



# STEERING COMMITTEE MEETING MINUTES

March 10, 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 PM, interim member

### Guests & Staff

- Reuth Kim, ctcLink PM for Risks/Issues
- Dani Bundy, ctcLink Support Director
- Janelle Runyon, ctcLink Project Communications Manager
- Rich Tomsinski, new OCIO Representative

## Welcome

Christy Campbell welcomed the committee and reviewed the agenda.

## Approval of Minutes

Feb. 25, 2020 minutes were approved as submitted.

## Discussion and Updates

### DG3-A Go-Live Report

Christy reported that DG3-B colleges, Lower Columbia and Olympic College, went live on March 9. It was a much different experience. The post-support room was fairly quiet compared to last time. There were issues, but it wasn't frantic like DG2 go-live.

Project resources from Campus Solutions were at Lower Columbia yesterday and Olympic College tomorrow.

HCM resources will be at Olympic tomorrow and Lower Columbia College on Thursday. Some financial aid resources will be going to LCC tomorrow.

It is not a long-term plan to have boots on the ground for future deployments, nor are we staffed or budgeted to do so. It became clear that the boots on the ground won't be necessary, with the improvements made in the deployment process.

Dani Bundy said there has been great coordination between the Project and Support team to troubleshoot issues.

## **DB3-B Update**

The team is finetuning the remaining security issues and preparation for their mock/dry run. Will walk through the plan with them tomorrow. We are anxious about the possible college closure and going completely online.

## **COVID-19 Risk – ctcLink Project, SBCTC, colleges**

Christy said that a couple of team members are already working from home full-time. Cascadia is closed and working remotely. Choi said the situation is fluid regarding closures.

## **Clark College Concerns & Conditions Update**

Dani reported about the items overall. There were originally 30 conditions and 23 concerns. There are now 2 conditions and 4 concerns remaining. Security and accessibility comprised most of them. There is still one outstanding condition about security roles. She will check in with Susan Maxwell about status.

## **ctcLink Support Organization – Update**

### **DG2 and DG3-A support update**

Dani said the newly redesigned ctcLink Support team is working to create efficiencies, making changes to better support colleges as they go live.

Through the duration of post-go-live support, the project and support have worked very well together. It's been a really good collaboration. In the future, she would like to introduce the colleges to the support team a lot sooner than at go-live.

### **Organizational Alignment and Staffing**

Dani explained that the staffing level will need to grow to support upcoming colleges.

Rich Tomsinski, the new OCIO Representative (replacing Whitney Dickinson), asked about the size of staffing growth and whether this is permanent or just for the duration of the project.

Dani said that to eventually support 34 colleges, the agency will require a larger customer support staff. There is a plan to hire a vendor to help during surges, such as during post-go-live.

Currently, we have about 30 in customer support (this number does not include the technical or functional area) which includes the Human Capital Management, Finance and Campus Solutions pillars, as well as Training.

John Boesenberg said they will measure DG3-A and DG3-B support levels and then will work with a consultant to develop a plan to grow support.

### **ctcLink Accessibility Next Steps**

It is the agency's responsibility. Dani said they are looking at doing an analysis of what Level Access found and the tickets submitted by the colleges.

### **Guided Pathways in ctcLink Next Steps**

Dani said has met with the support organization, met with SBCTC staff and project to discuss, but will need to take it to the next Working Group to get sub plans approved.

Guided Pathways meta-majors implementation is a bigger issue and will need to work with the system stakeholders.

## DG5 Implementation Timeline

### ctcLink Program Status

Christy reviewed highlights. Refer to the presentation deck for additional updates on the status and QA reports.

### Remediation and Replacement Solutions

Christy said the project is still working through issues with cash reconciliation, faculty workload, student billing, and third-party billing. She will meet with CCs of Spokane next week to get clarity about what is still needed, because some of the issues were in support, not project.

Some outstanding items remain around the Department of Retirement Systems' redistributions.

There are still tweaks to security, but we've come a long way. Audit controls are still in process.

#### Budget planning tool

We received a signed contract from the vendor and should have the contract in place by the end of the week. The vendor wants to get moving on the integration process now, but the colleges won't be ready to work with them to configure until this summer.

#### OAA next steps

Went to BAC and then the WACTC operating budget committee for a first reading. The colleges each wanted to know the costs. A vote is expected at the next meeting at the end of March.

The OAA needs to be implemented with the live colleges first and then will be rolled out to future deployments. The integration will be ready for DG4 implementation.

#### CampusCE Update

Christy said there are three interdependencies which seem virtually impossible to meet simultaneously with the "single price for the college system" model set forth by the vendor:

- Colleges already using CampusCE who don't want to see their prices increase.
- Colleges that do not have a continuing education program and do not want to pay costs for something they're not using.
- Colleges that would love the benefits of using CampusCE, but want a guarantee of a fair and equitable price before they commit.

Lisa asked about the opt-in/opt-out. Tim said the presidents didn't seem to support the idea. Until Christy knows who is opting in, they won't be able to have a final conversation with vendor.

Choi was asked to go back to BAC to ask about would it look like if there was no opt-out. Christy said they have asked the college PMs to set up meetings between their Continuing Education, Business Affairs Commission representative and Finance office to get one voice per college.

### Program Risks & Issues

Christy gave a general overview of the status and said it's nice to see no red in the overall status.

We need to come up with a repeatable data conversion approach for deployment groups with 7 to 9 colleges to convert from Legacy. If we cannot, we might need to split future deployment groups into two weekends. We will know more this summer.

The project is tracking about \$5 million under budget, but the funds are allocated.

DG5 is set to kick off May 26. DG6 is expected to be at about 25% completion in readiness activities. Several of the colleges are at 9 to 14% completion, so we will reach out to the PMs to check in. Columbia Basin College is out front with 55%.

#### **Risks**

User Acceptance Testing has been extended for DG3-B. Planning for the repeatable conversion approach for the large future deployments is underway. COVID-19 risks have been added for the impact to DG3-A, DG3-B, DG4 and the ctcLink Project team. As of now, eight colleges are online-only.

#### **Issues**

DG3 Security activities were delayed. The DG3-A deployment showed a lot of progress, but there is more to do. The DG3 compression of activities left the colleges doing 10 simultaneous activities while also trying to train.

Christy said that after three attempts, the Project has found a Security resource who is working well on the security tasks.

#### **Moran Quality Assurance & OCIO**

Reuth said we have under 10 recommendations we are tracking from Moran.

Christy said we are getting ready for the Gate 5 funding activities with the OCIO.

#### **Steering Committee Nomination Subcommittee Update**

Choi said the deadline was extended to March 13, but no new nominees. The COVID-19 situation has people distracted. Received two or three PM nominees, but one will be disqualified as of March 16 (Susan Maxwell, Clark College PM, who will be joining the ctcLink Project team).

Christy said we might want to tackle this during the all-PM meetings and ask if there is interest among the DG5 and DG6 PMs.

#### **Agenda Items for Future Meetings**

April 21, 2020 is the go/no-go decision date for DG3-B.