



# STEERING COMMITTEE MEETING MINUTES

May 5, 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
- Tara Keen, ctcLink Assistant Project Director/Solutions Architect

## Welcome

Christy Campbell welcomed the committee and reviewed the agenda.

## Approval of Minutes

April 21, 2020 minutes were approved as submitted.

## cELC Meeting & WACTC Report-Out

Choi said there was a palpably positive mood in the room during the WACTC meeting. Progress in accessibility is still a primary concern as colleges get pressure from a variety of angles. The other updates went smoothly. A lot of attention was paid to the remote workforce. There was discussion, with more questions than answers, about the revenue situation. Enrollment drops mean a drop in tuition and revenue. Christy said they were excited that the DG3-B colleges were at the point of go-live.

There were concerns that there has been schedule compression for DG4 due to efforts on DG3-A and DG3-B. They also discussed the significance of DG5 and DG6 representing half the colleges (17 colleges). Chris Bailey emphasized in the report-out that if a college misses a date or does not do its part getting ready, there is no contingency deployment. There is no extra money.

For this reason, it was emphasized to presidents that even though there is a lot going on right now, it is critical that all colleges stick to their timelines because it affects all colleges, even those that are already live.

We are on budget and watching the budget carefully, getting monthly updates, reconciliations and reforecasting as needed. The original budget and forecasting occurred before Christy came aboard, which was fine for a while, but with the current circumstances, it could lead to a cash flow issue.

Choi said that in his perspective as a budget professional, the anxiety is exacerbated because the ctcLink Project is a must-do and there is little that can be done to restructure at this point. If cash flow becomes an issue, the colleges have to figure out how to keep it going. Presidents understand this and it is a point of angst as we head into the next few years.

## DG3-B Go-Live Readiness

### Review DG3-B Dry Run

Christy reported on the DG3-B dry run held April 20-23. The activity is a test to make sure the implementation team can execute against the plan over go-live weekend. It went well; was not perfect, but we accomplished what we expected to accomplish. We identified some tasks for which we needed to add additional time and decreased duration for others. We were able to update the go-live plan to make sure this go-live weekend runs more smoothly than the actual dry run.

It also allowed the colleges to do a level of validation against the business processes and against validation they had done during UAT testing or data look-ups that didn't go well prior that they could execute to make sure they have confidence in the system that their configuration is working as expected. We did have a hiccup in regards to the colleges doing needing some queries during the mock validation.

Scott from Cascadia College said that once it was clarified that this was more a “verification” activity and not another “data validation” exercise, anxieties were allayed.

### Readiness for Go-Live Weekend

Christy said the team is heads-down and getting ready for this weekend. Ray Gartner and the Legacy team have already started some of the activities on the Legacy side the colleges have begun their Legacy shutdown in many areas. The team is excited to be deploying another three districts this weekend and at this point, it's full steam ahead.

### Three Week Post-Support Plan

Christy explained the post go-live support plan is a little bit different than DG2 and DG3A. The post-support by the Project has been extended an additional week. We find there is a lot of new work happening in finance year-end in week three, so we want to make sure colleges had the support needed to be able to successfully use the system and watch the data as it's flowing over from Student Financials over to the General Ledger and other areas within the applications.

We will evaluate how things go for DG3-B, because we have traditionally only been doing two weeks to post-support in collaboration with ctcLink Customer Support organization and then we hand off to them. The exception is if there's a problem at go-live that the Project is responsible for seeing through to resolution. One week might not seem like a big deal, but DG4 colleges want us to focus on them as soon as possible.

Reuth gave an overview of the post go-live support model and Dani gave an overview of the Tier 1, 2, 3 and 4 support plans. See the [DG3-B Go-Live Resources and Support](#) presentation deck for details.

Scott shared that they weren't quite prepared for the level of sadness and grief at bidding farewell to the Legacy system. Staff have been working to prepare to be in the new system, but the feelings of loss of the “blue HP Legacy screen” was a real phenomenon.

## ctcLink Support Organization

### DG2 & DG3-A support update

Dani reported that the ctcLink Support teams have been doing significant work assisting the colleges in their spring term shift. They have been doing a lot of Webex walkthroughs and online group meetings to assist colleges with those processes. It's the first time we're experiencing this process as well, so the teams have been terrific and responding to those pieces. The colleges have been very gracious in understanding we're dealing with multiple colleges and similar issues across the board. The ctcLink Support team is working holistically with the training team. She and Grant have discussed the need for additional staffing as we move forward.

### ctcLink Accessibility update

Grant said People Tools 8.57 environment was ready for Level Access to begin testing and they started on Friday, April 24. We expect a preliminary report this week. We're not finding issues with the customizations and CEMLI's we've created, which is good news. By the next Steering Committee,

he expects to have a report from Level Access.

### **Guided Pathways in ctcLink update**

Dani reported they are moving forward with the Guided Pathways sub-plans. Last week, she sent a template and spreadsheet to all the DG2, DG3-A and DG3-B college to provide the sub-plans for their program plan stacks. She asked these be returned to SBCTC by the end of May so the support team can get them configured in the ctcLink PeopleSoft system and colleges could participate in testing and training on sub-plans in ctcLink.

### **ctcLink Program Status**

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

### **Remediation and Replacement Solutions**

Christy and team members met with Spokane yesterday to get action items and timelines for a few outstanding pieces.

### **CampusCE Update and Next Steps**

We have agreement with CampusCE to get a master contract signed. As soon as we have that we can get going on the statement of work for the implementation and integration of CampusCE to ctcLink.

### **Online Admissions Application**

We are in the final stages of the contract with Kastech. Our managed services vendor needs to be part of this contract, too, so we are working

### **Budget Planning Tool – update**

A contract is in place with Mythics to deliver the product in January or February 2021. We will be working with colleges on the implementation plan. We hope colleges find opportunities to use common business processes as that will make the integration process less complex.

### **Budget**

Christy said the budget can be misleading, because while it appears we are running under-budget, the funds are allocated. She is working with Tysha Tolefree to revise the monthly budget summary report. We are forecasted through approximately May 2022 and then we will begin to roll staff off the ctcLink Project payroll and begin to close down activities.

### **Overall Status**

Christy reviewed the overall status, which is yellow in most areas. This is positive news, because there was a lot of yellow-trending-red not very long ago. Christy has asked the colleges to support their yellow or red status based on objective, Risks and Issues reported in the Project Web App (PWA); not just emotions.

### **DG3**

We're in great shape right now. We learned a lot during DG3-A that we are applying to DG3-B.

### **DG4**

DG4 is finishing up the Business Process Fit/Gaps (BPF) sessions. By necessity (due to Covid-19), they are remote sessions. This makes it more critical that college staff have the resources they need, like computers with voice/audio capability, telephones or cell phones, cameras for Webex or Zoom. It also makes it more critical for our team to reach out more and make sure colleges stay engaged during an eight-hour session. We struggle with doing these online instead of in-person, because we lose that in-person interaction and body language.

### **DG5**

DG5 kicks off on May 26 with the Global Design Adoption (GDA) to get them acclimated to PeopleSoft.

### **DG6**

DG6 Peer Review will be held in July. After that, they will prepare for their implementation phase kick-off. We have been working with some of the colleges with low percentages of completion during their Initiation Phase activities.

### **Program Risks & Issues**

Reuth reviewed the top risks and issues. See the [ctcLink Project Status Report \(April 13-24, 2020\)](#) for details.

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

Christy walked through the Moran and OCIO slides.

### **Steering Committee Nomination Subcommittee update**

New voting Executive Sponsor member will be Rodger Harrison, Bellevue College executive sponsor. He replaces Lisa Hjaltalin from Community Colleges of Spokane. Lisa said it is impressive to see how far we've come from when Spokane went live to where we are now. Christy assured her we will keep in touch.

Replacements needed:

- One non-voting Project Manager. (Scott McKean has served in an interim capacity since Ligia left.)
- One voting Executive Sponsor (because Choi is moving to a new role at Seattle Colleges)
- Committee Chair to replace Choi.

Tim suggested there should be DG5, DG6 and technical college representation. Christy said we can reach out to presidents if we need to.

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

- There was discussion about the credit card integration. John Boesenberg or Dani will bring information from the BAC workgroup to a future meeting.