



STEERING COMMITTEE MEETING MINUTES **DRAFT**

July 14, 2020, WebEx Only

Meeting Participants

Voting Members

- Reagan Bellamy, Wenatchee
- Kurt Buttleman, Seattle
- Rodger Harrison, Bellevue
- Tim Wrye, Highline
- Vacant - Executive Sponsor
- Vacant - Executive Sponsor
- Grant Rodeheaver, SBCTC
- John Boesenberg, SBCTC
- Carli Schiffner, SBCTC

Non-Voting Members

- Christy Campbell, SBCTC
- Paul Giebel, Moran Technology Consulting
- Rich Tomsinski, OCIO Representative
- Clay Krauss, Tacoma PM
- Vacant - Project Manager

Guests & Staff

- Reuth Kim, ctcLink PM for Risks/Issues
- Dani Bundy, ctcLink Customer Support Director
- Janelle Runyon, ctcLink Project Communications Manager
- Susan Maxwell, ctcLink College Advisor PM
- Shelley McDermott, OCIO Expert PM
- Tara Keen, ctcLink Assistant Project Director

Welcome

Christy Campbell welcomed the committee and reviewed the agenda.

Approval of Minutes

June 30, 2020 minutes were approved as submitted.

Steering Committee Membership

College Executive Sponsor Recommendation - ACTION

Nomination for Chad Stiteler, Bellingham Technical College Vice President Administrative Services and Executive Sponsor, as a voting member was unanimously recommended for approval.

Recommendations to cELC for final approval

The Steering Committee will present the slate of nominees to the ctcLink Executive Leadership Committee for approval at its July 16 meeting with the expectation they will join the committee July 28, 2020:

- Brian Lee, Clover Park Technical College, Project Manager non-voting
- Ed Jaramillo, Skagit Valley College, Executive Sponsor voting
- Chad Stiteler, Bellingham Technical College, Executive Sponsor voting

Non-voting commission representatives

These positions do not require vote or approval by cELC as they are non-Charter positions. Carli said Ruby Hayden, Lake Washington Institute of Technology, is interested in the Washington State Student Services Commission representative role.

Tim said he does not have any names for Instruction Commission (IC) or Chief Diversity and Equity Officers Commission (CDEOC), but is seeking names. Carli said she will check with IC and suggested Tim reach out to Valerie Hutch for CDEOC.

ctcLink Working Group Update

Talent Acquisition Management (TAM) Recommendation for future Deployment Groups

Tara Keen presented the Working Group recommendation regarding TAM. After some discussion of the points below, Reagan said she would like to discuss this further with her HR colleagues; many of whom plan to stay with NeoGov HR software. Tim said Highline's HR department wants to stay with NeoGov. Tara said that during Common Process Workshop a few years ago, there was some sense that TAM

didn't have the needed functionality, which may or may not be true.

The committee decided to table the decision until Tara and Christy can meet with Reagan and the Human Resource Management Commission (HRMC) next week (July 22) to review the proposal and come back to the July 28 Steering Committee meeting with a recommendation.

Tim wants the recommendation to include a deadline for colleges to decide whether to deploy TAM.

Recommendation Statement

The Working Group recommends that colleges choosing to adopt TAM must fully configure, test, deploy and use the Talent Acquisition Management (TAM) module at Go-Live.

Business Statement

Some colleges that have completed implementing ctcLink chose not to fully adopt TAM at Go-Live. Those colleges have later changed direction and are now seeking resources from the ctcLink Program to complete their adoption.

Implementing TAM is not a simple matter of configuring the module. It also requires work to be done at the State Board and the college around security and configuration for the Automated Workflow Engine for approval routings.

Attempting to implement this module after the Go-Live event places additional strain on the support organization and the project team cannot be redirected to absorb this work. The master project plan does not include implementation after each deployment group's Go-Live event and resources were not included in the Office of the Chief Information Officer (OCIO) approved budget to support a partial implementation approach.

The ctcLink Project Team is currently reviewing recommendations from the Common Process Workshop and adopting additional functionality available within the latest version of the TAM product to address some expressed concerns; however, the state of the TAM product as a complete replacement for any current external product is not the goal of the recommendation. The intent is that those colleges seeking configuration commit to adoption at Go-Live or accept that they will not be configured until after the program implementation phase and stabilization is complete as outlined in the recommendation caveat in this document.

Recommendation Benefits

The direct integration of TAM module to PeopleSoft ensures colleges will not be required to perform dual entry to establish new job records from open positions. Further, dual data entry adds an element of risk to the integrity of the data due to the added potential for human error.

TAM module adoption reduces uncontrolled licensing cost of third-party products, given that the support organization cannot engage in post-implementation activities until the complete deployment and operational stabilization this would result in a three-year minimum commitment to any current product before TAM adoption could proceed.

Recommendation Caveat

Colleges choosing not to adopt TAM at Go-Live must acknowledge the requirement to wait until after all colleges are live on PeopleSoft and the support organization has achieved operational stabilization; capable of well-organized and consistently prompt response times on service desk tickets, before being in a position to consider providing implementation level services. Depending on the length of time to achieve stability, this would pose a three- to five-year delay in implementing TAM for non-adopting colleges.

DG4 A&B Colleges – Recommendation from DG4 PMs – ACTION

During the June 30 meeting, the go-live dates were approved. Since then, the DG4 colleges met and recommended the following groups for each go-live date. The committee unanimously approved.

- DG4-A – Feb. 8, 2021 Go-Live: Centralia, Edmonds, Highline, Wenatchee Valley
- DG4-B – Feb. 22, 2021 Go-Live: Seattle Colleges

ctcLink Customer Support Organization Update

Customer Support Update

Grant explained the recent challenges around financial aid disbursement for DG3 colleges. Customer Support provided Webexes and service to colleges to mitigate. The colleges were from a few days to a couple weeks late in disbursing aid. This did not impact DG2 colleges (Clark, Spokane, Spokane Falls, Tacoma), but was specific to DG3.

Staff knowledge, skills, and team size

Grant said they are assessing capacity and staff growth needs.

Christy said it takes about six months for staff to become proficient in support roles and asked what the staffing ramp-up plan is for DG4, as it is a little more than six months to go-live.

The next step is identifying gaps, recruiting and filling positions in August so they can be onboarded in September. The support organization funding is a challenge. As of now, they are tapping agency reserves, but need to find a sustainable source of funds.

Dani said they are finding the support organization's skill-level, while suited for customer support, is generally flat and they need more technical skills to resolve complex issues. This is why they frequently reach out to Project staff for technical assistance.

System performance

Tim said he has heard anecdotal grumbling about system performance now that 10 colleges are on the ctcLink system; that responsiveness has slowed down.

Christy said the performance (load) testing vendor will conduct two more rounds of load testing: one before DG4 and another that includes DG5 and DG6 before DG5 goes live. It would be interesting to look at what the vendor (a different organization) recommended during DG2 and DG3 load testing to see what our managed services vendor actually implemented.

Clay said that Tacoma staff has a ticket in on system performance for a while. Dani said the ticket is assigned to the tech team.

Current Challenges (ticket backlog)

Grant said there is a backlog of about 400 tickets. They anticipated peaks and valleys of service tickets, but so far have not seen any valleys.

Guided Pathways in ctcLink

The CS team worked with the individual colleges to confirm their sub plans were submitted and configured as they expected. They will meet with the colleges tomorrow for training and to review the new QRGs.

They are working with Kastech to figure out the end-to-end Guided Pathways system as it relates to the new Online Admissions Application.

ctcLink Accessibility update

PeopleTools 8.57 is on track for implementation. First-time Log-In and Password Change were delayed based on feedback from colleges, but will go into production next week.

ctcLink Program Status

See the [ctcLink Project Status Report \(June 22 - July 3, 2020\)](#) for details.

Remediation and Replacement Solutions Update

Christy said we are still working with Spokane on a number of items that are part of remediation and support. A couple of the things they are requested are actually new enhancements and not part of the system implementation, so we are working to get them into the queue for support.

CampusCE

Christy said agreements on Statements of Work are near completion. The goal is to sign off this week or next so we can start working with the colleges in July.

Online Admissions Application

Kristy Snow is working with vendor, Kastech, and team members to develop the global configuration. Joe Holliday's involvement is critical, because of the policy considerations. He has also reengaged the

Online Admissions Application Work Group for the implementation. The expected go-live date aligns with DG4 implementation.

If a live ctcLink college doesn't have the time to engage in the implementation process (configuration, testing, training), we don't want to hold other colleges back from going live. Tara and Christy need to meet to discuss options for colleges to use the existing product or new OAA.

Budget Planning Tool

DG2 and DG3 colleges will be working on their local configuration beginning in August. January 2021 is the goal for implementation. For DG4, goal is January 2022. There will need to be discussions about DG6, as their budget tool implementation would occur after the project is complete.

Budget

Budget is at \$128 million of total \$145 million. Running about \$300,000 under budget, which is not a large amount, so we are watching expenses carefully.

Overall Status

We no longer have any significant float in the schedule for DG4 and DG5. The only real days off for colleges are Thanksgiving and Christmas, but the Project team will be working. The remote work for the colleges is challenging as staff already have full-time jobs and now they are experiencing furloughs.

DG4

The past month has been very difficult for the colleges as they have participated in Cycle 2 data validation and BPGF homework at the same time as staff are trying to do their full-time jobs. Tim said Highline is very busy with homework and data validation. They will be remote through fall quarter and will likely do an all-remote go-live in Feb. 2021; rather than coming back. Reagan said they, too, are overloaded with homework and data validation.

DG5

DG5 will begin Business Process Fit/Gaps in August. We have not been able to fully honor all requested blackout dates. Blackout dates for eight colleges leave virtually no days to do the work.

DG6

DG6 is in the middle of its four-day Peer Review. The technical colleges are behind in initiation activities; playing catch-up in Legacy business process mapping. Other colleges are at or near goal.

Program Risks and Issues

Risks

- Staffing affected by budget concerns, staff furloughs
- Production calendar & PeopleTools 8.57 update work effort - making sure App Services and the Project work closely so that refreshes don't overwrite production changes
- COVID-19 health concern and impacts: DG4 full remote impact, DG5 start impact based on DG3-B, Project team impact

Issues

- Customer Support Resource Plan – As colleges go live and roll off the implementation activities and into support mode, the SBCTC ctcLink Customer Support staff needs qualified staff to grow to serve the system
- Inconsistent methods for obtaining college configuration values

Moran/QA and OCIO

Paul said they view the ctcLink Project as being in a good place overall. The key things Moran is looking at are not within the Project's control: (1.) funding/staffing issues for the colleges, and (2.) SBCTC agency funding of customer/technical support operations.

Agenda Items for Future Meetings & Meeting Closure

- **July 28, 2020:** Welcome new members to their first meeting, TAM decision, non-voting commission representatives – Student Services Commission, Instruction Commission, Chief Diversity and Equity Officers Commission (CDEOC)
- **August 11, 2020:** DG6 Peer Review - Implementation Gate 1 phase approval