



# STEERING COMMITTEE MEETING MINUTES

Oct. 20, 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

### Guests & Staff

- 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
- Sandy Main, Application Services Director
- Kenn Nied, Interim Deputy Chief Information Officer
- Kerry Levett, Cascadia, for IC

## Welcome

Tim Wrye welcomed the committee and Christy Campbell reviewed the agenda.

## Approval of Minutes

The Oct. 6, 2020 draft minutes were approved as submitted.

## Oct. 8 ctcLink Executive Leadership Committee Meeting Report

### Executive Sponsor Risk letter, WACTC-Tech business, other

Christy said feedback and response to the [DG4, DG5, DG6 Executive Sponsor Risk Meeting Recommendations to WACTC, Oct. 8, 2020](#) was positive overall. The letter was more about awareness and concern about employee workload and asking for colleges to prioritize ctcLink.

The business analyst (BA) role was of particular interest to the presidents. Those colleges with a full-time business analyst during implementation have a better approach to troubleshooting internal issues and relieves SMEs of trying to develop new processes alone.

The BA in-house training offered by ctcLink is not enough. A trained SME will not be able to dedicate the necessary time. Rodger Harrison said most schools don't have the funds. Just a handful of colleges have dedicated BAs. Those that do (Tacoma, Everett, Highline), planned ahead for the role long ago.

Kevin Brockbank wants to discuss the Business Analyst role during the next cELC meeting (Thursday, Nov. 19, 2020). Christy said for Janelle to circle back with Kevin to see what he needs besides the [College Roles, Departmental Dependencies & Organizational Alignment](#) document. If he needs anything specific for that conversation. Like, which colleges have business analysts and maybe some sort of analysis of colleges that **have** business analysts compared to those that **don't** during the implementation and post go-live.

DG3 and DG4 executive sponsors have their own cohort meetings. DG5 and DG6 have begun their own meetings for networking and comparing notes. It's a useful method to understand whether issues are local or an implementation issue.

## ctcLink Change Prioritization and Governance policy proposal

Grant gave an overview of the [ctcLink Change Prioritization & Governance Proposal, Oct. 8, 2020](#).

This proposed policy was developed in response to individual questions and input from councils and commissions about how to request changes to ctcLink or get on the list of priorities or enhancements. It outlines the prioritization of efforts by the ctcLink Production Support team. Work efforts are prioritized based on: PeopleSoft product updates, level of urgency/impact, and available staff resource capacity.

The current top priorities for the ctcLink Project and SBCTC Agency are to deploy new colleges on ctcLink by mid-2022 in the approved configuration and to support/stabilize colleges currently live on ctcLink.

Grant said the ctcLink Support department has little capacity to take on new work, so needs to be really focused on current live colleges and colleges going live.

After all Washington community and technical colleges are live on ctcLink and we have about six to eight months of stabilization, we will want to leverage this process into an ongoing process for enhancements and changes to the system and develop a prioritization input process – giving equal voice and vote to all colleges in the system – especially to address commission and council input.

It might be similar to what occurred in the past with CIS, where a set of hours or a number of hours available for enhancements throughout the year based on votes by commissions or councils. Or it could be a very different process.

Grant hopes that getting this policy formalized and communicating it clearly will help people in the system know how to escalate ideas or issues. The primary goal is to provide a clear path to gather requests and ideas, and provide clarity around setting expectations and prioritization, as well as getting feedback to the requestor so they know where it is.

## Go-Live Timeline Review and Approval [ACTION] PeopleSoft Business Cloud Solution (PBCS)

Christy reviewed the timeline. PeopleSoft data is required in ctcLink before colleges can use the budgeting tool.

| DG2 & DG3 Activity                               | Date                         |
|--|------------------------------|
| Mythics & SBCTC System Integration Testing (SIT) | Dec. 8, 2020 – Jan. 5, 2021  |
| Mythics Train the Trainer to ctcLink             | Dec. 1, 2020 – Dec. 3, 2020  |
| ctcLink develop UAT test scripts                 | Dec. 8, 2020 – Dec. 30, 2020 |
| ctcLink develop training documents               | Dec. 8, 2020 – Dec. 30, 2020 |
| College UAT/Training                             | Jan. 6, 2021 – Jan. 22, 2021 |
| Go-Live DG2 & DG3                                | Jan. 25, 2021                |

### Future DG Go-Live and Date Estimate

- DG4 & DG5 - Jan/Feb 2022
- DG6, Jan/Feb 2023

## Online Admissions Applications (OAA)

Christy reviewed the timeline to replacing the current OAA with Kastech OAA portal. Some preliminary timelines went out to colleges previously, but needed to rework the timeline with the vendor to align with the college operations and academic schedules.

The OAA Work Group met last week to review the new OAA. This prepared us for the ARC meeting this Friday, Oct. 23. Will review for any requirements that may be outstanding. As we find those, it is then determined if those get added to this timeline or a Phase 2 timeline.

### DG2 & DG3 Activities & Dates

|  |                         |
|--|-------------------------|
| Kastech System Integration Testing (SIT) | Oct. 5 – 30, 2020       |
| ctcLink SIT                              | Nov. 11 – Dec. 18, 2020 |
| • Kastech test scripts                   | Oct. 30, 2020           |
| • Kastech training documents             | Nov. 13, 2020           |
| ctcLink develop UAT test scripts         | Nov. 11 – Dec. 18, 2020 |
| ctcLink develop training documents       | Dec. 1 – Dec. 30, 2020  |
| College UAT/Training                     | Jan. 11 – 22, 2021      |
| DG2 & DG3 Go-Live                        | Jan. 28, 2021           |

## Future DG Go-Live

- DG4 & DG5 - October 2021
  - DG4 OAA activities will align with DG5 implementation activities/timeline
- DG6 - March 2022
  - DG6 activities will align with DG6 implementation activities/timeline

## Okta Identity Management Software (Multi-Factor Authentication - MFA) Implementation timeline, impact, engagement with project

Kenn Nied said this work group is just beginning to engage, with a kickoff held today. Okta is partnering with ICSynergy to assist with the integration. Members of the ctcLink project team, ctcLink Support, Server, and Network teams, as well as Burgundy and ICSynergy will work on the deployment. Colleges will be pulled in as needed for their involvement.

The involvement with colleges will be more about reexamining policy, MFA options, how to get help if things go wrong, and communications to staff and students. This is not a “press the button” process; it will happen in stages and can be “activated” when ready.

Usually takes about six weeks for an integration, but considering DG4, holidays and other projects, will need to work this in. More information will be available in four weeks, including a project plan.

This will not change PeopleSoft or ctcLink; only those things related to log-in page/portal will be affected.

Will be asking Project and Support about considerations, including accessibility options. Okta started a VPAT verification which will be out early next year. This will be shared with stakeholder groups, including the Disability Support Services Council.

Kerry asked that timing and rollout of this project take college registration cycles into account.

The initial integration (when the go-live is set and everyone has agreed to the configuration) will be for logon and password resets. And then we'll probably start off with staff for a soft rollout. It'll be up to the schools if they want to start off with some staff before bringing on students.

## ctcLink Support Organization Update Customer Support Update

Dani reported they have been approved to hire 14 new staff in ctcLink Customer Support and ctcLink Support. They are currently in interview process for some of the remaining outstanding positions and look forward to a majority of candidates to start by end of this month. It is going well and helping with their workload and activities.

Customer Support is working service tickets as they come in. They are also working with App Services to do the PeopleSoft image updates.

### Staffing, Workload/Activities

## Production Support Update

Dani reviewed the [Production Update \(SBCTC ctcLink Support\), Sept. 30, 2020](#) handout and gave a tour of the new [ctcLink Production Updates](#) web page on the SBCTC ctcLink Support website. Dani pointed out the new column — “Reason” — was added since the last meeting to provide the purpose of the update was made. There are items like: Fix, Enhancement, Mandate, Image Update.

Ruby asked if these items are in conjunction with communication back to the original requestor. Do they get notified? Dani said all of these items are actively logged in the ticketing system. So, it's noted back to the requestor in the ticket when it is closed out.

## Guided Pathways in ctcLink

### Meta-Majors – Communication follow-up

Grant said the update on Meta Majors implementation went out to commissions and councils from Grant and Carli last Wednesday.

Tim said ITC discussed the letter last week. One comment to address is a desire to ensure that planning is not put off until the end. Even though work can't start until after the ctcLink Project, the ITC feels that planning needs to happen sooner so we are closer to being ready to go once all colleges are live.

## ctcLink Accessibility Update

### Level Access testing, Improvements, web page

Sandy Main displayed new [ctcLink Accessibility web page](#). The page is a one-stop site for users to view where the team is with accessibility updates. The third-party vendor, Level Access, did testing in Sept. 2019. Asked them to come back and test based on the PeopleTools 8.57 upgrade.

First, changes were made to local and custom pages. Next, the team is looking at changes we can make without changing delivered PeopleSoft code.

Sandy reviewed some items under review/development, which are the focus over the next three months. They will examine what we can change and what we need to address with Oracle.

## ctcLink Program Status

See the [ctcLink Project Status Report \(Sept. 28 - Oct. 9, 2020\)](#) for details.

## Remediation & Replacement Solutions

### CampusCE

Christy said they are finalizing a date with the Continuing Education Council (CEC) to do a process flow walkthrough. Once we have that we will start developing the integration. The integration is looking similar to what we had for OSECE, so that is helpful and may speed up the time. 1. CEC meeting 2. Complete build out of integration 3. Schedule UAT with colleges already using CampusCE and on ctcLink.

### Budget

Christy reviewed the budget report as of September 2020. We are at the end of stage gate 5. Will likely be a bit under budget by end of this stage. We are in the process of requesting the next allotment of funds.

### Overall Status

Christy explained taking the original RFP requirements and tracking whether still in scope, or approved to be removed from scope, if implemented was there a test script and training materials? So have documentation that those requirements were implemented. Will be required for project close out, so good to get that understanding. Expected to be complete to bring to SC early next year (Jan/Feb).

### DG4

All colleges are reporting “yellow” and project team agrees. There are many activities going on, so not alarming that yellow.

### DG5

All colleges self-reporting green, project team as well. Working on BPFs and the homework. Also beginning the Data Validation activities for Cycle 2.

Even though baseline project plan in place, there are a few activities that we may need to look at reorganizing based on feedback from DG4 to make it a better college experience.

### DG6

Kicked off DG6 colleges yesterday! Very excited for them. They have made significant process. They are ready and excited to get started.

The next few months are going to be a balancing act for the project team.

## Program Risks and Issues

Ruby asked how she can help with her commission regarding discussions, comments regarding risks/issues. She said that what she hears from those on the ground doesn't match what we have on risk and issues slide and on project overview dashboard.

Tim suggested a small group project, support to discuss FA issues, for example, with FAC first, then WSSSC.

### UAT and production workshop conflicts - Oct/Nov/Dec

Three major activities (cycle 4 data validation, sprint #1 and EUT) along with parallel testing, security builds, production workshops, and day-to-day work will put an undue amount of strain on staff and

resources. The ctcLink team is reviewing this risk.

#### **DG4 & DG5 Bellevue Payroll Resource for Shared Payroll Colleges**

Bellevue supports 4 colleges with payroll. Planning will need to occur about how Bellevue is able to continue to support these colleges. ctcLink PMO has connected with all colleges involved and has provided deadlines for when firm decisions need to be made. Edmonds will process its own payroll and Everett will continue to have Bellevue process its payroll.

#### **Customer Support / Resources Plan**

Availability of SBCTC Customer Support resources to effectively support the additional number of colleges already on ctcLink and future larger deployments for DG4, DG5 and DG6. Informed DG5 PM that we will be further reviewing this information in May 2021.

Hired new team members for Campus Solutions scheduled to begin in October. HCM and FIN interviews are in progress or scheduled.

#### **More SBCTC training/guidance for Supplemental Apps analysis**

There is concern about lack of guidance/assistance from SBCTC around planning for supplemental systems and how colleges can determine what ctcLink functionality provides.

The ctcLink advisor to college PMs (Susan Maxwell) held a session with the colleges and is having the ctcLink team review supplemental systems commonly used document. Another session will be hosted by Highline in about a month.

#### **Moran/QA**

The September report was received from Moran today and added to the slide deck. Paul will discuss during the next meeting.

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

#### **ctcLink Production and Downtime Schedule notification and transparency**

Tim said a conversation took place during Oct. 22, 2020 Information Technology Commission (ITC) regarding the ctcLink Production and Downtime schedule and making sure any activity that will affect live colleges is communicated clearly and well in advance.

It was more of an ancillary discussion during this meeting, but will likely turn into a request from the ITC or other commission(s). Grant Rodeheaver and Sandy Main need to be aware of the ongoing conversation. Grant wasn't at the ITC meeting and Dani Bundy left before the topic came up, so it was not relayed to them.

#### **College concerns expressed during ITC**

- Transparency of the downtime process
- Advance notice of downtime
  - Live colleges want downtime notice well in advance.
  - How are down times communicated? Listservs, email? How and which people are included?
  - Are the production and downtime schedules easily accessible online?
- Downtime dates
  - Colleges want involvement and voice on selection of dates when possible.
    - They acknowledge that some are driven by mandates, Oracle updates, urgent fixes.
  - Communicate the dates selected and why
    - Why was this the best date? Were college schedules conferred?
    - What are the complexities and implications of a given downtime on a college's activities (e.g. business, payroll, registration, financial aid)?

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

- Nov. 3, 2020
- Nov. 17, 2020