



STEERING COMMITTEE MEETING MINUTES

Dec. 1, 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

- Peter Lortz, IC
- Carly Haddon, RPC
- Ruby Hayden, WSSSC

Guests & Staff

- Dani Bundy, ctcLink Customer Support Director
- Janelle Runyon, ctcLink Project Communications Manager
- Reuth Kim, ctcLink Quality Assurance, Risk & Issue Management PM
- Susan Maxwell, ctcLink College Advisor PM
- Shelley McDermott, OCIO Expert PM
- Tara Keen, ctcLink Assistant Project Director

Welcome

Tim Wrye welcomed the committee and Christy Campbell reviewed the agenda. The committee welcomed new non-voting member, Peter Lortz, VP of instruction at North Seattle College, representing the Instruction Commission.

Approval of Minutes

The Nov. 17 draft minutes were approved as submitted.

ctcLink Executive Leadership Committee Update

Christy gave an overview of the Nov. 19 cELC meeting, saying they had a good discussion about roles of business analysts at colleges. This has been an ongoing conversation for the last couple of years with the main concern being costs. ctcLink Training came up with an intermediate solution to provide business analyst training to members of college ctcLink teams that have technical aptitude and subject matter expertise, but there are still gaps in this role at the colleges.

Tim said that he couldn't imagine Highline doing the DG4 implementation without their two business analysts bridging between SBCTC, project and SMEs. Even with the two positions (one is combined HCM/FIN and one is CS) it's a struggle. They followed the Tacoma CC model. He said that even if colleges train their existing employees to do this work, it needs to be *instead* of their regular jobs, not *in addition to*. If you give this role to people with full-time jobs, it will not be successful.

Tim hoped cELC would at least endorse the critical functionality and roles, if not the positions, but there was no appetite for cELC to present it as a recommendation to WACTC with the current budget situation.

Grant said Kevin Brockbank shared the value of the Business Analysts with the WACTC presidents in supporting ctcLink success, but didn't go further. Christy said that even without COVID and budget cuts, the staff really struggles with the workload.

Brian Lee, Clover Park Technical College, said they upgraded a position and added BA duties. He suggested colleges can create a job description and build competency in staff.

Tim said it's been suggested to presidents as needed skills or role, but not necessarily a new hire. Grant said while there might be expertise on staff, there is not capacity. Implementation is a lot of work even when everything is going perfectly.

Communications and handouts related to the Business Analyst role:

- [PeopleSoft Business Analysts – college survey responses](#)
- [Background email sent to cELC regarding Business Analysts roles](#)
- [College Roles, Departmental Dependencies & Organizational Alignment](#)

Discussion about the Instruction Commission letter

The letter was inadvertently released, so it was not further discussed at cELC.

Commission/Council Communications

Christy shared that ctcLink would be present at several commission and council meetings this week. Yesterday (Monday) - Online Admissions Application presented to Admissions & Registration Council; Thursday – Washington State Student Services Commission (WSSSC)/Financial Aid Council (FAC), Continuing Education Council (CEC), IT Commission (ITC).

Christy said the communication channels to commission/councils are not clear, leading to the perception that the Project and/or Support teams are not listening. Tim said we are trying to make first efforts to focus on financial aid issues reported. Ruby gave a list of items from ARC to be addressed.

In general, when the current governance system was established, it was focused on ctcLink implementation efforts (and not post go-live support). There were paths set for input, but they aren't being used to full advantage. Once the ctcLink Working Group approves an enhancement request, the Change Management Board (SBCTC) looks at the functional areas impacted and prioritizes the efforts. Dani and team have started publishing the prioritization list to the web.

Ruby Hayden said she appreciated the difficulty in getting the information. Recently, when the ctcLink team presented at an ARC meeting, there was dead silence and no questions. After Christy and the team left, then they had a whole bunch of comments and questions. This does not get you the information you need, so I'm 100% in supportive in trying to figure out how we get some of this moving so that you get the information you need. Rather than hearing later that people are upset later.

Christy said the primary contact at a college is the PM and Executive Sponsor. With the multiple layers, there are probably a few places communication is missed. Perhaps there are voices at the colleges that the local PMs aren't hearing.

ctcLink Support Organization Update

Customer Support Update

Staffing, Workload/Activities

Dani reported they have hired eight to nine new staff for ctcLink Support (post go-live support to colleges) and two additional more are now onboarding. Originally, they were approved for one functional analyst per module area, but Grant was able to secure resources for two more functional analysts in financial aid which as this is a high-need, critical area.

Our current workload and activities obviously, we're responding to ticket holding Webexes doing training, but we are participating in a lot of activities as it pertains DG4. entire training team is providing instructor, lead training workshops as it pertains to user acceptance testing. They've delivered pain points training and informational topic workshops.

The rest of the functional team is actively planning for pre and post go live. last week we delivered a transition management plan to the DG4 colleges and that's for colleges to think about how they will handle things at college and triage issues. Will have a meet and greet.

For post go-live activities, we are changing the way we provide post go-live support. Previously we held two to four-week open Webexes for people to log in and ask questions. During DG3 and DG3, they found very specific items that need to be done immediately post go-live. So they are structuring a two- to 4 week open Webex for people just to log in and ask questions.

Non-graded grading basis

Dani said they will remove basic education from the grading basis, so it doesn't impact students' financial aid and satisfactory academic progress, so colleges will be able to grade their students effectively. There will be training and documentation available.

Guided Pathways

Tim reminded Grant to start planning conversations in spring after DG4 go-live. There will be costs and staff resource implications for college presidents to consider.

Production Support Update

The recent image update for all three pillars, including updates for financial aid was delayed by Oracle. [ctcLink Production Updates](#)

ctcLink Accessibility Update

Grant said the Disability Support Council has appreciated access to the recently created page. Sandy Main gave a full accessibility presentation to Steering Committee on Nov. 17, 2020.

ctcLink Program Status

See the [ctcLink Project Status Report \(Nov. 9-20, 2020\)](#) for details.

Deployment Group Status

Christy said we are seeing some struggling in the DG4 user acceptance testing. Some colleges' completion levels are pretty low, but the project team is working with them. There is still some concern about security fundamentals and what gets turned in – and when – for the test environment. Readiness is key. The more colleges can do to be ready, they better experience everyone will have with post go-live support.

Rodger said at Bellevue, they've been digging for resources. He wants to let DG6 know that you can't backfill soon enough. The lesson is to start now. At Spokane, they tapped lower level Legacy resources that freed up their staff. Bellingham is laying off people due to budget cuts and giving them temporary ctcLink jobs. Highline is elevating part-time hourly to full-time.

DG4 self-reported red/yellow status

- Centralia is yellow, trending red: UAT delayed with competing priorities, security issues, and config challenges. Faculty Workload required additional training. Lack of access to training videos.
- Edmonds is yellow, trending red: Role assignment adjustments and other OTM tickets have delayed UAT Sprint 1 testing. Sprints overlapping with Parallel/Dual Processing, Data Validation, and Key Concept training.
- Highline is yellow: SMEs struggled to make expected progress on UAT, but did end up pulling it much closer in at the end of the period, due to mitigation plans employed. Working remotely continues to affect timeliness and quality; additional budgetary concerns have resulted in furloughs which will further exacerbate the issue.
 - Tim said the security workbook deadline should have been before UAT started. The issues helped their security team learn a lot. They struggled to get the SMEs going on the UAT work and then they tried to cram the UATs into the final week.
- Seattle is yellow, trending red: Security and technical issues have delayed testing. Sprint #1 UAT will be finished by 12/04. Significant concern about overlapping parallel testing and UAT.
 - Seattle is closing on Fridays to focus on its ctcLink work. If they didn't have business analysts, they would really be struggling. Staff resources is an issue.

DG5 self-reported red/yellow status

- Grays Harbor is yellow: Homework is lagging due to lack of human resources, mainly in the Campus Solutions area.

DG6

All colleges are green.

Remediation & Replacement Solutions

Online Admissions Application

ARC meeting on Monday introduced some new requirements. Checking with vendor to see what is possible. DG2 and DG3 on track to go live Jan. 28, 2021.

Budget Planning Tool

On track for January 2021 go-live for colleges already live on ctcLink (DG2 and DG3). The PeopleSoft Budget Cloud Solution needs actual data in system to work.

CampusCE

Deploy with DG4 and then for colleges that are already live. The move to CampusCE is an individual college choice. It is not mandatory.

Budget

October budget was reviewed during the last meeting. Still tracking under budget.

Program Risks and Issues

See the [ctcLink Project Status Report \(Nov. 9-20, 2020\)](#) for details.

Top risks

- DG4: Missing UAT benchmarks by significant margins
- DG4: CS PUM 19 Release Date Delay. Release from Oracle has been pushed out by three weeks, from Oct. 23 to Nov. 12. This adversely impacts our team's ability to schedule the PUM update in our project environments.
- DG4: Data Staging may delay UAT
- DG4: Quality of Student Financials conversion
- All DGs: KeyBank Cybersource Integration

Top issues

- DG4: Unable to complete UAT on schedule due to security, training, and environment issues
- DG4: Insufficient/undelivered Faculty Workload training for SMEs
- Customer Support resource plan

Moran/QA & OCIO

See the [ctcLink Project Status Report \(Nov. 9-20, 2020\)](#) for details.

ctcLink Project-Related Commission/Council Topics

Peter said he has been invited to a discussion with Carli Schiffner, Deb Gilchrist, and Sachi Horback to get caught up about the letter regarding ctcLink (Support and Project) from the Instruction Commission to college presidents.

Tim said the IT Commission (ITC) has been working on a collective response for data replication (data to the college out of out of dataLink). They are trying to avoid repeating what happened with the ODS situation we have in Legacy, where colleges adopted competing third-party products and are all doing something slightly differently. An operational data store (or "ODS") is used for operational reporting and as a source of data for the Data Warehouse and is used for reporting, controls and decision-making.

ITC agreed a couple years ago we were going to make a collective effort to do things consistently throughout the system. ITC Has formed its own governance and has participation from SBCTC Data Services. There has been some bit of splintering, so ITC met with project managers and IT folks to provide clarity on expectations and the process and bring all the DG4 colleges on board with this collective effort. Please ask your IT staff to contact ITC leadership if they have questions.

Other Questions

Rodger Harrison said he would find it helpful if the Steering Committee talked about the timelines, comparing how they are *now* to how they have been historically. That is, show the DG2, DG3, and DG4 historical timelines — and the amount of time allotted for phases and activities — so that DG5 and DG6 can compare where their schedules may be tighter now than the previous deployment groups. Christy said we usually have those in the Status Reports, but we can include them as part of this deck when we're talking about the different deployment groups. [After the meeting, Christy realized she didn't fully understand the request and will revisit with the ctcLink Project Management Office.]

Agenda Items for Future Meetings & Meeting Closure

- Dec. 29 meeting cancelled
- Jan. 12, 2021 - DG4-A go-live readiness, need quorum
- Jan. 26, 2021 - DG4-B go-live readiness, need quorum