



STEERING COMMITTEE MEETING MINUTES

April 21, 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
- Rich Tomsinski, 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
- Eric Murray, Cascadia College President
- Luke Robins, Peninsula College President
- Carie Edmiston, Peninsula College Executive Sponsor
- Pauline Marvin, Peninsula College PM
- Paula Henson-Williams, Pierce College PM

Welcome

Christy Campbell welcomed the committee and DG3-B guests and reviewed the agenda.

Approval of Minutes

April 7, 2020 minutes were approved unanimously as submitted.

DG3-B Readiness

Review DG3-B Go-Live Readiness Status

Reuth reviewed the readiness process and documentation the project, SBCTC and the colleges went through to get us up to this point.

Colleges Readiness

DG3-B colleges are now at Quality Gate 5 (Deploy). The PMO reviewed the readiness assessments and information received from the college PMs to make a determination if we are ready to go live on May 11. The DG3-B PMs did an exceptional job in this entire process. Readiness information was reworked for DG3-B, but it's essentially the same as what occurred for DG3-A. Weekly check-ins were held with the PMs beginning in March. Readiness information was collected from the end of March through just last week. Readiness information was collected from DG3-B colleges, project and support organization teams to get a holistic picture around readiness.

Compared to past readiness reviews, there are no reds or oranges. From a very summarized view of where the colleges are at currently, it's a lot of yellow and green. We reviewed 39 readiness criteria items in the areas of data security, testing, training, college, support plan, transition communications and OCM.

Cascadia College

Scott McKean, Cascadia PM, said he is quite proud of their college's project team and how proactive

they have been and focused on getting ready. He is also proud of the SBCTC team and the processes they have set up and their support and the rest of DG3-B for getting us to this point so far. He thinks their teams are ready to go based upon known data and security reasons.

Cascadia has a few issues with testing in student financials. They did not complete parallel testing for student financials due to significant issues, primarily around our international programs, tuition and fees. They spent four-plus hours on a Webex yesterday with Tara Keen and her team to get support and information updated for the dry run. They also will be testing their business processes.

They are reviewing the legacy shutdown procedures for any additions to their communications plan, and preparing those messages and release dates. The other issue is the lack of a dataLink connection prior to go-live, so they will need to wait until after go-live to work on the supplemental systems data integration.

Eric Murray, Cascadia College President, said he thinks the college is ready to go live and that their team is happy that it delayed deployment. As long as they know they have the correct support in place, they are ready for May 11.

Peninsula College

Reuth said Peninsula's readiness chart also shows a lot of green and yellow.

Pauline Marvin, Peninsula PM, said she is also very proud of her college's efforts. She is especially impressed with the way Peninsula College subject matter experts stepped up over the last few weeks in a remote work situation due to COVID-19 to complete the work. They feel very strongly their data is ready to go and will continue to clean up any errors the project team sends them or they find on their own before go-live.

They submitted their security workbook and are checking security roles right now and have found some issues to clean up. The only issue they ran into was a local firewall issue for financial aid. So, they had to go around about way to complete that, but are now at a hundred percent for all their testing. They wanted more hands-on for training with their campus, but they had to completely redo their training plan and are putting that into place this week and starting to get high-end users trained for the college support plan

Luke Robins, Peninsula College President, said the simple way to put it is that a remarkable amount of work has been done in a very challenging environment. In the midst of trying to complete a pivot to online instruction and everything else, everyone has been doing great quality and quantities of work. He said the teams from all three colleges are pretty remarkable and he thinks they are ready to go live. Peninsula is excited about it and sees this as a bright spot.

Carie Edmiston, Peninsula College Vice President of Finance and Administration and ctcLink Executive Sponsor, expressed appreciation to their teams for the time and effort they put in to be successful. She gave huge shout-out to Pauline Marvin and her ability to corral everyone, get everyone's buy-in, and get the work done. They are very excited to go live.

Pierce College District

Paula Henson-Williams, Pierce College PM, acknowledged the hard work of the Pierce College implementation team, many of whom have been working on this project since the "Wave One" days. She said she is really proud of the Pierce team for pushing through to meet the May 11 go-live date. She also acknowledged the ctcLink Project Management Office for supporting the DG3-B colleges as they shifted to a new go-live date, from March to May.

Their data clean-up and data validation are ongoing, but their pillar leads feel confident about the quality of the data. The security administrators and pillar leads will continue to review and update security roles and employees will continue to work in testing the environment and to address the issues and security roles as needed. They completed 100% of their testing as well as 100% completion for payroll, financial aid, and student financials parallel testing. Due to the challenges of COVID-19, their initial training plan to offer on-campus in-person trainings had to be adjusted due to the remote work options for employees. For transition, they are yellow trending to green due to not being able to fully test supplemental systems until after go-live.

Choi Halladay, Pierce College Vice President of Administrative Services and ctcLink executive

sponsor, echoed kudos for Pierce College staff and pillar leads who have done an amazing job. He praised Paula for being able to herd and wrangle them like cats. He thanked the project staff for the additional work they've put in for Pierce.

He acknowledges the fact that since he joined the Washington state community college system, this is the seventh attempt at making the switch from the Legacy administrative system and, for the first time, it looks like it's going to be successful, which is pretty amazing when he thinks back to some of the other things attempted over the years.

He also urged SBCTC to continue working on finding solutions around the accessibility issues within ctclink, because that's the key for making sure that we find equity and access for all the students.

Project Readiness

Christy reviewed project team risks around the DG3-B, including student financials and testing Campus Solutions student financials over to the finance general ledger. This was expected to be thoroughly tested and validated as part of the parallel testing, but there were some errors resolved and fixed during the activity. Those activities were delayed and not complete on the fifteenth as planned, so we called them out as a risk. We will be running through some processes during the dry run to validate this is working as expected.

The knowledge-sharing and knowledge-transfer is critical, so we've rebuilt all the documentation to make it more user-friendly and usable for the colleges. If the colleges would like additional knowledge transfer, we're more than happy to do that, but this is an ongoing concern because of the critical nature of financial aid as a whole.

There is concern about remote delivery, but overall, we're pretty confident that, from a project team perspective, we can be successful delivering in a fully remote mode. The second piece is after the go-live, when work begins Monday, May 11, to make sure we have the staff and bandwidth in place to support in the remote support rooms.

Another risk is potential technology problems having to do with the WebEx for the three-week post support for DG3-B colleges. We have WebEx, but we have a backup with users that have now been trained and access with accounts, such as Microsoft teams, Skype, Google Hangouts, Zoom. We've got many different tools in place we didn't have in place about eight weeks ago.

Overall, the team was unanimous and felt we were ready.

They were very impressed with the DG3-B colleges, and how much over the past eight weeks that they've been able to accomplish, including just the colleges themselves switching from in-person classroom to remote classes. For the colleges, the project managers, and the teams involved, this has been an incredible experience watching the colleges and watching them progress and get ready for this deployment and still be on board to be able to deploy in a remote college situation.

ctclink (ERP) Support Readiness

The readiness criteria for the SBCTC agency and support organizations team is a bit different than what we measured for the project team and colleges, instead looking at functional, technical and security support readiness. Grant said that although folks obviously have some healthy anxiety and additional workload, with the organizational changes made in March, we've seen a lot of benefit from additional capacity and realignment.

Dani has implemented an open WebEx for a day on different pillars to augment some of the weekly meetings. Dani said lessons learned from DG2 and DG3-A have led to a new tiered structure support for the post go-live activities to better coordinate who's handling what and so colleges are very aware of what resources they can access during that time.

Moran QA Perspective

Paul Giebel said generally speaking, the ctclink solution works. That does not diminish some of the issues we're still dealing with, but the clean-up is occurring. He said he is excited about the excitement and thinks there's a general readiness from the colleges overall to go live. He gave kudos to the hard work from the colleges, support team and project team. We have heard from each of the groups that people are out in front of things, and coming up with mitigation plans or changes based on previous deployment groups. For those reasons, Moran is in full support of the go-live.

ACTION – Approve DG3-B Go-Live for May 11, 2020 Motion:

Motion to approve DG3-B colleges (Cascadia College, Peninsula College and Pierce College District) for May 11, 2020 Go-Live was passed unanimously.

ctcLink Support Organization

DG2 & DG3-A support update

Dani reported that they are holding a number of Webex support sessions to help colleges and walk people through different processes. For example, to review open tickets, transition for the spring term (as a lot of colleges have shifted their key dates).

ctcLink Accessibility update

The support team is continuing to work with Level Access, the vendor that conducted the initial review late last summer and early fall. They have PeopleTools 8.57 environments up and functioning, and have been working with Level Access to start doing the review, confirm fixes, and confirm remaining gaps to continue to work on accessibility issues.

Guided Pathways in ctcLink update

This work got a little bit sidetracked with a lot of the work on the support side with changing terms/quarters and the stay-at-home order. Dani's team will be reaching out for information as it pertains to subplans, so they put some of those pieces into the system and have colleges test that they behaved as anticipated. Sub-plans will be implemented post-DG3-B go-live. They are looking for new dates, but it will be sometime in June.

ctcLink Program Status

See the [April 10, 2020 ctcLink Status Report](#) for details.

Remediation and Replacement Solutions

CampusCE Update and Next Steps

Christy said the CampusCE master contract will be signed soon and then the colleges that want to begin to contract with CampusCE may do so. Many have taken advantage of the contract and will invoice their implementation costs back to ctcLink Project budget.

Online Admissions Application – WACTC vote update

We hoped to use the original statement of work from the procurement process, but this was not possible, so Abraham Rocha is rewriting it to be able to begin the work around the online admissions application.

Budget Planning Tool – update

The Statement of Work with Mythics has been approved and signed. We're looking to do the first set of planning through the month of May and early June coordinating with the colleges to begin the budget planning implementation in the summer. And we've been working with the DG2 colleges and will reach out to the DG3 colleges. The goal is for the first implementation to have DG2 and DG3 colleges live on the budget planning tool in January for fiscal year 2022 planning.

Budget

We're in good shape from a budget standpoint and tracking under budget. We have to be very careful with every dollar, because the funds are allocated and unforeseen expenses may arise.

Overall Status

Christy reviewed the overall status, which is yellow in most areas.

DG3

All the colleges marked themselves yellow as we head into DG3-B go-live.

DG4

Two of the colleges consider themselves yellow trending to red, mostly because of the COVID-19

stay-at-home order. The colleges expressed concern about the lack of float in their timeline and recurring issues with environments.

DG5

DG5 has made incredible progress compared to a year ago. Their implementation phase kick-off is May 26, 2020 and then they will begin Global Design Adoption training sessions.

DG6

We are working closely with this group and have scheduled their Initiation Phase Peer review for mid-July. We are looking at options for how to facilitate Peer Review in a remote setting as well as location and options. A few colleges are significantly behind the other colleges and we have started having weekly checkpoints with them to see how the project team can help with some of that Pre-implementation work. They are expected to be working on the college orientation and staffing plan, project planning templates, communication plan, training plan, an organizational change management plan, a risk and issue local plan, budget, staffing, data cleansing plan.

One of the most significant activities of the pre-implementation phase is documenting their current legacy business processes. It's really the long pull; the piece that takes the most resources and takes the longest period of time to get through. This is really where some colleges are struggling a bit and with lower registration and funds even before COVID-19, they're continuing to struggle with being able to get this work done.

We have a meeting with DG6 this week to talk about that July date to understand if we need to move that date out a month or two, or maybe just provide greater understanding for DG6 what the peer review process means. There is no opportunity for any college in DG6 to not be ready. We need them all ready when we begin that implementation in fall 2020 toward their early 2022 go-live.

Program Risks & Issues

Reuth reviewed the top risks and issues.

Moran Quality Assurance & OCIO

Paul said the colleges have been able to pivot to a remote world, while keeping their deployment groups moving. It also looks like we've gotten some of the "tires out of the mud" as it relates to some of the in-scope solutions (CampusCE, Budget Planning Tool) which is good.

Steering Committee Nomination Subcommittee update

Choi said the nomination packets were sent out to the committee last week and now he is arranging for a virtual meeting to finalize the process.

Agenda Items for Future Meetings

May 19, 2020