

ctcLink

STEERING COMMITTEE MEETING MINUTES

Feb. 11, 2020

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
- Scott McKean, Cascadia OCM/PM, interim member

Guests & Staff

ctcLink Project Management

- Sanjiv Bhagat, HCM PM
 - Dennis Colgan,
 - Roger Curry, College Relations Manager
 - Christyanna Dawson, FIN PM
 - Angela French, ctcLink Data Librarian
 - Eli Hays, Project Plan Manager
 - John Henry Whatley, CS Core PM
 - Reuth Kim, ctcLink PM for Risks/Issues
 - Sherry Nelson, ctcLink Project Communications Coordinator
 - Janelle Runyon, ctcLink Project Communications Manager
 - Kristy Snow, Special Projects
- ##### ctcLink Support
- Dani Bundy, ctcLink Customer Support Director, SF & FA PM
 - Ana Ybarra, Associate Director, Campus Solutions Support

Cascadia College

- Eric Murray, President
- Brian Culver, Director of Information Services

Lower Columbia College

- Chris Bailey, President
- Nolan Wheeler, Executive Sponsor
- Nichole Seroshek, PM
- Wendy Hall, Effectiveness & College Relations

Olympic College

- Evelyn Hernandez, Executive Sponsor
- Rich Lunden, PM

Peninsula College

- Luke Robins, President
- Carie Edmiston, Executive Sponsor
- Pauline Marvin, PM

Pierce College

- Paula Henson-Williams, PM

Welcome

Christy Campbell welcomed the committee and reviewed the agenda. Today's meeting was designed to offer a preliminary opportunity to discuss readiness. Some colleges will have strong opinions about their readiness today, while others will not. If there is not enough information today, the decision will be made at the Feb. 18 special meeting.

Approval of Minutes

Choi Halladay presented the Jan. 28, 2020 draft minutes, which were approved as submitted.

DG3 Go-Live Readiness & Overall Program Schedule

Each college's Project Manager reviewed the elements of their readiness levels, Christy gave an overview of the ctcLink Project's readiness and concerns, and Grant described the readiness of ctcLink Support Organization (ERP) to support six more colleges, as described in the [ctcLink DG3 College Readiness Presentation](#)

Discuss Readiness and Preliminary Decisions/Options

Neither the ctcLink Project Team and SBCTC ctcLink Support organization cannot go live with six colleges without critical risks to the program. The ctcLink Project Team recommends one to three colleges for a March 9 go-live, with the remaining colleges in a second date to be determined.

Assumptions

1. One to three colleges elect to keep to the current schedule (March 9 go-live)
2. All other colleges have the ability to achieve readiness for an April or May deployment.
3. Colleges understand the amount of work required to convert in a new term.
 - a. Financial Aid Dual Processing (additional year of Dual Processing)
 - b. Schedule of Classes (Summer and Fall Term Build)
 - c. Faculty Workload (Assign Instructors for Summer & Fall Term)

Choi asked what supports would be in place for the second group (DG3-B) if it is a split deployment. While there are recent ERP support organizational changes, he asked if that is enough and whether it gives SBCTC the resources it needs.

Grant said it's important that the colleges can handle Tier 1 and Tier 2 support issues themselves. It will be a heavy load at the outset. SBCTC is discussing additional help during support service spikes with a technical vendor.

Scott, Cascadia, expressed concern that this is during enrollment period and they need 100% support and commitment. They won't have time to train for anything other than core skills and are not willing to take the risk during low enrollment. He expressed concern that if the DG is split, there will be lack of service to DG3-B if DG3-A is live and requires support.

Christy said each college will have to decide what is best. She also reminded the committee that every time we come to another go-live, we have to bring down the system for currently live colleges.

Paula, Pierce College, asked how would it be determined who goes in DG3-A or DG3-A and wondered how splitting the group will help SBCTC with its support resources. Christy said that although SBCTC realigned the support organization, effective Feb. 10, the agency is not ready to support six new colleges on March 9.

Shanda said she was happy to hear a thoughtful solution. Knowing what the system is today, she appreciates the proposal to split the deployment.

Colleges need to understand the amount of work required to convert in a new term

Eli Hays gave an overview of options and risks/impacts

Modified schedule (April 27, 2020)

Group A support activities mean there will be less support from the team for Group B

Modified schedule (May 11, 2020)

This option adds more time for UAT and remediation and test security roles. Choi said earlier in the month is better than later for business offices. Dani said colleges need to think about Legacy shutdowns if they're accepting new students and how colleges are accepting payments.

Modified schedule (May 26, 2020)

The key disadvantage is that this is the Memorial Day holiday weekend.

Go-Live Preference

Lower Columbia College and Olympic felt prepared to commit to a March 9 go-live.

Pierce College District also expressed a willingness to commit to a March 9 go-live, but the SBCTC

ctcLink Support organization and ctcLink Project team are not ready to support Pierce College District's size and complexity.

Cascadia College, Peninsula College and Pierce College agreed to meet by the end of the week to discuss April 27, May 11 or May 26 option.

Steering Committee Motions and Recommendations

Approve 1, 2 or 3 colleges deploying on March 9, 2020

It was moved and unanimously approved that **Lower Columbia College** and **Olympic College** be approved for March 9 deployment date, with the option to add **Peninsula College** provided they get an answer to the Steering Committee by end of this week.

Identify and approve new deployment date for remaining DG3 colleges.

It was moved and unanimously approved **Cascadia College** and **Pierce College** (and option of **Peninsula College**) will work with each other and the ctcLink Project team to identify a new deployment date for DG3-B.