



# STEERING COMMITTEE MEETING MINUTES

Aug. 11, 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.

## Approval of Minutes

July 28, 2020 minutes were amended and approved.

## DG6 Gate 1 Peer Review Discussion & Recommendation for Gate 2: Implementation – ACTION

Reuth Kim walked the committee through the [DG6 Initiation Phase Peer Review Results and rubrics](#), discussed findings and gave an overview of the Initiation Phase process DG6 underwent.

During Peer Review, the Project Managers evaluate the completeness and quality of each other's required Initiation Phase deliverables, the structural documents and local planning which each DG6 college has been working on since at least March 2019 (many began much earlier).

Initiation Phase activities get colleges ready to step to the implementation "starting line." They include the College Project Charter, Resource Plan & Budget; Baseline MS-Project Schedule, OCM Plan, Begin Change Impact Analysis, Communication Plan, Training Plan, Risk Management Plan, Data Cleansing Plan, Legacy Business Process Mapping, and Initial Supplemental Systems Analysis.

In the past, Peer Review was held in-person for two days. Due to the COVID-19 stay-at-home order, this was the first time a Peer Review has been held 100% virtually and extended to four days (July 13-16).

Those colleges that did not meet the minimum 75% completion requirements (Bates and Renton), have provided mitigation plans for completion. Tim asked how these colleges will be tracked to ensure they are moving satisfactorily toward completion. Christy said the bi-weekly status and check-in meetings with the colleges will serve as a check-in. Reuth said she will continue to provide updates to the Steering Committee about how these DG6 colleges are progressing and will escalate as needed.

Reuth said Bates and Renton understand that if they have not fully mapped and documented their Legacy business processes (i.e. to understand the current workflows and steps they follow in the HP Legacy system), it will be problematic during the Business Process Fit/Gap sessions when their staff need to make important decisions about their college's new PeopleSoft process configurations. By the time colleges participate in BPF, they really need to understand their own college data and how future changes in ctcLink will impact their campus; e.g. how people's jobs and duties will change. This is why

Organizational Change Management practice and principles are a critical element for colleges.

- **DG6 college participants** - **Bates:** Beth Cummings; **Clover Park:** Brian Lee; **Columbia Basin:** Juri Tikerpuu; **Lake Washington:** Lauren Heller; **Renton:** Dennis Chin, Marzena Sasin, Sanjana Gaddam, Paul Corigliano (ES); **Shoreline:** Joe Chiappa; **South Puget Sound:** Missy Yates; **Walla Walla:** Lisa Chamberlin; **Yakima Valley:** Clarissa Wolfe, Teresa Rich (ES)
- **ctcLink Project team participants** - Christy Campbell, Reuth Kim, Roger Curry, Susan Maxwell, Eli Hayes

## **Recommendation for Gate 2: Implementation – ACTION**

The Steering Committee unanimously voted to promote DG6 colleges through Gate 1 to the Implementation Phase.

## **cELC/ctcLink Discussion Items from WACTC Retreat Business Meeting ctcLink Customer Support Organization Staffing Commitment**

Grant said he is continuing to monitor reserve fund balance, Innovation Fund expectations, and is trying to anticipate the unknowns. He is not concerned with cash flow this year and next, but FY23 is unclear.

Thirteen additional staff (10 for ctcLink PeopleSoft Customer Support, 3 for ctcLink App Services) to support DG3 and to prepare for DG4 were approved and recruiting will begin this month:

- 3 Campus Solutions
- 2 Student Finance/Financial Aid
- 2 Finance
- 2 HCM
- 1 College relations/triage manager
- 3 PeopleSoft Developers – HCM, FIN, CS (one per pillar)

## **ctcLink and Multi-Factor Authentication (Okta Proposal)**

On July 30, 2020, Grant presented a first-reading of the [ctcLink and Multi-Factor Authentication Issue Brief](#) to WACTC regarding multi-factor authentication, single sign-on and password reset capabilities for all staff and students.

Grant is expecting an email vote, because the next WACTC meeting is not until October. Okta has given demonstrations and Q&A sessions for IT Commission and ITC Security Council members, working through some of the details. Grant made it clear the Okta implementation cannot impact the ctcLink project timeline or implementation staff and requires careful coordination.

He expects to have a formal recommendation and decision from ITC later this week and will present the funding model to the Business Affairs Commission (BAC) tomorrow. Grant hopes to have a package for presidents to approve by middle of next week.

Tim said there have been questions from ITC whether the Steering Committee needs to approve this. From a formal governance perspective, Steering Committee doesn't need to approve, because it's being done by the SBCTC Production/Support organization. However, there is still a potential risk to the ctcLink implementation due to necessary interactions with the Project team.

Christy said that any additional IT scope is a risk to the project. We need to understand if there are dependencies and how to mitigate those. We need to be part of the timeline and planning to monitor the risk. Tara suggested it could impact the security training. Christy said she cannot determine risk level until she sees the Okta timeline and understands how it integrates with ctcLink implementation schedule. She said Tara is correct that the Project team needs to be engaged and know what the timeline is before it is approved, because she doesn't want to be the one who has to tell deployment groups that are just now doing their ctcLink implementation phase that they can't go live per the timeline.

## **ctcLink Customer Support Organization Update Customer Support Update**

### **Workload**

Dani said they continue to have a lot of tickets outstanding and they continue to get a lot of requests for Webex sessions to discuss support issues. Trying to look holistically at how the team should handle these. It will help to bring a college relations/triage manager, one point of contact who will work with the associate directors and Dani to coordinate requests.

#### **Staffing Plan – Update**

13 additional staff we expect to be able to start recruiting for this month: 10 for ctcLink PeopleSoft Customer Support, 3 for ctcLink App Services

- 3 Campus Solutions
- 2 Student Finance/Financial Aid
- 2 Finance
- 2 HCM
- 1 College relations/triage manager
- 3 PeopleSoft Developers – HCM, FIN, CS (one per pillar)

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

The sub-plans have been tested and the colleges have been trained. There is an approval meeting this week and if approved, will go into production next week.

There is not a holistic plan for meta-majors. Need to align with support and project side and understand its impact to the project and Online Admissions Application if there are changes to the structure now.

#### **ctcLink Accessibility update**

Grant reported that the custom pages were deployed two weeks ago. The PeopleTools upgrade is still on track and will be deployed August 29. It's currently in SIT and user acceptance testing process starts next week. Level Access little access kind of retesting of the documentation around where that puts us. Is it still in process. They've accomplished the majority of their work. We are

#### **ctcLink Program Status**

See the [ctcLink Project Status Report \(July 20-31, 2020\)](#) for details.

#### **Remediation**

We are still working with Spokane on a few items, because there was a difference of opinion as to expectations. Tacoma does not have these same concerns.

#### **Online Admissions Application**

Christy said Joe Holliday has been doing an outstanding job helping us work through this. We are probably a few weeks away from the global template before we can begin working with DG2 and DG3 colleges local configuration.

#### **Scope & Schedule Risks**

- Accessibility – We had expected to have the accessibility testing vendor test this product already. The testing vendor is working with the OAA vendor to draft and certify VPATs to ensure the tool meets requirements.
- Guided Pathways – We've had multiple requests to add meta-majors to the OAA front-end. The problem is that data has nowhere to go in PeopleSoft at this time. Joe Carl has worked with a college in the past that was subject to a lawsuit, because its front-end admissions application did not match what was in the college system. We are trying to avoid putting the colleges at the same risk. A new Academic Structure needs to be entirely rebuilt, reconfigured, reconverted; it's similar to the Chart of Accounts on the Finance side. It's not something you just switch over to; it's something that has to be very well planned. It would require leadership telling us to pause the ctcLink Project and that has not happened.
- Payment Processor – The vendor has not yet delivered the integration for how students would pay admissions fee, but we are making progress. There are risks involved.
- International Student Application – Most colleges have chosen to not allow international students use the OAA to apply. However, a few colleges are interested in using it, so Kastech is looking into a solution for international. Tim asked whether Basic Education for Adult students

would be able to use this application. Christy said BEdA is included as well as dual enrollment programs.

Unfortunately, the online admissions application will not be ready for DG4 Sprint 1 UAT testing and thus will not be ready at DG4 go-live. Christy said DG4 has been notified they will go live on the current OAA.

#### **OAA Risk Outline**

- New tool development is in requirement confirmation and design phase.
- Development timeline would put product completion and readiness for project to engage in testing in late fall, long after SIT completion and UAT Sprint 1 end.
- Requirements related to accessibility could impact acceptance of solution design and initial testing timelines.
- IF all the planets align and development and testing are complete, the best-case scenario would be a January 2021 start of testing a new Online Admissions tool.
- Would require a complete regression of all Sprint 1 tests that begin with the current OAA product, resulting in a sharp increase in work just prior to the Go/No Go decision.

#### **Budget Planning Tool (PBCS) – update**

We have been working with the colleges on the PeopleSoft Budget Cloud Solution (PBCS). DG2 and DG3 PBCS Implementation Schedule Planning is underway and expects to be able to use it in January 2021.

#### **CampusCE - update**

We are working on getting buy-in from Continuing Education leaders to make sure we have agreement on business processes.

#### **Budget**

Initial budget was to run through June 30, 2022, with DG6 going live in in approximately February 2022.

#### **Program Risks and Issues**

##### **Staff fatigue and budget cuts**

COVID-19, remote work, furloughs, politics, staff and budget cuts are impacting the colleges. They are struggling; staff are burnt out and staff are “breaking” as one PM said. Christy has encouraged the PMs to go to their college leadership and ask for help. The ctcLink Project cannot solve for this.

Rodger said at Bellevue College, people are at the breaking point and in tears. It’s a human problem; not just money. Working from home is less efficient. If people leave because they are burnt out, the colleges will have an even bigger problem. Tim and Kurt agreed. Tim said college presidents need to understand and solve for this locally. Kurt said that even if leaders make it a priority, staff struggle to get their regular work, plus ctcLink, done. The committee agreed coordinate a meeting of DG4, DG5, DG6 Executive Sponsors; also including Kevin Brockbank.

#### **Other Discussion**

Sachi asked about the status of Annual Scheduling display as a part of her role in the Instruction Commission. Tara said the colleges will need to build out their schedules for the year. DG4 is working on that right now. Dani said this request is related to an Enhancement Request to Working Group screen view. Christy said the Steering Committee could add a slide to future meetings for Instruction and Student Services Commissions.

#### **Agenda Items for Future Meetings & Meeting Closure**

- **August 25, 2020**
  - DG3 Lessons Learned
  - Executive Sponsor meeting report back about strained employee resources
  - Instruction & Student Services Commission or Working Group Update
  - Okta Multi-Factor Authentication Update