



STEERING COMMITTEE MEETING MINUTES

Jan. 12, 2021, 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

Staff & Guests

- 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
- Dennis Colgan, ctcLink Resource & Procurement PM
- Shanda Haluapo, ctcLink Communications/OCM Liaison
- Eli Hayes, ctcLink Project Plan Manager
- Maria Rivas, Bellevue PM, DG5 Observer

DG4-A Readiness Guests

- Bob Mohrbacher, Centralia President & Exec Sponsor
- Carrie Powell, Centralia PM
- Amit Singh, Edmonds President
- Eva Smith, Edmonds Exec Sponsor
- Beth Farley, Edmonds PM
- John Mosby, Highline President
- Pat Daniels, Highline PM
- Jim Richardson, Wenatchee Valley President
- Jason Hetterle, Wenatchee Valley PM

Welcome

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

Approval of Minutes

The Dec. 15, 2020 draft minutes were approved.

ctcLink Program Status

See the ctcLink Project Status Report [ctcLink Project Status Report \(Dec. 21 – Jan. 1, 2021\)](#) for details.

Deployment Group Status

DG4 self-reported status

- **Centralia:** Pending transition to KeyBank is critical as our current bank is unable to provide SFTP site to manage ACH, positive pay, BAI2 reconciliation files. Without this, we cannot run payroll, issue payments to vendors, or perform critical banking and vendor payment business processes in PeopleSoft. Unless we can sign bank contract by 1/14/2021, SBCTC IT, ctcLink Project team, college SMEs may not be able to complete remaining configuration and testing in time for DG4-A Go-Live, which could delay implementation by two weeks.

- **Edmonds:** Project activities and deadlines overlapping Winter Quarter start (January 4).
- **Highline:** Working remotely continues to affect timeliness and quality of work; additional furloughs further exacerbate the issue. Multiple Banking activities yet to be scheduled/scope identified.
- **Seattle:** Focus on Cycle 5 configuration files, security workbooks, Student Financials parallel, and CS/SF/FA & Finance user testing. Project activity overlap is impeding overall progress.
- **Wenatchee Valley:** All systems go.

DG4 UAT stats

Christy and Tara reviewed the DG4-A [User Acceptance Testing \(UAT\) Stats, Jan. 12, 2021](#). Tara said the key points are payroll and enrolling students and those showed good completion. They extended UAT three extra days for student financials to make sure transactions are showing up on the general ledger. Pat Daniels, Highline, said the help from the ctclink Testing team has been above and beyond. Jason Hetterle said they have brought their SMEs from confusion to a general understanding of what's going on.

Remediation & Replacement Solutions

CampusCE

Building integration for a February go-live. DG2, DG3 and DG4 will conduct UAT.

Online Admissions Application

UAT kick-off is next week. Aiming for a Jan. 29 go-live for DG2 and DG3 colleges.

Budget Planning Tool

DG2 and DG3 colleges in system integration testing and plan to go live in February. Planning & Budget Cloud Solution (PBCS) requires data in the system, so DG4 and DG5 will go live in January 2022.

Program Risks and Issues

See the ctclink Project Status Report [ctclink Project Status Report \(Dec. 21 – Jan. 1, 2021\)](#) for details.

Top risks

- **COVID Extended Remote Engagement:** DG4 College resources are demonstrating burnout with extended remote engagement in project activities for a variety of reasons. Resources appear to have difficulty retaining remotely delivered information. It is unclear to the project team whether the level of retention of information provided in remote sessions is sufficient for resources. Mitigation TBD, needs governance support.
- **Quality of Student Financials Conversion:** We are concerned the go-live quarter (Winter 2021) will not convert with accurate student balances due to the confusion around student financials timelines, activities, and whether the parallel testing will actually occur. ctclink PMO team started bi-weekly meetings with the SF team to discuss challenges and open items. For DG4, parallel testing using cycle 4 data and Dry Run (big scale comparison of legacy and PS data). During the college readiness meeting on 12/7/2020, we asked the DG4 PMs to provide their list of show stoppers/concerns (for SF and other areas). ctclink

team will review this information and provide solutions where possible before go live.

- **Key Bank CyberSource Integration (All DGs):** Must be deployed by May 2021. This impacts DG4/5/6 mainly. For DG4 this work would need to be completed by March 2021 and very close to their go-live date. The Treasurer's office has reached out to the first three colleges that will be working on the KeyBank conversion to begin the process. Those colleges are Bellevue, Highline and Lower Columbia. The State Board has met with CyberSource to layout out plans and to start working on a visual aid/workflow of the process that can be shared with the colleges. CyberSource Gateway account created and close to completion for Highline.

Top issues

- Centralia: Two months before DG4A Go Live, Centralia's local bank dropped the bombshell they could not set up an SFTP site to manage ACH, positive pay, and BAI2 reconciliation files.
- DG4: Unable to complete UAT on schedule due to security, training, and environment issues
- Customer Support Resource Plan

Moran/QA & OCIO

Moran

See ctcLink Project Status Report [ctcLink Project Status Report \(Dec. 21 – Jan. 1, 2021\)](#) for details.

OCIO

The ctcLink Project is pending formal approval of Gate 6 for funding.

Review DG4-A Go-Live Readiness Status

Reuth reviewed college readiness, project readiness and the ctcLink Support Organization readiness. Colleges worked hard with their college subject matter experts and the Project team to get us where we are today. See the [ctcLink DG4-A Go-Live Readiness Presentation](#) for details, including mitigation plans.

College Readiness

Each project manager from Centralia College, Edmonds College, Highline College, and Wenatchee Valley College and commented on their ratings of the readiness criteria (Data, Security, Testing, Training, College Support Plan, Transition, Communications & Organizational Change Management) and reviewed mitigation plans for any outstanding areas.

ctcLink Project Readiness

Christy reviewed internal readiness of the ctcLink Project team, which helps colleges through the initiation phase to the go-live/deployment of ctcLink PeopleSoft. She thanked the executive sponsors and PMs for their hard work and patience. Mitigation areas for the Project included UAT Progress, Student Financials (SF) Parallel Testing, Activities, PUM 19 Regression Testing, Student Financial (SF) Item Types – General Ledger (GL), College Staff Resources Changes, Dry Run, CampusCE, and Running Start Data.

ctcLink Support Readiness

Grant reviewed internal readiness of the ctcLink Support team which supports colleges after go-live.

DG4-A Readiness Assessment, functional resources to support DG4-A colleges, technical resources to support DG4-A colleges, resources to support security, Local Configuration Guides available, dataLink set up and ready for DG4-A colleges, Mobile app set up and ready for DG4-A colleges, participation in transition (cutover, go-live post support).

Quality Assurance/Moran Technology Consultants

Paul Giebel shared his perspective as the external quality assurance representative. Overall, there have been positive experiences, but it's important to keep our feet to the pedal.

A big concern was the rocky start on testing, but he thinks we've overcome that hurdle and are in a good position. The Centralia Key Bank issue is of concern, but significant progress was made recently. It sounds like we've got good mitigation plans from a risk standpoint. Even with all the positive comments that we heard from the colleges today, it's still important for DG5 and DG6 to understand the amount of hard work it takes to get to this point.

He said that there has been good progress, but Moran will continue to focus on the ctcLink Support model in their discussions and monthly reports.

It's very important that we keep our foot to the pedal and make sure we're focused on the right things and not just letting things slide. Focusing on some of those concerns and making sure that we're in a good spot, but to be alert to things that may cause problems is very important.

Overall, Paul said he thinks the project is in a good place and Moran supports DG4-A going forward.

ACTION – Vote on DG4-A readiness for Feb. 8, 2021 go-live

Motion passed unanimously: Approve DG4-A colleges – Centralia College, Edmonds College, Highline College, Wenatchee Valley College – for February 8, 2021 Go-Live

Agenda Items for Future Meetings & Meeting Closure

- Jan. 26, 2021 - DG4-B go-live readiness, need quorum
- Feb. 9, 2021 – DG4-A go-live initial report, recap Jan. 26 cELC meeting