



# STEERING COMMITTEE MEETING MINUTES

Aug. 25, 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

August 11, 2020 minutes were approved.

## ctcLink Customer Support Organization Update Customer Support Update

### Workload

Dani recently sent a report with ticket counts since March to the DG3 PMs.

The ctcLink Support team is using the Change Management Board to prioritize its work. Each pillar brings three to five items per week for prioritizing and resourcing. This work also depends on the technical and testing teams. Recent accomplishments include implementing SOGI (sexual orientation and gender identity) and Faculty Workload 2.5 updates.

Just a few items on their plate currently: a significant number of AFRS updates, high school contract type tuition and fee fixes, DRS Redistribution, HR deductions.

Dani will add a slide about priorities and production changes to future Steering Committee meeting decks.

### Guided Pathways in ctcLink

Dani sent subplans email yesterday. Certain colleges in D2 and DG3 put subplans in place, but a few weren't quite ready locally to go live. Some will go live Friday morning, Aug. 28. It was big set of work.

Grant will be sending a communication regarding Guided Pathways meta-majors production and project scope.

### ctcLink Accessibility update

PeopleTools goes into production Saturday. They are working on final review of Level Access testing results, identifying gaps, and how best to work with WSSSC and DSSC to prioritize those fixes. The testing occurred in a parallel test environment, so re-testing didn't match up with earlier testing, because they used a different methodology. So, they have been working through that.

Tim asked that accessibility testing results be reported back to the Steering Committee. Grant agreed.

## **SBCTC IT Initiatives**

### **Okta Software Proposal - Update**

Okta Identity Management software (Multi-Factor Authentication) software was agreed upon by all stakeholder groups. The WACTC Presidents have approved purchase and maintenance and it is on the agenda for the State Board meeting Thursday, Aug. 27.

Okta will work with CATO and SBCTC to make sure it meets needs for accessibility. Contract will be signed soon and implementation plan developed.

### **Sentinel Security Software – Discussion**

Sentinel is a centralized user-management, auditing and reporting tool SBCTC IT purchased in March. It's in the test environment and the primary use will be at SBCTC.

Tim asked whether Sentinel implementation might interfere with ctcLink security. Grant said it shouldn't be an issue, because they are setting it up as a passive audit tool.

## **ctcLink Program Status**

See the [ctcLink Project Status Report \(Aug. 3-14, 2020\)](#) for details.

### **Remediation**

#### **Online Admissions Application**

Have gone through majority of creating global configuration and now working on local pieces. It was not identified in the original scope, but we are now looking at building out an International Student application. Joe Holliday, Student Services, is helping identify the college and participants that should be included. If colleges have other student questions and needs, they are thinking of doing a PDF attachment and uploading it with other materials.

Current OAA wasn't what colleges needed, so they purchased other solutions, created manual processes, etc. For us to be able to offer this would be a big win. Spokane been using this current OAA the longest and when they saw this option, they thought it looked promising.

DG4 and DG5 can go live on this when DG5 goes live in November 2021. First looked at having DG4 participate in DG5 BPFs, but will instead hold separate BPFs probably in spring. Need to look at timing.

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

Budget Planning Tool is at the last week of design phase. This is for DG2 and DG3. All have committed to wanting to use the tool beginning in January and we are on track for January 2021 go-live. We've asked for an updated schedule plan. Only live colleges can implement, because finance production data in ctcLink is necessary to use the integrated tool.

### **CampusCE**

There have been challenges with getting the work going, because the work needs collaboration. Coordinating schedules has been tough with furloughs. Joe Carl is the lead on this work.

For integration to be ready for DG4 as they implement CampusCE, it needs to be ready for Cycle 2 testing, which is near the end of November 2020. The team will continue working with CEC and CampusCE to get the business process sessions scheduled.

### **Budget**

We are in IT Pool Gate Stage 5 and still running under budget overall. By Gate 7, we will need to use some contingency, but under budget now. John Boesenberg and his team has been helping us prepare the gate approval details.

### **Overall Status**

Christy noted our staff is 100% remote and, except for one or two, are not taking furloughs. Staff already working up to 60 hours per week.

Requirements Traceability Matrix will be ready for review at end of 2020.

Lots of good work with DG4 and it is in a much better place with their security preparation and training. Interaction that team is having with DG4. Anxiety level has come down slightly, but will be ramping up again soon. As go-live approaches, there is always excitement and anxiety.

DG5 just started BPF, so getting into the most critical piece of the implementation. Project Team

getting ready for the Cycle 2 Validation. The intensity of looking at the data and going through extensive validation activities to ensure the data came across. This is the first group that includes a technical college in this group. Risk out there for the conversion from clock hours to credit hours. We can't fix the calculations done 10 years ago (each college did it a little bit differently).

Susan Maxwell is putting together a DG5 and 6 mini remote PM Summit to go over the key activities, importance of them, how they are tracked. Some PMs hired after Initiation Phase or hired later have a gap of understanding what is needed and don't have a foundation.

Will be great to get everyone on same page, level so they don't pull the whole group down. DG 5 and 6 have no wiggle room, so we can't slip.

In DG6 Bates has made great progress lately. Renton moved up one percent. Concerns because they are way behind on business process maps which they need to be successful in B

## **Budget**

Nearly all deliverables in Gate 6 have been completed so they are ready to be submitted.

## **Program Risks and Issues**

The Status Report includes the most critical Risks and Issues, but there are others.

Christy explained the issue with Bellevue supporting other colleges in running their payroll. Everett CC and Skagit Valley will stay with Bellevue providing that service. Edmonds will provide a formal written statement of its intentions by Sept. 14. They have not hired a payroll person yet. This requires mitigation that was not planned for. We are less concerned about Everett and Skagit, but they need to put their commitment in writing.

Tim said the DG4, DG5 and DG6 Executive Sponsors will meet to discuss and top risks around working remotely due to COVID and resources (budget and human) burning out. College staff are indicating they are breaking from the workload; some are quitting or retiring early. Substantial changes to the ctcLink schedule would cost approximately \$10 million per year.

Christy said the PMs are doing an amazing job at pushing forward. We're at a much better place within the project with methodologies, but just in a different time due to COVID.

## **Moran/QA and OCIO**

Paul said they we updated scope to Green, because contracts for solutions were signed. Overall, things are going well. Impact with dg4 and compression and concerns re long term situations from staffing perspective. There is worry about what happens at the back-end when or if knowledgeable staff leave the project early. We have concerns around support organization. It's great we approved the people, but we need to get the people onboard and bring them up to speed.

## **ctcLink Project-Related Commission/Council Topics**

Sachi said there is anxiety about the financial aid distribution workload. Tim said DG4 PMs clearly heard this from DG3 PMs, so they have been working with the ctcLink support team about how to mitigate and manage that in the future.

Sachi asked for clarity around getting regular updates to share with the commissions and councils. Dani said she will provide a PPT slide to outline priorities and related timelines for production and support items (e.g. from Working Group, enhancement requests and other sources) which can be used as a tool to send to commissions and councils. This slide can be shared with other governance groups (Working Group, cELC) as well as listservs as needed.

Tim said the new diversity commission is just getting formed and they will forward a name for a non-voting member in the months ahead.

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

- September 8 - Reuth Kim will present DG3 Lessons Learned