



# STEERING COMMITTEE MEETING MINUTES

Sept. 8, 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 25, 2020 draft minutes were amended (edit about Sentinel software and cELC communications expectations) and approved.

## DG4, DG5, DG6 Risk Meetings with Executive Sponsors

College Project Managers have expressed serious risks around COVID-19, working remotely, budget and staffing resources, and morale. In response, the Steering Committee convened executive sponsors in two meetings (held Sept. 1 and 3) to discuss common themes and possible next steps.

Tim said he will have a report to Steering Committee at the next meeting, Sept. 22. The notes are gathered and we are getting approval, so want to give them an opportunity to edit their very candid comments.

### Overview of discussion, themes

The overall takeaway is that all are feeling stress of the current work-from-home and budget situations on their campuses and processing it in similar and differing ways. Tim will ask for Executive Sponsor volunteers to help craft a message to push up to cELC for their Oct. 8 meeting.

DG4 Executive Sponsors have been meeting monthly and the same was suggested for DG5 and DG6. Chad Stiteler agreed to convene the DG5 Executive Sponsors. Soliciting volunteers for DG6 to organize their meetings. Kurt offered to attend to kick off the first DG5 and DG6 meetings.

Christy said DG5 and DG6 colleges are each in very different places and it is important for Executive Sponsors to understand what are local college issues and which are Project-related struggles. These meetings will allow them to bounce ideas and issues off each other.

Another benefit of ES meeting is the ability to differentiate truth from rumor about how different colleges are managing ctcLink. Rumors around "I heard this college is doing X or Y." They are going to collect this information via HRMC or other groups so we can address these items and squelch rumors.

Ed commented that the presidents just issued a document of what each college has done for budget cuts and furloughs. John Boesenberg said not all have responded. He is compiling at the request of the presidents and will share with the Steering Committee.

Christy noted that Kevin Brockbank, cELC co-chair, participated in both meetings, which was a positive show of leadership.

### **Proposed next steps**

Steering Committee will be asked to review the communication before it's passed officially on to cELC and WACTC

Ruby asked for clarity about the communication; whether it's a request or a synopsis.

Tim said we will know more once the notes are gathered, but the point will be to call awareness to the workload and impacts of ctcLink and get them thinking about possible mitigations.

## **DG3 Lessons Learned Report**

Reuth Kim reviewed the DG3 Lessons Learned slide deck, with input from Christy, Dani and Susan.

Lessons Learned are compiled with input from all parties (sessions with college PMs, SMEs and with project, support and SBCTC IT groups). Reuth said the Project found a lot of opportunities for improvement and that it was refreshing to see team members thinking about making recommendations and suggest efficiencies on the spot for future DGs.

### **Highlights**

Lessons learned were categorized by key areas:

- Global Design Adoption (GDA) – SME completion and comprehension before attending GDA was a key point. PS Fundamentals course was updated to 9.2.
- Business Process Fit/Gap (BPF) – This is the bulk of the Lessons Learned. BPF improvements and Data Validation had bulk suggestions for enhancements. DG4 provided a lot of feedback up front, so already made those improvements. Got a lot of positive feedback about HCM and FWL.
  - College suggestions – conflict of all sessions, hard to manage priorities, scheduling cross pillar sessions. Asked project to help with scheduling so not compression of sessions. Have made many improvements there for DG4 and beyond already.
- Data Conversion & Validation – Looked at ways to save time or get things done earlier.
  - Added many improvements, mostly around finance and HCM, and how to make conversion and validation run smoother.
  - College suggestions – supplemental system, local configuration guides timing (all fixed and posted at ctcLink Reference Center), it is a short turnaround, have made improvements but still not the time we/they'd like to
- Project plan/schedule – UAT and payroll parallel testing came up a lot. Needed more time
  - Timeline – Never enough time, but we will always do our best.
  - DataLink – While it is mentioned frequently, Datalink is not a Project activity, so we worked with Carmen and Data Services to share suggestions and questions. There is a session this week for PMs and college IT/ data staff to better understand datalink.
- Security – There have been dramatic improvements since DG2 and DG3. Christy said about 25% of lessons learned had a Security dependency. DG4 is now benefitting from the resolution and improved methodology in Security. This is a big win that will drive many other things for DG5 and DG6.
- Training, OCM, Communications– Colleges offered ideas to better communicate about dry run and other areas.
  - Making sure that college SMEs get consistent information from project and support . How do we work together to ensure we are sharing the same information is a challenge, but we are working on it.
- Transition Support - Cutover confusion and job scheduling are
  - Activate Your Account (AYA) documentation was a big lesson for us. For example, a key college staffer was out sick during go-live and there wasn't adequate documentation for them to follow. Janelle assisted in getting AYA documentation and tips from DG3A for DG3B and this will be incorporated, improved for future go-lives.

- Transitioning colleges from Project to Support team.

Reuth said these Lessons Learned items will be transferred to a tracking log in PWA, so PMs can track and indicate when items are resolved and close out.

Paul said there's a ton of information here and the ctcLink Project does a tremendous job continually learning from prior lessons and making changes on the fly. So, changes are going on continuously, rather than waiting for a report to come out. The way this team strives for continuous improvement is tremendous.

His concern is whether there are things DG3 is saying are in conflict with what DG2 said. He cautioned the team against making changes all the time because they may make changes that don't work for the next group. One size doesn't fit all.

Christy agreed and said the team has definitely learned the lesson to evaluate feedback first before acting. Is this one college's feedback/issue or would it benefit the whole program?

Tim said he recognized some things called out have already been implemented for DG4. He suggested the full report be shared with a communication from the Steering Committee to encourage Executive Sponsors to read at high level.

## **ctcLink Customer Support Organization Update**

### **Customer Support**

#### **Staffing**

Dani said 8 of 13 new positions have been posted and she is working on job descriptions for the rest to prepare for posting.

### **Guided Pathways in ctcLink**

#### **Subplans**

Subplans were deployed for colleges that were ready. When other colleges are ready, the configuration is already there for them.

#### **Meta-majors**

Grant said he and Carli have had conversations about meta-majors and need to discuss scope schedule with Christy and discuss what can be done successfully within the deployment groups and not cause issues.

To implement wholly is too steep a hill to climb funding- and resource-wise at both SBCTC and the colleges. He will be sending out a message soon about the path forward with Guided Pathways meta-majors implementing after all colleges go live.

### **ctcLink Accessibility update**

#### **PeopleTools Upgrade – Update on Implementation**

Grant said the PeopleTools 8.57 update went pretty well. There was a bug in the Managed Services script. The issue was discovered on Tuesday, corrected, and alarms added so it won't happen again. Mail notification was inadvertently turned off. PeopleTools 8.57 adds some accessibility tools and enables future accessibility updates.

### **ctcLink Production Updates**

Dani reviewed the production updates ([see slide 6, presentation deck](#)). She is working with the Change Management Board to go through the list, prioritize and assign resourcing to tasks. This information will be shared with the Working Group, too, and can be shared with commissions and councils.

#### **Deployed**

PeopleTools 8.57, AFRS Report (Added staff months), Subplans, Sexual Orientation & Gender Identity (SOGI) in CS pillar

#### **UAT (User Acceptance Testing in progress)**

Onboarding modifications, Campus Solutions Image 18 update

#### **SIT (System Integration Testing in progress)**

OFM Interface updates, HR Deductions not sending to A/P

### **DEV (in Development Phase)**

SAP processing (reconfiguring to make some efficiencies), Contract High School Tuition and Fees fix, Student Transcript Report updates

### **UP NEXT (in queue for development)**

- Developing the cash-out of leave balances process
- Updating Security on the worksheet pages in Accounts Payable
- Updating Travel and Expense Workbench to include Business Unit
- Sexual Orientation & Gender Identity (SOGI) collection in the HCM pillar (already deployed in CS pillar)

Tim asked about timelines for completion for the items in testing and development. Dani said she will update the slide with expected completion dates for the next meeting.

Tim asked who was involved in UAT for production updates. Dani said SMEs from live colleges are involved, as well as using a new test automation tool.

## **ctcLink Program Status**

See the ctcLink Project Status Report (Aug. 17-28, 2020) for details.

### **Remediation & Replacement Solutions**

#### **Online Admissions Application**

Have a really good working prototype. Have been lost of demos (Working Group, colleges, OAA workgroup, etc.) Had a question of scope related to International Students application. Presented International piece to that Council. Got some pushback. We weren't trying to push colleges on it. At end of meeting, it was clear many colleges were not interested. Sent out a survey to get interest in future discussions and overall interest. Spokane and Highline are definitely interested.

We learned a lot in that meeting. Colleges don't want to share their international prospective student leads due to competition. They want a very different approach to a template; e.g. separate URL with no drop-down that would lead an applicant to another college.

System Integration Testing in October, UAT near the end of 2020, and into production in Feb. 2021.

The timing of BPFPG schedule for OAA is being worked out. It might be a combined DG4, DG5 and DG6 BPFPG, but need to work that out with the PMs.

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

We are almost through with the design phase. We are waiting for a Change Order (CO) with costs from vendor because we added DG3 to the first deployment. Christy is expecting a \$100,000 to \$125,000 CO for adding DG3.

- DG2 and DG3 to deploy PBCS in Jan. 2021
- DG 4 and DG5 to deploy Jan. 2022
- DG6 to deploy in Jan 2023

#### **CampusCE – update**

Have had some delays at the outset due to CEC member scheduling and had to flip-flop our approach. Began working with small group that would go live, then got feedback that if all colleges weren't involved, wouldn't get buy in from all groups, so past CEC chair and CEC member meeting was held.

Outcome is we need to move quickly. They are eager to use it, integrate and have no plans to do double entry. CampusCE and Joe Carl are working to lay out the processes, build a prototype, build the integration, and design. Once they have that prototype, will take it back to CEC and all groups to review it to get college input and buy-in.

If all goes well, could have it by November (for Sprint 2). The goal has been to be ready for DG4 go-live. If we continue on this approach, will make this timeline. If we have more delays because of disagreements over who needs to be included or continuing ed SMEs or leaders can't make meetings, we could miss that deadline.

CampusCE is a bit frustrated with us because of the stops and starts, but we have a path moving forward. Have a meeting with CampusCE to start this work and all are prepping for UAT in November.

## Budget

Christy said the project is running under budget and forecasting very close to budget.

## Overall Status

Tara is beginning the Requirements Traceability Matrix (RTM) to confirm the requirements originally requested as part of ctcLink program are, in fact, implemented. If they haven't, why not? And when will it be? And for any items where products didn't meet requirements, moved out of the project or descoped, etc. The RTM report will go to Steering Committee once complete.

### DG4

DG4 colleges are reporting yellow except Wenatchee, which is green. Colleges doing great. All going well. A big plus that they will be able to test their security prior to UAT. Colleges are engaged in the Data Validation Cycle 3 workshops.

### DG5

DG5 colleges now all green at this time, but just began BPFs. Have held quite a few so far. They are getting acclimated to the process, learning about homework, etc.

The team is working to prepare for Conversion Cycle 2 which is a full data validation. Will want to review next report to see how DG5 progressing as this is a huge body of work for the colleges.

### DG6

Two colleges that were long stuck in the initiation phase completion 40% range are now at 59% and 61. They have plans in place to get caught up and have made great progress. They are all really getting ready and looking forward to their kickoff in October.

## Program Risks and Issues

- Payroll - Working with Bellevue, Edmonds, Skagit Valley and Everett to understand who will be running their payroll to make sure the Bellevue and Edmonds teams are set up for success and have the staff. Bellevue needs to be set up to run if necessary.
- Close to closing out the misaligned documentation issue. As Reuth noted earlier, the project is already working on this through Lessons Learned.
- Customer Support - Will continue to track this, but kudos to all those involved, because we are in a much better place than a few months ago.

## Moran/QA and OCIO

Working with OCIO to close out some requirements and to prepare for funding Gate 6.

## Agenda Items for Future Meetings & Meeting Closure

- Sept. 22, 2020 - Executive Sponsor Risk meetings summary and discuss next steps
- Oct. 6, 2020
- Oct. 20, 2020 - Report back on Oct. 8 cELC meeting