early days of figuring out the new roles. For internal control purposes, they will need to review to make sure everyone has the right roles.

Tacoma Community College

Clay Krauss reported that things have gone remarkably well after the upgrade.

One of the big things Tacoma notes is that the SBCTC ctcLink Support team has little throughput or bandwidth. There are important tickets logged regarding Security and no one is getting back to them. Clay has been attending the Thursday meetings with SBCTC Production.

John Boesenberg asked Clay to send him information about the specific tickets so he can follow up.

SBCTC Agency

John Boesenberg said things have been going well as far as he is aware. He said they have worked through some minor issues and the security/permissions list.

The Finance and HCM pillars are working, as people have submitted travel and gotten paid. The agency staff is still going through a learning curve, which will continue for some time. Staff are helping each other out.

SBCTC ctcLink (ERP) Support

Grant Rodeheaver was ill and unable to be on the call to give a general update.

ctcLink Program Status

Christy reviewed highlights. Please refer to the presentation for updates on the status and QA reports.

Remediation Status

Accessibility

Christy reported that Grant is working on timing for the PeopleTools 8.57 implementation. This will fix a significant number of the accessibility findings. The timing is important, because it would be a major implementation and could impact live colleges and DG3 implementation.

Oracle has pushed back on some of the findings in the Level Access accessibility tests, inferring that our modified pages are “custom” and thus we caused the accessibility issues. We need to demonstrate that the issues in the findings were in the Oracle-delivered pages and not due to our modifications.

The majority of accessibility issues should be closed by end of DG3, but some might carry into DG4.

Continuing Education

The continuing education solution requirements defined by the Continuing Education work group are now being reviewed against CampusCE functionality during a three-day Continuing Education Common Business Process workshop (Nov. 19-21). More than 50 community and technical college continuing education staff have gathered at Green River College’s Kent campus for the meeting which started today.

Online Admissions App

Joe Holliday, SBCTC Student Services director, is convening the OAA workgroup to develop a recommendation to bring to the next Steering Committee meeting. The OAA workgroup, Campus

Solutions production and project team members will meet Friday, Nov. 22, to review the prototype application Kastech built against their list of requirements. The OAA workgroup will then consider one of three options to move ahead (1.) make improvements to the current OAA product, (2.) purchase and enhance the prototype, or (3.) go out for an RFI for a new product.

The ctcLink Project has no vote in the OAA workgroup's decision for which route they will take.

Budget planning tool

We are working with Mythics to determine how to move forward with their product. They believed we needed multiple instances, but Oracle does not want us to go that route. There are conversations happening to determine if Oracle can grandfather us into the enterprise licensing to allow for multiple instances. Christy expressed frustration that there has been disagreement between Mythics and Oracle about what can be delivered.

The colleges hope to be able to use the solution for their next fiscal year budget planning, so we are trying to move as quickly as possible on this work effort.

Remediation

Christy addressed Spokane's list of remediation items. She said book to bank reconciliation from Peoplesoft is not the same thing that colleges are looking for. The project needs to begin developing a solution and will need to meet with John Ginther's team and project team to move this forward.

Lisa shared that Spokane's variance of cash to balance is starting to grow again, so some issue is unresolved. There have been efforts to figure this out, but nobody has been able to figure out what is causing this discrepancy.

This has been looked at by Spokane, project staff and SBCTC staff, but have been unable to determine the cause. Christy will set up a meeting with folks to take another look into this and figure out a mitigation plan.

Clay Krauss said this is not happening at Tacoma Community College, so it's likely not the configuration, but how data is being entered into PeopleSoft. Choi confirmed he spoke to Lon Whitaker, Tacoma CC Vice President for Administrative Services, this week and this is not happening at TCC.

John Boesenberg said they set up a test with two tracking mechanisms and are looking to see if it's occurring in the manual entries or system-generated entries. It could be a case of incorrect entry.

Christy Campbell said we had gone through several months with the system working and cash wasn't growing. She will schedule a call with John Boesenberg, John Ginther and Andy Palm. It is unknown whether Clark is having similar issues, but Christy will make sure **Sabra Sand** is included in the meeting.

Lisa shared that while there are some remediation issues, most have been resolved. CCs of Spokane status report indicates they still have issues with other remediation items which ctcLink project has marked as complete. **Christy will follow up with Matt to determine which items he is referring to in the status report.**

Overall Status

Overall status is yellow due to DG3 security activities delay. Schedule is yellow due to the remediation solutions. We are in a better place than we were a year ago, but given the consensus-based system we are in, we likely couldn't have done it any faster. Scope is yellow due to the need to complete the Requirements Traceability Matrix.

We received official Gate 4 funding from OFM. There's a little holdback, based on the new technology budget process.

Implementation Colleges

DG2

This report was given earlier in meeting. Transition of Clark and SBCTC to ctcLink Support (formerly referred to as ERP Support) is complete. Status still marked as yellow, because security assignments are still being adjusted.

DG3

All DG3 colleges are marked green, but given some of the security mapping concerns, Christy was surprised that some did not indicate yellow.

DG3 conversion validation will start after the new year begins. There will be a staff workload challenge with winter quarter starting during W2 processing and other activities.

UAT Sprint 2 starts after Thanksgiving. During December, we are expecting testers in DG3 and DG4. We are still not where we wanted to be in the Security work for DG3. Colleges have been asking for a sandbox environment, but we can't provide one until we have their local data.

We have very little wiggle room in the schedule to meet the March 9, 2020 go-live date for DG3. Christy has articulated to the project team that if a college is not participating in activities, to not wait to notify the colleges that they have issues with their engagement.

Pre-implementation Colleges

DG4

DG4 is beginning the Business Process Fit/Gap sessions December 2.

DG5

DG5 will be going through Peer Review the second week of December. Steering Committee on Dec. 17 will include a review to approve moving them through Gate 1

Whitney requested a draft or template of the DG4 Peer Review criteria. Sherry Nelson sent a [link to the Sept. 10 Steering Committee meeting](#) materials which provides a list of criteria.

In the DG5 dashboard review, some of the colleges are behind in their work, particularly Bellevue College.

DG6

As of the Dec. 6 Status Report, DG6 will begin to report its Initiation Phase deliverables in a dashboard page.

We will discuss and approved go-live dates for DG5 and DG6 at the Dec. 17 meeting.

Program Risk

Risks

Christy sought feedback about making changes to the risks/issues reporting page in Status Report. She expects more feedback or engagement from the Steering Committee, because these are important issue. Choi said that, speaking for himself, he doesn't see a reason for the committee to badger Christy because she usually explains what the project team is doing to mitigate the risks and issues.

John suggested perhaps Risks and Issues should be addressed earlier in the meeting if its importance should be elevated.

DG3 Student Finance Go-Live Conversion Approach

Based on lessons learned, a student finance go-live conversion approach needs refinement to be repeatable for DG3 and future deployment groups. A Student Financials team member has been

asked to review this information and have a draft approach developed in a month for DG3.

Develop Repeatable Conversion Approach

The conversion cycles are taking a significant amount of time, so we are looking for ways to improve on this. The project needs to develop a repeatable conversion approach for DG3 and future deployment groups. The technical team has been requested to incorporate lessons learned from DG2 to develop a new conversion approach for DG3.

Issues

DG3: Security Activities Delayed

Currently, ctcLink team is supporting DG2 post Go-Live Security issues. This has caused a delay for DG3 to begin this work effort. College SMEs have been meeting with our team on Security since mid-October. They are will move in to phase 2 for security the week of November 18.

Clark – Accessibility Items

Accessibility issues are not just for Clark College; but, rather for all deployment groups. This is being addressed with the Level Access testing and mitigation plan.

Moran Quality Assurance

Training has moved ahead light years in a very short time and is now marked as green.

The project is still marked yellow in phase scope, schedule staff and technical environment.

Moran is concerned about the ctcLink support organization and IT, especially as more colleges come online.

Online Admissions Work Group

The Online Admissions Work Group is meeting Friday, Nov. 22 to see a demo and review the Kastech prototype and the different options of moving forward. These options include going with the prototype, continuing to update the system we already have or go out for an RFI. There were some gaps identified with the prototype and those have already been sent to the vendor to address.

The OAA Work Group is expected to have a recommendation to bring to Dec. 17 Steering Committee meeting for a vote.

CampusCE Workshop – Green River College

The business process review with statewide Continuing Education leaders and staff is being held Nov. 19-21, 2019 at Green River College, Kent campus. Christy said today is the first day and participation has been great, with more than 50 attending.

One misunderstanding is that the Continuing Education work group which defined the product requirements made assumptions about how the solution would be implemented.

They assumed the non-credit course curriculum would be entered in CampusCE and then pushed out into PeopleSoft. Tim Wrye was taken aback, because he was in the work group meetings and this was not part of the discussion.

Christy explained that if we have real-time integration between 25live, PeopleSoft and CampusCE, there should not be an issue building the courses in PeopleSoft as the “system of record.”

Because Spokane and Clark have been through the business process fit/gaps, they had a better understanding of the matter. Lisa said Spokane has been using CampusCE for many years and their staff understand that data absolutely needs to be entered in PeopleSoft accurately, because of Transcript and Faculty Workload (contracts), among other things. Lisa said it is critical to have an automated solution, so they do not have to enter information more than once.

Christy agreed this is the solution that needs to happen, but until we are working with a prototype college and configuration, we won't have the final answer.

This is something the project team members are hoping to understand during this event.

Budget Planning Tool Solution Progress

Christy said we are working with Mythics to determine how to move forward with their product. They believed we needed multiple instances, but Oracle does not want us to go that route. There are conversations happening to determine if they can grandfather in to the enterprise licensing to allow for multiple instances.

The colleges are hoping to be able to use the solution for their next fiscal year budget planning, so we are trying to move as quickly as possible on this work effort.

Meeting Closure

Next meeting items:

- Action: DG5 Initiation Phase Peer Review Results and Gate 1 Recommendation
- Action: OAA Workgroup recommendation
- Discussion and Approval: Go-Live Dates Deployment Group 5 and Deployment Group
- Budget Planning Tool update

The Dec. 3 meeting has been cancelled, but a Status Report and Nov. 19, 2019 draft minutes will be distributed.

The next meeting will be Dec. 17, 2019 for an extended length of time to accommodate action items.

Action Items/Follow-Up

Item	Description	Person	Date Open	Status
17	Spokane remediation items: follow up with Matt to determine which items he is referring to as "open" in the status report.	Christy	11/19/2019	
16	Cash variance: schedule a call with John Boesenberg, John Ginther, Andy Palm (and perhaps Sabra Sand) to discuss issue.	Christy	11/19/2019	
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	

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	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	
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

Item	Description	Person	Date Open	Status
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