



STEERING COMMITTEE MEETING MINUTES

April 7, 2020

WebEx Only

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 Boesenber, 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
- Tara Keen, ctcLink Project – Assistant Director
- Rich Tomsinski, incoming OCIO Representative

Welcome

Christy Campbell welcomed the committee and reviewed the agenda.

Approval of Minutes

March 10, 2020 and March 24, 2020 minutes were approved unanimously as submitted.

ctcLink Support Organization

DG2 & DG3-A support update

Grant gave an overview of ctcLink Customer Support. There have been a lot of shifts in spring quarter dates for the colleges, so it has been very busy, but has gone well even with being remote. We were able to confirm payroll last night and completed a second successful payroll round for Olympic and Lower Columbia colleges. The pillars are holding weekly WebEx meetings with colleges on different topics which have been well-received. We host twice-monthly day-long open WebEx support sessions for payroll cut-off, so college payroll owners can jump in and ask questions as we go through that process. The support model seems to be working well. Customers are engaged and really appreciate the open support workshops, which have been a big hit.

ctcLink Accessibility update

Grant reported the updated PeopleSoft ctcLink log-in page has been completed. We are working with the colleges to test it, but this hasn't been scheduled yet. Dani and Grant met with Level Access last week to review PeopleTools 8.57 in the test environment and they responded yesterday. We are working to review their feedback now and we might be able to start that work within two weeks. Level Access will reassess the work to confirm which accessibility items were addressed by 8.57 update. They're working through the customized pages and the password page is almost complete.

Guided Pathways in ctcLink update

Grant reported they had planned to implement Guided Pathways sub-plans by now, but testing and UAT was pushed out a bit primarily due to the changes in shifting spring quarter dates and COVID. We're working with the live schools to pick a new date, but are probably two to three weeks out as due to the staggered dates. It's still moving, but is paused.

Governance Update

ctcLink Working Group - Recent decisions, update

Tara provided an overview of recent ctcLink Working Group activities. They have been in the process of reviewing recent enhancement requests and listed several approved recently.

Batch Advisor Assignment Customization

Batch advisor assignment customization allows for multiple students to be assigned to an advisor via a batch process. This will relieve staff from having to do individual per-student assignment of advisors. Approved March 18, 2020 and testing is underway with the expectation it will deploy with DG3-B. We will be providing updated quick reference materials and providing that information.

Enable Sub-Plans

Enabling use of sub-plans for Guided Pathways was approved March 18, 2020 and has been sent to the ctcLink Support organization for testing, which will be scheduled soon.

Self-Identifying Sexual Orientation, Gender Identity (SOGI) in ctcLink

SOGI is a series of configurations, modifications, customizations to allow users to self-identify sexual orientation and gender identity. This was approved April 18, 2020; implementation and testing are underway.

HCM Preferred Name as Display Name in PeopleSoft Self-Service

This request to have a person's "preferred name" be the one shown in ctcLink/PeopleSoft Self-Service rather than their legal name was approved April 1, 2020. Oracle provided a customized solution and SBCTC/ctcLink teams are to review further. We will provide updated quick reference materials and providing that information to users.

One of our institutions has expressed concern about when a person has not legally changed their name, but is choosing to go by an alternate name. Because PeopleSoft requires the legal name as listed on your social security card in HCM — and because HCM pushes out the name information to the CS pillar — that is the name reflected in Employee and Student Self-Service.

This does not solve it in terms of their display for security that is able to be managed individually by the local security officers, but will allow someone to be able to designate an alternate preferred name. It does not use the preferred name type; instead it is still associated with the primary name type. This does not alter any of the Oracle-delivered functionality based on primary name, but it does allow folks to enter a preferred name. This is not in the Oracle-delivered product, but we are using an Oracle-delivered customization. It was a fairly small development effort and that is now working through the testing process.

ctcLink Enhancements and Changes

Clay asked about how changes to ctcLink production are documented and communicated to customers, so colleges can track when these changes are coming out. Dani said they are looking at new ways to communicate to make sure this information goes out to all of the colleges, whether it's a small or large change. We're looking into some sort of email notification, but actually putting information on the website, so it's accessible to anyone who wants to see what is new. She and Sandy Main have been discussing this and will be working on that moving forward. The new [Working Group Request Log](#) at the SBCTC website tracks the status of change requests submitted to the ctcLink Working Group, from submitted to review to decision to implementation.

ctcLink Program Status

Remediation and Replacement Solutions

The team is working to get Faculty Workload changes in place so they can begin also working with the support organizations with absence management. The security team is still working on a few of the pieces that aren't part of the redesign, but are part of the controls in place when the third-party billing and students billing was rolled out.

CampusCE Update and Next Steps

We thought we were in a good place working with CampusCE to have the master contract signed by Friday last week. It took us a few days to revise the old contract to a master contract we had worked out last year.

When we sent it over to CampusCE, it seemed the version they received was very different than the one that we had agreed to some six months ago, so we're trying to identify the gaps. The CampusCE attorneys are working with our procurement officer.

The goal is to have that master contract signed by the end of this week. The colleges will be able to reference the master contract once it's approved, but they can continue to write their own contracts with CampusCE.

Online Admissions Application – WACTC vote update

Christy reported that WACTC did approve the proposal, so we are moving forward with the online admissions application. IT will own the solution and security, as well getting feedback on the contract before we move forward with signature. She expects we will have that finalized and signed by the end of this week.

Budget Planning Tool – update

Christy gave an update. She said we had expected to start that work with the colleges once the contract was signed, but because it's budget planning time peak time right now for them it was not a great time to be kicking off a project so we're planning to kick that off with the DG2 and DG3 colleges and in early summer.

We'll be working with the vendor and the project team to go through the work plan to talk about their implementation approach, so then we can communicate to the colleges before we engage with them so that they can have appropriate time to plan our current contract Statement of Work with Mythics to do the implementation.

Originally, this only included the DG2 colleges based on the timing when we started to contract with Mythics. We requested a change order to include the five districts in DG3, because in winter next year, they're going to want to use this tool to help with their budget planning for the next fiscal year.

We have a little bit of planning around timing with DG4, because we really do need the production budget data, prior year payroll data and some other components. So, we potentially could see a change order if there is a different thought or direction about the timing and how much data is needed. If they continue with an early 2021 go-live, DG4 would likely would be engaging with Mythics probably around summer to be able to start working on their implementation for that following January, so they would use it the following year.

And then DG5 and DG6 would follow. The biggest concern is DG6. Once they go live, we expect to have a period of post-production support projects and project shutdown activities. Any discussion about funds, whether we are under-funded or if there isn't time for DG6 to implement the solution, it would probably be a discussion with the SBCTC ctcLink Support organization; perhaps keeping a couple of resources on to help the remaining nine colleges implement the local data and configuration for their practices at their colleges.

Budget

We're running about \$5.2 million under budget, but the funds are allocated for expenses such as CampusCE, Online Admissions Application, and budget tool implementation. We're carefully forecasting consultants and employees to ensure we will continue to be able to deliver on the current budget. We are now technically in Gate 5, but have not received the allotment due to timing. It has been submitted to the OCIO for their review and approval.

Overall Status

One of the main reasons we're still considering ourselves yellow overall is because three out of four quadrants are yellow at this time, with the exception of budget. The Schedule is still yellow, because the remediation solutions have not been put into play. We expect the requirements traceability matrix (RTM) under the Scope section to be done by the end of the year.

DG3

We're now focusing on DG3-B getting ready for deployment. We have seen significant progress with their UAT and are really happy. The next Steering Committee will be focused on the readiness review for approval for the colleges to move forward with a May 11 go-live date.

The colleges just did an incredible job when we met with the DG3-B colleges and their openness to planning and executing this program in a fully remote environment. The return-to-work date is looking like May 5, but we do have some concerns.

If we are back in the office, there is a risk we need to identify, because with actually going back in the office we can assume at least a couple of days of low productivity as people get their monitors and their workstations back up. There are social aspects of being back in the office.

It's a risk we need to consider as we have a team focused on final conversion and readiness to move those four colleges that weekend. We have a risk whether people come back to the office and we also have risks being remote.

DG4

This group has a mix of red and yellow-trending-red. We are having some struggles here around the timeline as we are asked to ensure some of the activities have a longer duration and then we're being asked to keep the date to February first.

But it's really hard to stick to the February 1, 2020, date when we've already utilized the float that was in the DG4 plan preparing for DG3-B.

DG5

PMO members reached out to colleges whose numbers were struggling and tried to find out if there is something we could do to help. Do we need to maybe talk to their leadership if they're not being able to make adequate progress? We saw some great turnarounds. We're really pleased with DG5 overall and the progress those colleges are making getting closer to the 75% mark.

DG6

For DG6 overall, the numbers are looking good, but three districts are significantly lower. We have met with those districts and continue to work with them to help get that work going for the implementation. The long pull of their activities is really documenting their local business processes, how they do their work today and then also beginning to think about what they already know about ctcLink and common process workshops and how their jobs and processes are changing once they're live on ctcLink.

Program Risks & Issues

Reuth gave an overview of the top risks and issues. The two items that remain on the high end of risk involve the COVID-19 health concern, especially with the DG3 go-live. We are working closely with the PMs on what that will look like and providing them tools to do things virtually and support staff and students at the same time.

We got a list of some critical training courses from DG3-B and Dani and her team are currently reviewing those items and figuring out what can be delivered virtually before we go live.

Moran Quality Assurance & OCIO

Paul said they are looking carefully at readiness as everyone has moved to remote work. Moran did its monthly staff interviews last week and heard a lot of positive things as far as engagement even in the remote capacity. It's not perfect by any means, but we have not seen productivity drop off the cliff.

Agenda Items for Future Meetings

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