



STEERING COMMITTEE MEETING MINUTES

Jan. 26, 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 Boesenber, 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

DG4-B Readiness Guests

- Shouan Pan, Seattle Chancellor
- Daniel Cordas, Seattle ctcLink Project Manager
- Pat Daniels, Highline PM

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
- Christyanna Dawson, ctcLink Finance PM
- Kristy Snow, ctcLink OAAP PM
- Sandy Main, SBCTC Application Services Director

Welcome

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

Approval of Minutes

The Jan. 12, 2021 draft minutes were approved.

Review DG4-B Go-Live Readiness Status

Seattle Colleges (DG4-B) came before the Steering Committee to present their [ctcLink DG4-B Go-Live Readiness](#).

College Readiness

Daniel Cordas, ctcLink PM for Seattle Colleges, gave an overview of key go-live readiness areas for the colleges (Data, Security, Testing, Training, College Support Plan, Transition, Communications & Organizational Change Management) and reviewed mitigation plans for any outstanding areas; followed by a high-level perspective from Dr. Kurt Buttleman, Seattle Colleges ctcLink Executive Sponsor. Dr. Shouan Pan, Seattle Colleges chancellor, said they are feeling confident and have a great team working on ctcLink go-live, and are also realistic that one can't expect perfection with this size and type of major transition. Dr. Pan said Cordas has done a fantastic job as PM for their large, complex district.

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.

ACTION – Vote on DG4-B readiness for Feb. 22, 2021 go-live

Motion passed unanimously: Approve DG4-B colleges – North Seattle College, Seattle Central College, South Seattle College– for February 22, 2021 Go-Live

Online Admissions Application Portal (OAAP)

Kristy Snow gave an overview of OAAP activities and timeline, as well as the risks. Level Access, accessibility testing vendor, conducted accessibility testing and shared findings with SBCTC and Kastech in late December 2020. At that time, 250 accessibility violations were identified and work to remediate began immediately. See slides 20-28 in the [Jan. 26, 2021 Steering Committee Presentation](#).

Most, but not all, of the highest severity issues have been resolved per the vendor and some fixes remain in system integration testing for project and IT staff to test. Given the compressed timeline, colleges were challenged to complete user acceptance testing.

Committee members expressed dismay about the number of accessibility issues, especially given the system’s focus on accessibility and recent communications to SBCTC Support and ctcLink Project.

Given the fact that the DG2 and DG3 colleges were not expected to make their go or no-go recommendations until tomorrow, Jan. 27, 2021, the OAAP go-live readiness vote was tabled. A special meeting will be scheduled for Thursday, Jan. 28 to revisit the most critical accessibility fixes, college go-live recommendations, timeline for additional work.

ctcLink Program Status

See [ctcLink Project Status Report \(Jan. 4-15, 2021\)](#) for details.

Deployment Group Status

DG4 (Self-Reported Status Notes)

- Centralia: The SBCTC ctcLink Project team Finance PM is actively mitigating the risk to Centralia’s DG4-A Go-Live by bringing together stakeholders and securing agreement with the SBCTC Accounting and Business Services Division and ctcLink Support to provide resources and workarounds to the bank file transmission issues.
- Edmonds: Planning for post Go-Live training and Help Desk triage is still in need of definition and

time for practice. Security role will be challenging post Go-Live.

- 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 – some progress in this area, but timing is still tricky.
- Seattle: Focused on finishing Sprint 2 User Testing – now 90% complete. Gearing up for communicating to students around the conversion, PeopleSoft How-To's.
- Scheduling and holding end-user training for employees and faculty.
- Wenatchee Valley: All systems go.

DG5

Business Process Fit/Gap (BPF) sessions and configuration homework are in progress. Preparing for Conversion Cycle #2 Data Validation activities.

DG6

Currently engaged in Global Design Adoption & PeopleSoft Fundamentals courses and preparing to begin BPFs this month.

Remediation & Replacement Solutions

CampusCE

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

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. The Project team has struggled with the vendor, Mythics, and we've escalated to Oracle for assistance and to vendor leadership.

Program Risks and Issues

See [ctcLink Project Status Report \(Jan. 4-15, 2021\)](#) 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 \(Jan. 4-15, 2021\)](#) for details.

OCIO

Gate 6 funding was approved and we will start the gate 7 work probably in the summer after fiscal year end. These gates have been taking us much longer than the eight to 10 weeks previously projected.

ctcLink Support Organization Update

Customer Support Update

Staffing, Workload/Activities

Dani said they are working on DG4-A transition activities and will be going over the plan with the PMs to talk about who they reach out to and how to connect. She reminded the committee that Customer Support has reactivated the [ctcLink Support eList](#) pillar listservs. The college pillar areas are using them extensively to communicate with each other at the PeopleSoft live colleges. They have seen an increase in the subscriptions from the DG4 colleges who learned about it during the DG4 Meet and Greet.

Production Support Update

The most recent production update handout is available online and was updated last week for the ctcLink Working Group. [Production Update \(SBCTC ctcLink Support\), Jan. 20, 2021](#)

ctcLink Accessibility Update

Sandy said they are making great progress and she is feeling really good about the direction we're heading in with accessibility. Improvements were implemented as part of the Image updates in December. The links on the page that you see there and it does have the December 2020 mitigation report over the last 3 months. We have been able to release updates from Oracle that impacted about 23 different areas for a total of over 50 different line items corrected by Oracle related to accessibility issues. See [Status and information on ctcLink Accessibility](#).

We have engaged with Oracle on most of the issues and we will continue put pressure on them to address some of those outstanding issues.

She said the team will be providing more details about the accessibility fixes to that environment. So those in the disability support services area can get a little bit more in-depth details about the fixes. They are also going to start engaging with the Disability Support Services Council to come up with a way to better prioritize the accessibility issues we need to address. We can't deal with 100 fixes all the same time, so DSSC will help us focus our attention on where the greatest need is and to give us a better perspective on what the colleges are experiencing with their students, faculty and staff.

ctcLink Project-Related Commission/Council Topics

Peter said the Instruction Commission (IC) had a conversation during its last meeting about steps being taken in response to the letter IC sent to Jan Yoshiwara and presidents.

Tim said he would like the Steering Committee to receive an official update (maybe late February or early March after DG4 go-live) specific to this letter. Tim wants specifics of the response from SBCTC, how IC is taking the response, and what IC perceives as efforts going forward, so we can make sure we're all on the same page. The ctcLink Project and ctcLink Steering Committee did not receive the final letter so does not have a lot of information.

Dani reported she attended a recent Financial Aid Council (FAC) meeting, which was mostly a listening session to hear some of their top issues. Dani told FAC what is needed to most effectively help them is a priority list to get someone working on them.

Agenda Items for Future Meetings & Meeting Closure

- Feb. 9, 2021 – DG4-A go-live initial report, OAAP go-live report, recap Jan. 26 cELC meeting
- Feb. 23, 2021 – DG4-B go-live initial report, Instruction Commission letter presentation to committee by TBD
- March 9, 2021 – Instruction Commission letter presentation to committee Instruction Commission letter presentation to committee by TBD