



STEERING COMMITTEE MEETING MINUTES

July 28, 2020, WebEx Only

Meeting Participants

Voting Members

- Reagan Bellamy, Wenatchee
- Kurt Buttleman, Seattle
- Rodger Harrison, Bellevue
- Ed Jaramillo, Skagit Valley
- Tim Wrye, Chair, Highline
- Chad Stiteler, Bellingham Tech
- Grant Rodeheaver, SBCTC
- John Boesenberg, SBCTC
- Carli Schiffner, SBCTC

Non-Voting Members

- Christy Campbell, SBCTC
- Paul Giebel, Moran Technology Consulting
- Rich Tomsinski, OCIO Representative
- Brian Lee, Clover Park Tech PM
- Clay Krauss, Tacoma PM

Non-Voting Commission Reps

- Ruby Hayden, WSSSC
- Sachi Horback, IC
- To be named, CDEOC

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.

Welcome New Members

Tim Wrye welcomed new Steering Committee members:

- College Executive Sponsor (voting): Ed Jaramillo, Skagit Valley College Vice President for Administrative Services and Institutional Planning & Effectiveness; Chad Stiteler, Bellingham Technical College Vice President of Administrative Services
- College PM (non-voting): Brian Lee, Clover Park Technical College ctcLink Project Manager
- Commission representatives (non-voting): Washington State Student Services Commission (WSSSC) – Ruby Hayden, Lake Washington Institute of Technology Vice President of Student Services; Instruction Commission (IC) – Sachi Horback, Clark College Vice President of Instruction.

A representative from the newly formed Chief Diversity and Equity Officers Commission (CDEOC) is yet to be named.

New Member Orientation Meeting

Tim reported that during the orientation held Monday, July 27, new members got a deep dive into Project history, governance structure, hot topics, and learned about the Steering Committee charter and expectations of the group.

Approval of Minutes

July 14, 2020 minutes were approved as submitted.

ctcLink Working Group Update

Recommendation for Talent Acquisition Management (TAM) for future Deployment Groups - ACTION

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

The Steering Committee discussed the background of the [Working Group Final Talent Acquisition Management \(TAM\) Recommendation](#) and unanimously approved the recommendation below:

Recommendation Statement as approved

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

Colleges will make their decisions based on the following timeline:

- DG2 and DG3 colleges not already configured must wait until all other deployment groups go live
- DG4 Colleges wishing to opt out of implementing TAM at go-live will alert ctcLink PMO by Oct. 1, 2020
- DG5 Colleges will decide by the TAM Homework due date of Nov. 25, 2020
- DG6 Colleges will decide by TAM Homework due date – TBD (Based on DG6 schedule)

Background

Tara Keen gave an overview of the [Working Group Final Talent Acquisition Management \(TAM\) Recommendation](#) document. Colleges that opt out of TAM will be asked to acknowledge in a signed document that they will not be able to receive implementation services until some yet-to-be-determined time after DG6 go-live and stabilization phase. This is to ensure that a local college decision (perhaps made by an individual subject matter expert) is well understood by the college as a whole and the project manager and executive sponsor are informed of that decision.

The issue

Tara and Christy explained this issue came to light, because one of the colleges wanted the ctcLink Project to configure TAM, but did not want to use it at go-live. However, right after go-live, the college changed its mind.

While the ctcLink Project is not retracting support for the college already in this circumstance, the situation drove the need for commitments from the remaining colleges to make the Project and Support utilize staff as best they can. The ctcLink Project is moving that college through the process, but does not have the bandwidth to help additional DG2 or DG3 colleges.

This recommendation asks colleges to fully commit to all TAM activities (doing the configuration homework, user testing, and adopting the functionality as they are going live), because neither the ctcLink Support team nor the ctcLink Project team have the bandwidth to accommodate unforeseen work that should have occurred during a previous deployment group.

The overall concerns are:

1. We need to keep the ctcLink Project staff looking forward, working with current deployments and not continuing to support the DG2 and DG3 colleges that are already deployed, otherwise we will not meet the budget and timelines for DG4, DG5 and DG6.
2. The ctcLink Support organization is still in a building mode and they do not have the staff to move away from support tickets at this time nor, in some cases, the skillsets to be able to help project type work or getting colleges online with modules or functionality they chose not to use.

There was a question about integration to a third-party system like NeoGov, which many colleges use. Given the fact that PeopleSoft supports TAM, this is unlikely to become a priority during the initial deployment phase.

ctcLink Customer Support Organization Update

Customer Support Update

Staffing Plan – Update

Grant said Financial Aid has been a workload challenge. Everyone is working through it, but it has delayed disbursements. There will be lessons learned to improve the process for DG4.

There was an open support Webex, so it's been getting taken care of. This highlighted the challenges of supporting 10 total colleges, with another eight colleges on the horizon in February. They have identified 13 positions to begin recruitment in August. Grant is working with John Boesenberg and finance staff to ensure funding for support positions. The Innovation Fund has been strained due to low enrollment.

Guided Pathways in ctcLink

Working with the DG2 and DG3 colleges on sub-plan implementations. No technical work on meta majors is going on. There are a few things to work on to get ready for DG4 go-live.

ctcLink Accessibility update

PeopleTools 8.57 upgrade is on track for Aug. 29 implementation. SIT testing underway now. The custom code for First-time Log-In and Password Change will go into production tonight.

Multi-Factor Authentication

Grant said that due to escalating security needs and the critical mass of information in our PeopleSoft system around personnel and students, there is urgency to implement a system-wide multi-factor authentication system for all staff and students. He said the college system did an RFP about a year ago to identify vendors that could provide the services and they zeroed in on Okta for a couple of reasons:

- Instead of licensing per user, Okta licenses based on unique-user access per month, so whether a user logs in once a month or a thousand times, the cost is only for that one unique user.
- Okta will license it for all students and staff. The single sign-on could be integrated with each individual college's active directory so you don't have to remember your student ID or your PeopleSoft ID and password. If you have a login ID at the college, whether professional staff or a student, you get that single sign-on experience.

It's a systemwide subscription, so it would become an ongoing service/maintenance cost to the colleges and not paid out of Project dollars.

Grant said this was brought forward through the WACTC Presidents' Strategic Technology Advisory committee. He has worked with Tim Wrye and Heidi Wasem (Director for Information Services, Columbia Basin College) on the Information Technology Commission (ITC) and held a couple of sessions with Okta and ITC about security. Team members brought this matter to the WACTC Technology Committee, so the committee knows this is coming forward and Grant is looking for next steps. He has an endorsement from the Strategic Technology Advisory committee and is seeking endorsement from the Information Technology Commission (ITC) and some sort of endorsement from the ctcLink Project.

Christy said that before endorsing, the ctcLink Project and the Steering Committee would need to understand the risk to the project implementation. For example, what does it mean if we need to integrate or change the security model during one of the deployment groups? Identity management is not in the current ctcLink scope. While the implementation of Okta as an authentication method might not affect PeopleSoft security roles, it may affect the implementation path (i.e. timeline and budget) for the deployment colleges. For example, it may need to be added to the UAT and/or SIT testing.

The Steering Committee's charter is the overall ctcLink implementation and to make sure it moves forward, to monitor risks, and to make sure we don't deviate from the scope and timeline.

Grant thinks Okta will be an overlay and should not affect anything about the ctcLink security model or anything the Project is doing. The Okta log-in step occurs before the PeopleSoft credential to access the system and, once you're authenticated that way, you're using the same security structure we've had before. Theoretically, that's the case, so he is feeling relatively confident about that, but we do need to dig in more. He needs more detail about how Okta gets implemented organizationally and will report back to the next meeting.

ctcLink Program Status

See the [ctcLink Project Status Report \(July 6-17, 2020\)](#) for details.

Agenda Items for Future Meetings & Meeting Closure

- **August 11, 2020:** DG6 Peer Review - Implementation Gate 1 phase approval