



STEERING COMMITTEE MEETING MINUTES

April 6, 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
- Sandy Main, SBCTC Application Services Director
- Eli Hayes, ctcLink Schedule Manager
- Kenn Nied, SBCTC Interim Chief Technology Officer

Welcome

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

Approval of Minutes

The March 23, 2021 draft minutes were approved as presented.

Steering Committee Membership Recommendation

Ed Jaramillo recently stepped down as ctcLink Executive Sponsor, leaving a voting position open on the Steering Committee. Carolyn Tucker, Skagit Valley College's new Executive Sponsor, submitted her Steering Committee membership application, as set forth in the [Steering Committee Charter](#). The nomination committee – Reagan Bellamy, Kurt Buttleman, Tim Wrye and Kevin Brockbank – reviewed her application and forwarded the recommendation to the Steering Committee.

ACTION: Vote on recommendation to cELC

The committee approved the recommendation to add Carolyn Tucker as a voting member. This recommendation will go to the ctcLink Executive Leadership Committee (cELC) for final approval at its April 29, 2021 meeting.

DG5 College Groupings for A, B and C Go-Live Weekends

Chad Stiteler, Bellingham Technical College Executive Sponsor, spoke on behalf of the DG5 executive sponsors and project managers. He said that while there was no perfect answer, they eventually formed a consensus. While Everett College would have preferred DG5-B, they recognized the needs of the many and moved to DG5-C. Tim thanked Everett for making this change. Bellevue College runs payroll for Skagit and Everett and this will be stressful. Carolyn said that because Skagit Valley is going first they will have completed two payroll cycles and will do everything they can to help Bellevue and Everett.

DG5 Go-Live Groups A, B and C – ACTION

The following DG5 go-live groups were unanimously approved by the Steering Committee.

DG5 GROUP	COLLEGES	GO-LIVE DATE
Group A	Grays Harbor College Green River College Skagit Valley College	Oct. 11, 2021
Group B	Bellingham Technical College Big Bend Community College Whatcom Community College	Oct. 25, 2021
Group C	Bellevue College Everett Community College	Nov. 8, 2021

ctcLink Program Status

Christy gave an update on project status. See [ctcLink Project Status Report \(March 15-26, 2021\)](#) for details. On track with timeline, schedule and scope. The biggest challenge is the resources at the colleges being stretched thin doing ctcLink work in addition to their regular jobs. Christy is still working on the requirements traceability matrix. She would prefer to present as one group, but might need to break it into sections, because there are 2,488 requirements.

Deployment Group Status

DG5 & DG6

Colleges are self-reporting as green, yet they have stated high risks and issues (red). The project team will need to work with colleges to reflect overall status more accurately.

She noted that colleges have lost a lot of staff with Legacy knowledge. This makes BPFs more difficult, because BPFs require solid understanding of Legacy processes in order to make configuration decisions for PeopleSoft.

Budget

Feb. 28, 2021 budget summary was left out of the March 23 meeting and was included here.

CampusCE

Susan said Edmonds College went live on CampusCE today and is the first college to go live for summer quarter enrollments. Clark, North Seattle, and Seattle Central will go live Thursday, April 8. Lower Columbia will go live Friday, April 9. Spokane, Olympic and Highline are still working to come up with dates. Peninsula and South Seattle are just coming on board. Tim said Highline might wait until the end of the month.

Program Risks and Issues

Reuth gave an update on the top risks as of March 26, 2021. She explained the project reports risks and issues along with the colleges. See [ctcLink Project Status Report \(March 15-26, 2021\)](#) for details.

Top risks

DG6: BPF Homework Configuration Quality Concern

DG6 PMs are concerned about their SMEs' level of understanding of the impacts of their decisions in configuration homework. DG6 PMs have found in many instances their SMEs seem to lack practical understanding of the application of their configuration decisions and are concerned about the impacts on workload this will have in future work packages, Data Cycles 2 & 3. With the timing standard that BPF HW assignments are not available to SMEs until the day of the session, SMEs don't have time to familiarize themselves with the Configuration assignments. This also does not

allow SMEs time to process SBCTC ctcLink/PeopleSoft Configuration concepts while they are being discussed with the Project staff or even know what questions to ask about the assignment.

Action: On 3/31/2021, ctcLink team discussed with DG6 PMs the constraints of providing homework well in advance in response to the college's suggested mitigation solution. The ctcLink team received more insight on what could be more helpful to the SMEs during BPFG sessions and as part of the follow-up sessions.

Tim said that while previous DGs don't have enough SME resources to attend an entire day-long BPFG, but would be able to help with an hour or two. Reuth said they are planning Lunch & Learns with SMEs helping each other.

DG5: Security

For DG5, Security activities are scheduled to begin in March 2021. Colleges need key college security administrators to participate and focused on the learning and adoption of PS Security. College PMs need to be engaged in this progress, provide oversight and all security deliverables per the timeline. Through prior deployment group security lessons learned:

- Security work begins seven months prior to go-live, providing the longest time frame for college security administrators to engage in this work.
- Additional security resources have been added to provide Canvas Security training content.
- The ctcLink project team will provide a basic walk through of google sheets to college security administrators before they dive in to the Google workbooks

DG5: Data Conversion & Validation College Staff Resources

For DG5, Cycle 2 college data validation activities begin in early March 2021. The Project is concerned about the college staff resources having the time and knowledge to complete this project activity within the timeline. Work with DG5 College PMs on mitigation. **Action:** New risk discussed with college PMs during the DG5 weekly meeting on 2/17/2021. High levels of engagement of college SMEs in data validation activities reported by ctcLink team. Colleges are now preparing their files to submit for Cycle 3.

Top Issues

DG6: Complex PMO Schedule is not adequate for DG6 college planning

SBCTC PMO DG6 schedule, intended for PMO, is difficult to use for DG6 colleges when planning local implementation support activities. With only a 30-day scheduling guarantee, it is difficult for DG6 PMs to plan, coordinate, and execute both SBCTC's PMO work packages and local college project/implementation activities including local OCM, Training, and Communications planning. From the DG6 Master Schedule it is hard to derive college Stakeholders or appropriate Audience based on PMO activity Task Names. This applies for determining which activities Audience/Stakeholders need to be involved in or for trying to determine when to recommend SMEs take vacation/time off.

Action: ctcLink PMO team discussed this issue with the DG6 PMs on 3/31/2021. We informed them the 30-day window is the best estimate we have until we have completed Cycle 2 activities scheduled for June 16. An updated schedule will be provided that includes estimated go-live date ranges (subject to future Steering Committee approval/decision). This is the same scheduling timeline in our methodology for prior DGs as it is dependent on Cycle 2 data conversion times.

DG5 PMs concern about project dates

The DG5 PMs and our college project teams are encountering issues with date information and changing dates. The dates for the project are not clear and continue to be changed. The date changes are directly impacting the project pillar leads and SMEs. PMs and college employees are unable to accurately forecast and manage schedules. Examples: CVX environment release date &

due date for Cycle 3 data files has been changed at least 3 times and the data snapshot date has changed.

ctcLink Response: During the recent DG5 PM Weekly meeting, it was clear that changes to the Implementation Plan and Schedule, miscommunications, as well as inconsistent and multiple places for dates, led to this issue. The miscommunications have led to extra work for the DG5 PMs, as well as confusion and frustration for college SMEs.

Actions to Resolve: Eli Hayes, ctcLink project team Project Plan Manager, will meet with either the DG5 PM group or with each individual PM to walk through the schedule, explain the activities, duration, and predecessor/successor activities to ensure that all DG5 PMs have a good understanding of the Plan, Activities, etc. to ensure better communications moving forward. Any future plan date changes will be discussed with the DG5 PMs prior to any movement of activities in the schedule.

Additionally, Reuth's team will evaluate where dates are listed within other forums (cDR, Canvas, Reference Center, etc.) and ensure they are consistently aligned with the DG5 plan/schedule and continue to monitor to ensure consistency.

DG5 PMs and SMEs Trust in project

The DG5 PMs and project teams are losing trust in the SBCTC ctcLink Project team due to the changing dates and incorrect information posted. When information provided is not accurate it causes SMEs and PMs to have doubt and mistrust in the project team.

Actions to Resolve: The ctcLink Project team is reviewing where changes have been made to the plan, who has requested those changes and/or which dependency led to the changes to gain a better understanding of the impact. The DG5 plan/schedule is being finalized as much as possible, but as we have seen in prior deployments, there still needs to be close collaboration, communications, and flexibility when needed for the successful implementation of the eight (8) colleges in DG5.

Eli Hayes, ctcLink Project Plan Manager, will meet with either the DG5 PM group or with each individual PM to walk through the schedule, explain the activities, duration, and predecessor/successor activities to ensure that all DG5 PMs have a good understanding of the plan, activities, etc. to ensure better communications moving forward. Any future plan date changes will be discussed with the DG5 PMs prior to any movement of activities. Eli Hayes, ctcLink project team Project Plan Manager, will meet with either the DG5 PM group or with each individual PM to walk through the schedule, explain the activities, duration, and predecessor/successor activities to ensure that all DG5 PMs have a good understanding of the Plan, Activities, etc. to ensure better communications moving forward. Any future plan date changes will be discussed with the DG5 PMs prior to any movement of activities in the schedule.

ctcLink Support Organization Update

Customer Support Update

Production Support Update

Dani said the support team is working tickets diligently. DG4 PMs are asking for additional open support Webex times. Support is working through logistics and how to best provide additional help, but cannot offer the full level of staffing as occurred in the two weeks dedicated post go-live support.

The most recent production update handout is available online and was updated last week for the ctcLink Working Group: [Production Update \(SBCTC ctcLink Support\), March 31, 2021.](#)

Application Services

Accessibility Update

Sandy reported that they have been planning for two events:

- April 13: Accessibility in ctcLink: Moving Forward. First monthly open Webex available for anyone to stop in. Tim asked to make sure the accessibility update webinars get shared out to more system groups.
- April 15: Meeting with Bellevue College ctcLink team and college staff to discuss accessibility in ctcLink as requested by Bellevue College.

More updates are coming from Oracle which SBCTC hopes will address some of those issues. Her team is reviewing the latest Finance image to determine whether accessibility fixes are included.

They are working on finalizing the March 31, 2021 Mitigation Report which will be posted to the [ctcLink Accessibility](#) web page when ready.

Online Admissions Application Portal (OAAP) Update

Sandy reported Level Access is working is on a full regression test of OAAP. Results will be available in May. (Regression testing is software testing to confirm that a recent program or code change has not adversely affected existing features. This testing is done to make sure new code changes don't have side effects on existing functionalities and ensures the old code still works once the latest code changes are complete.)

Nine colleges are live in the product and over 16,000 admissions applications accounts have been created since February. Nearly 13,000 submitted applications. They are creating environments for Phase II work.

Cybersource and KeyBank Project

Sandy reported two colleges are officially live. Two more are live, but haven't completed configuration/connection to begin transactions. Another 10 colleges have received their KeyBank ID. The remaining 14 colleges are just waiting on merchant IDs from KeyBank. Hoping to have that wrapped up by end of May.

Okta Project

Kenn Nied reported Okta has been installed in a PeopleSoft non-production environment for testing. They are working with vendor ICSynergy on the new Okta PeopleSoft login page, which should be done by end of this week and will mirror the current portal page.

They are discussing replacement or alterations to the Activate Your Account (AYA) PeopleSoft account creation process. The goal is to stay as close to the current process as we can, but they are hoping to do it all in Okta.

Kenn reviewed the upcoming milestones. See slide 14 of [April 6, 2021 Steering Committee Presentation](#). It's currently tentative, depending on activities, but looking at July 31, 2021 go-live date. Clay asked if it was a phased go-live or one "big bang" go-live. Kenn said "big bang" and that everyone goes live all at once. It appears that is the only way that will work, rather than launching it college by college or in groups.

Tim asked that colleges please be involved in Okta user testing. Grant said they would make that happen.

Update from Instruction Commission

Carli Schiffner gave an update from the Instruction Commission on the status and outcomes of the "Strategies for ctcLink" memo sent by the Instruction Commission to WACTC presidents for Dec. 11, 2020 meeting. The broad areas covered were: commitment to equity, training, college collaboratives and functional work groups, increase transparency, costs, evolve the governance structure.

Carli said the response continues to be a work in progress, but they are making significant strides,

especially in communications with councils/commissions. They are piloting a communications plan for spring. The SBCTC IT and Education policy staff (Grant and Carli's teams) will team up to co-present at various commission/council meetings. The idea is to co-present together, share ideas and hear from the field about how things are going with anything related to ctcLink progress, any sort of issues or red flags they might have, an idea they need to share or something that comes up.

Carli said there has been a lot of support around the upcoming accessibility webinars and lots of kudos on recent efforts and collaboration by Sandy and her team. Sandy Main has already been attending Disability Support Services Council meetings and sharing information about accessibility fixes.

The Strategic Technology Advisory Committee (STAC) – a WACTC-Technology sub-committee – is working on what a post-project governance model might look like. STAC will attend the April 14 Instruction Commission meeting to share the draft structure.

Peter Lortz said Grant attended the March 17 Instruction Commission business meeting and was well-received. He said folks feel like we are making great strides. There will be another discussion with IC April 14.

Agenda Items for Future Meetings & Meeting Closure

April 20, 2021

- DG4 Lessons Learned presentation by Reuth Kim and Shanda Haluapo

May 4, 2021

- DG6 go-live dates to the Steering Committee meeting – a maybe.

Future agenda TBD

Tim asked Grant to work on a Steering Committee presentation about the Strategic Technology Advisory Committee (STAC) efforts to develop the post-Project draft governance structure.