

# ctcLink

## STEERING COMMITTEE MEETING MINUTES

Feb. 9, 2021, WebEx Only

### Meeting Participants

#### Voting Members

- Reagan Bellamy, Wenatchee
- Kurt Buttleman, Seattle
- Rodger Harrison, Bellevue
- Carolyn Tucker for 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
- Christyanna Dawson, ctcLink Finance PM
- Sandy Main, SBCTC Application Services Director
- Jason Hetterle, Wenatchee Valley PM

### Welcome

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

### Approval of Minutes

The Jan. 26, 2021 draft minutes were approved as submitted.

The Jan. 28, 2021 special meeting minutes regarding OAAP go-live for DG2 and DG3 colleges were amended with an edit to fourth paragraph:

- Original: All colleges planning to implement OAAP signed off on going live on Feb. 2, 2021, but only if necessary conditions related to accessibility and other considerations are met.
- As amended: All colleges planning to implement OAAP signed off on going live on Feb. 2, 2021 if necessary conditions and other considerations are met. Some, but not all, colleges included the caveat to correct accessibility issues before go-live.

### DG4-A Go-Live, Feb. 8, 2021

Jason Hetterle gave an initial report of post go-live experience at Wenatchee Valley College. They are trying to steer employees away from the pillar areas so pillar staff can get their bearings. Everyone is pretty happy with how things are going and the team is handling things well.

They had concerns about Student Financials last week, but in go-live it really looked great. Charles Velasquez, Ajay Koppu and team did a good job to get that rolling. They have planned around what needs to be done manually. Issued seven tickets in Solar Winds, five have been resolved; three or four issues they are dealing with locally. Tomorrow, staff are coming in to the system that may or may not have done the training. Doing a sample of students next week to get idea of types of questions students will have. Then, opening it up to students on Feb. 22.

Reagan Bellamy said she thinks it's going great in HCM. Webexes have been awesome. Doing great,

hope to continue doing so. We are happy!

Tim said they very concerned last week with Student Financials after dry run, but it went amazingly well during go-live weekend. He said it was crazily calm. They are bracing for more activity when they bring additional employees on.

Tim reminded the committee that colleges cannot test everything in the test environment. It's just not possible until everything comes together. So, they are figuring out last minute things in production, putting final touches on local documentation. Their eyes now on getting everyone ready for successful registration when students start on Feb. 26.

## Online Admissions Application Portal (OAAP)

Sandy Main reported that OAAP went live Feb. 2. She said it's going extremely well with very few issues. In less than a week, 1700 new accounts were created, 1100 applications were submitted and 300 are in progress. Last year, in all of January, there were 3,800 applications submitted.

They are working with Kastech who will deliver the first found of accessibility fixes next week.

They've had 24 service tickets total, some are how-to questions and only a handful were technical. They received a new feature request and are working with the ctcLink Project team to transfer the OAAP work from the Project to Support team. They will meet to figure out how enhancement requests

Tim asked about outdated OAAP and OAA student-facing instruction web pages. Sandy said these were recently updated and the ctcLink Communications office sent them out to colleges to add help links content to their college websites:

- **DG4:** [Online Admissions Application](#) (OAA) - Need help with the application? [Get step-by-step application help in ctcLink](#).
- **DG2 and DG3:** [Online Admissions Application](#) (OAAP) - Need help with the application? [Get step-by-step help in ctcLink](#).

## Replacement Solutions

### CampusCE Continuing Education

Susan Maxwell provided an update on CampusCE. She expects to bring the go-live motion before the committee on Feb. 23. The Project is responsible for developing the integration, but the colleges are contracting with CampusCE directly.

Phase 1 brings over the Continuing Education course information; Phase 2 integrates the registration and online pay functions.

- DG2, DG3 & DG4 Phase I go-live is March 9, 2021
- DG2, DG3 & DG4 Phase II go-live is April 16, 2021
- DG5 will go live during ctcLink Go-Live – Oct 2021
- DG6 will go live during ctcLink Go-Live –Feb 2022

### Planning & Budget Cloud Solution (PBCS)

Christyanna Dawson reviewed activities and progress. Despite a difficult vendor relationship, they are moving ahead with UAT and training. This is not an all-or-nothing deployment; it is a college-by-college decision to use the PBCS product or not. If colleges choose not to go live at this time, they

can go live with the next deployment group.

There was discussion about accessibility considerations. PBCS was Oracle's 2018 official replacement of Hyperion which came rolled in with the original PeopleSoft RFP and was not a new, separate product selected through an independent RFP.

**MOTION:** Approve the Planning & Budget Cloud Service (PBCS) go-live date of Feb. 12, 2021 for DG2 and DG3 colleges with the following conditions:

- Complete college User Acceptance Testing
- DG2 & DG3 colleges approve Feb. 12 go-live
- Contingent on individual college choices to move forward.
- The accessibility report and VPAT will be obtained for colleges. [Oracle Planning and Budgeting Cloud Service \(PBCS\) Application Management VPAT](#)

Motion passed with eight votes and one abstention (because member didn't hear the discussion).

## ctcLink Program Status

See [ctcLink Project Status Report \(Jan. 18-29, 2021\)](#) for details.

### Deployment Group Status

#### DG4

All the DG4-A colleges logged themselves as red. This was related to the Student Financials issues during dry run which have since been resolved.

#### DG5

Business Process Fit/Gap (BPFG) sessions and configuration homework are in progress. Preparing for Conversion Cycle #2 Data Validation activities which is a big lift for them.

#### DG6

Currently engaged in Global Design Adoption & PeopleSoft Fundamentals courses and preparing to begin BPFGs in March.

## Program Risks and Issues

See [ctcLink Project Status Report \(Jan. 18-29, 2021\)](#) 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).

- **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 lay 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

- DG4-A Student Financials Conversion Show Stoppers for Go-Live: Mitigation solution presented to DG4-A colleges with a review environment applied in PRF, mitigation approved by all of DG4-A colleges.
- DG4-B Student Financials Conversion Show Stoppers for Go-Live: Mitigation solution was demonstrated with DG4-A data and will be applied to DG4-B data the week of Feb. 8 for their review and acceptance.
- Centralia's local bank dropped the bombshell they could not set up an SFTP site to manage ACH, positive pay, and BAI2 reconciliation files: Contract with a new bank has been signed!
- Customer Support Resource Plan: Support has hired 12 out of 14 team members. Interviews are in progress for the 13th position and the 14th position is expected to be posted at the end of February.

## Moran/QA & OCIO

See [ctcLink Project Status Report \(Jan. 18-29, 2021\)](#) for details.

### Moran

Paul Giebel said they continue to view the project very positively. The recent situation with Student Financials and the recovery, demonstrate working together. He said that as more and more colleges get on the system, it gets more complicated from a production standpoint. Scheduling the PUMs, downtimes for go-lives, replacement solutions, takes a lot of coordination. Overall, Moran feels very positive where project is going. Looking forward to 4B being as successful as 4A.

### OCIO

Christy said Gate 7 funding work will occur in the summer after fiscal year-end for anticipated November approval. We are looking forward to closing out item #6 (the Remediation solutions) after PBCS, CampusCE and OAAP are all in the books.

## ctcLink Support Organization Update

### Customer Support Update

Dani said the DG4-A go-live has been going great. College teams and support teams are working well together to troubleshoot. Support Webexes are going well. They received valuable feedback from Centralia and Highline and are making adjustments in real time.

Dani said 16 tickets were submitted for DG4-A schools. Of those, five are still open, three are pending customer response, nine are closed.

She reminded the committee it is not all roses and that support staff size still needs to expand. Yesterday, they logged a total of 67 service tickets from all colleges (including DG4-A). Of those, 23

are resolved and 44 are left open.

Tim said that when the dedicated open Webexes end, ctcLink Customer Support will see more tickets coming in from DG4-A colleges.

### **Staffing, Workload/Activities**

They have hired 12 of the 14 positions. Just interviewed the thirteenth. The fourteenth position will be open in March.

### **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**

Grant said there are no additional changes beyond the OAAP report above. The latest reports can be found at the [ctcLink Accessibility](#) page.

### **Committee Membership Discussion**

Two members are out on at least 30 days medical leave. Tim said he wants to schedule a conversation within the next couple of meetings, particular if the leave is extended. Voting members are required to be selected by nomination committee and approved by the ctcLink Executive Leadership Committee.

- Ed Jaramillo, voting Executive Sponsor, is out on medical leave. Carolyn Tucker, Associate VP of Human Resources and District Title IX Coordinator, is sitting in for him, but with no vote.
- Brian Lee, non-voting PM member, out on medical leave. If his leave goes longer than a month, we might want to invite a DG5 or DG6 PM voice.

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

Ideas for agenda items:

- Feb. 23, 2021 – DG4-B go-live initial report, PBCS check-in, CampusCE go-live, OAAP included in support, DG5 rumor mill about number of groups, Okta timeline (re conflicts and customer support with simultaneous DG5, CampusCE, OAAP go-lives)
- March 9, 2021 – Invite Instruction Commission to present update to committee regarding letter to cELC, committee membership conversation