



STEERING COMMITTEE MEETING MINUTES

March 24, 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
- Susan Maxwell, ctcLink College Advisor PM
- Rich Tomsinski, new OCIO Representative

Welcome

Christy Campbell welcomed the committee and reviewed the agenda.

Approval of Minutes

March 10, 2020 draft minutes will be reviewed for approval during the April 7 meeting.

Key ctcLink Program Discussions

ctcLink Program Budget Review

Christy gave an overview of the budget. February numbers are not available yet. Overall, the project is running about \$5 million under budget, but these dollars are allocated for project expenses and are not excess funds. The PMO is working on Gate 5 funding from the OCIO. We noticed some of our funding Gates have a different dollar amount than we originally had in the technology budget, so we are planning to walk through the budget with Rich and Whitney from the OCIO for clarification.

COVID-19 – Project Timeline Contingency Planning

Christy met yesterday with DG3-B colleges (Pierce, Peninsula, and Cascadia) about the possibility of an all-online go-live. She has been doing this for 25 years and has never had to work through a pandemic with team members all remote. She is less worried about the project team and more concerned about how a college could go live with their back-office and students in a full-remote mode.

She was pleased with the optimism, conversation and collaboration on that call. The primary areas of concern are (1.) college support, such as IT back-end, and (2.) communications, such as help desk, support for different departments, service. Christy said she is fairly confident that if we are still remote due to COVID-19, colleges will be able to come up with a plan to meet the timeline.

Scott said Cascadia has been practicing for a couple of weeks with all staff doing work remotely. People had issues with Skype audio, so moved to Zoom. They are setting up Zoom office rooms with waiting lobbies for each department. Cascadia was able to practice online triage during UAT. Started in person, then desktide, then online Zoom between testers and project triage.

He wants to ensure those who work with students are ready with the technology they need to do

remote work. He feels fairly confident they will be able to do everything they need to online. Data validation activities might be a challenge.

Scott said they have been reaching out to SBCTC staff and they have been very responsive on the open Webex. They have been using the open WebEx to solve a variety of issues and the SBCTC and ctcLink organization has been phenomenal.

Tim said that because of everything going on, we are learning a lot. Not everyone had what they needed to work off-site, but they are addressing the issues to get people geared up. Choi said Pierce College has grown new-found confidence, going from “no way can we do this remotely!” to “yeah, we can pull this off.”

Christy said some project teams find they are now communicating more often, because they have to try harder to stay connected. At this point, DG3-B pre-go-live activities and DG4 activities – conversion cycle 2 and the Business Process Fit/Gap sessions – are both on the critical path. If we cannot deliver those due to the COVID-19 situation, we will need to have discussions about starting DG5 on time.

Choi said he senses anxiety among the presidents around COVID and the project; not just for DG3. Christy said she gave a communication to John Boesenberg about how the Project is handling remote operations and organizing its communication. The communication plan includes a PMO daily check-in meeting at 8 a.m. The leaders have daily check-ins in the morning and afternoon to track their work. There are numerous other meetings and support Webexes throughout the day.

We don't have back-ups for every single resource, so if someone is out sick for two to four or more weeks, we might have issues.

Whitney asked who is handling OCM now. Christy described the role as dispersed. Reuth and Dani both participate and Susan Maxwell is working with the colleges on the ways change impacts stakeholders.

ctcLink Support Organization – Update

DG2 and DG3-A support update

Grant said the primary challenge has been going 100% remote in the midst of the two-week window for post-go-live support for DG3-A. In some ways, the focus on communication and cross-team collaboration has improved. The first payroll process with Olympic and Lower Columbia College went well.

Dani said it's been going well and communication is good. It's challenging when you want a quick answer or to talk things through. LCC and Olympic will be open to students this week, so when they come on board, we will see more business. We have put together a document about how to update important dates in the system. The learning curve has been challenging, but it's been going really well.

ctcLink Accessibility update

Dani said they have completed the first set of development fixes around the custom login page for first-time users. The PeopleTools 8.57 environment has gone through its initial shakedown and we found issues with integration and the log-in portal. The managed services team is helping work through it.

She is optimistic that they will be able to deploy some of the fixes into production in seven to 10 days. They are scheduling a follow-up meeting with Level Access (the vendor that did the testing last summer) to do some testing on the 8.57 environment, get clear on which fixes remain, and set expectations for progress.

Guided Pathways in ctcLink update

Dani said they were supposed to be externally testing sub-plans last week and then send to colleges to test, but with the COVID-19 situation, it has been delayed.

Budget Planning Tool

We have a signed contract from the vendor, Mythics, and had a kickoff meeting. Mythics is struggling

that we are not a single-college implementation and that we need to align or look at common practices and standardization where possible. Mythics will work with the project team to set a timeline and approach. The plan was to start working with DG2 colleges in June/July, but the colleges won't be ready to work with them to configure until late summer. We are exploring adding more colleges to the initial implementation group, depending on the cost.

ctcLink Program Status

Remediation and Replacement Solutions

Christy said the Finance team in the SBCTC Business Operations office is working with the vendor to figure out the cash reconciliation issue. We've requested a meeting for two of the items around student billing and other third-party billing. Their template doesn't seem to be what they thought they would be receiving. We're trying to figure this out, because it is working for the other colleges. It may be a misunderstanding a training issue or is there some additional functionality they're looking for that we did not deliver. A few of the other items were a hybrid between reconciliation and support. Christy is working with Dani to close those out.

Online Admissions Application – WACTC vote update

WACTC has done its first reading of the proposal. Grant said Julie Walter will help us get the vote from WACTC via email.

CampusCE Update and Next Steps / Decision

There seemed to be a disconnect between continuing education and finance departments about CampusCE, so Christy asked the college PMs to bring them together for one common voice.

Christy suggested the Steering Committee recommend that Washington Association of Community and Technical College Presidents (WACTC) and Business Affairs Commission (BAC) not pursue a single systemwide maintenance contract for the solution; but instead, allow SBCTC to develop a state master contract with CampusCE which allows each college or district to utilize the RFP pricing in their individual implementation and maintenance contracts.

ctcLink Project funds will cover initial campus implementation of the solution and the build of the integration costs. A systemwide contract will be developed for the CampusCE integration maintenance at an annual cost of \$2,000 per campus if they choose to use integration between their CampusCE instance and PeopleSoft ctcLink. These costs will be included as part of the quarterly IT invoicing for those campuses that choose to use the CampusCE interface.

Primary objectives:

- Colleges already using CampusCE will remain under their existing contract with CampusCE
- New customers will use the Master Contract to work with CampusCE on an individual college contract
- Colleges without a continuing education department will not have to pay for CampusCE

If they do not adopt while the ctcLink Project is in play, then project implementation funds may not be available.

Christy has been having many conversations with Loren Pace, CampusCE CEO, and he seems to understand the dilemma. He would like the master contract signed and move forward.

Choi said he thinks BAC would like this approach, because choice goes back to individual campuses. This is what BAC they thought they were looking at in the first place. Christy said we may still be asking WACTC for a system vote. She will work with Janelle and Sherry to package it so it's consumable by presidents.

Overall

Christy gave an overview of deployment groups. DG3 is green, even though they still have not deployed students this week. Will have more information about how it went for their students to go live remote. DG3-B is still in a yellow situation, which is an improvement from the last report which

was trending red. We're being diligent about trying to make sure we are not slipping on dates and looking at all of the activities to make sure we don't do a compression of activities like DG3 went through.

We are struggling with developing a repeatable process for conversion for the larger deployment groups. The DG5 implementation phase kick-off date is May 26. Unless something changes, we're still on target for DG5.

DG5 and DG6

Reuth met with five or six colleges in DG5 and DG6 to see if there was something the project team could do to help with either their business process work or other activities.

One of the DG5 colleges said their issue was transitioning from a PM that left and so it was onboarding the new PM and giving them a better sense of what the initiation schedule and project plan look like, how to status activities. They've been working closely with that PM.

A DG6 college is in a similar situation. And so, even though they're in different deployment groups, they're able to share resources together. Another college is experiencing campus leadership struggles, so it was useful to have Christy and Susan on the line to offer support and just how to help them move forward and get more buy-in from that perspective.

Another college shares support duties between a couple of PMs and struggles how to navigate that on top of their college duties. We're really trying to encourage them to get their percentages up.

Susan will be looking at the status reports to see if she can help colleges.

Program Risks & Issues

Reuth gave an overview of the top risks and issues.

Dani clarified for Scott that the ctcLink training is not train-the-trainer; it is for end-users. So it is essential to get end-user folks on those Canvas trainings.

Moran Quality Assurance

Paul Giebel said that operations during COVID-19 is the big issue in three areas.

- Colleges - Productivity will be impacted from a college perspective, because you have a workforce not used to working remote. So, what's the impact going to be there?
- Support team - They do a lot of remote support. But they're also now doing it from home and they're not with their peers in the same room with them.
- Project team - Has less concern about the ctcLink project team, because lot of the team are consultants or ex consultants, but fully remote is not ideal.

Paul said he is heartened by comments from Scott and others about where the colleges are during this situation.

OCIO

Tysha Tolefree is looking at the numbers and they're a little bit different than the original budget template. We are getting guidance from OCIO on revising the budget summary; whether to leave it as is and move forward or modify funding Gate dollars.

Steering Committee Nomination Subcommittee Update

Choi said they received a few additional applications and need to find time to get together to vet applicants.

Agenda Items for Future Meetings

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