



STEERING COMMITTEE MEETING MINUTES

May 4, 2021, Webex Only

Meeting Participants

Voting Members

- Reagan Bellamy, Wenatchee
- Kurt Buttleman, Seattle
- Rodger Harrison, Bellevue
- Carolyn Tucker - 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
- Eli Hayes, ctcLink Schedule Manager
- Tara Keen, ctcLink Assistant Project Director
- Reuth Kim, ctcLink Quality Assurance, Risk & Issue Management PM
- Sandy Main, SBCTC Application Services Director
- Susan Maxwell, ctcLink College Advisor PM
- Shelley McDermott, OCIO Expert PM
- Sherry Nelson, ctcLink Project Communications Coordinator
- Kenn Nied, SBCTC Interim Chief Technology Officer
- Janelle Runyon, ctcLink Project Communications Manager

Welcome

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

The recommendation to appoint Carolyn Tucker, Skagit Valley College executive sponsor, as a voting member of the Steering Committee was officially approved by the ctcLink Executive Leadership Committee on April 29, 2021. The committee officially welcomed Carolyn.

Approval of Minutes

The April 20, 2021 draft minutes were approved as submitted.

ctcLink Executive Leadership Committee Update

Christy gave an overview of the April 29, 2021 cELC meeting. Carolyn Tucker was approved for Steering Committee voting membership. Christy said there were good discussions about lessons learned and DG5/DG6 progress. There was talk about the OAAP, CampusCE and PBCS.

Christy said there was premature communication by a college about DG6 go-live dates. Christy said dates have not been approved or announced. The Project and the colleges need to go through a collaborative process to establish dates.

Tim said most of the energy during cELC was focused on the ctcLink Support plan.

ctcLink Support Organization Update

John Boesenberg gave an update about the ctcLink Support funding Work Group. Thursday was first reading at WACTC. The proposal has worked its way through WACTC and OBC and touched bases with BAC.

Recommendation is colleges use ARA (American Rescue Act) funds to fill in 5.7% funding gap and repay loans by SBCTC to Project. On ctcLink Support side, they propose broadening the student pool

from which revenue is collected to include Running Start and International Students. John said it was a typical first read with lots of questions from presidents. The presidents will go more in-depth on their questions and concerns during the presidents' standing Wednesday meeting, May 12.

The hope is to have WACTC vote on recommendations in early June and for the State Board to review and approve at its June 23/24 meeting.

Customer Support Update

Grant gave a brief update in Dani's absence. The team is working on standard operating procedures and service level agreements.

Production Support Update

The most recent production update handout is available online and was updated last week for the ctcLink Working Group: [Production Update \(SBCTC ctcLink Support\), April 28, 2021.](#)

Application Services

Accessibility Update, Meetings

Sandy said [open forum monthly accessibility meetings](#) kicked off April 13. Next one is Tuesday, May 12.

SBCTC has engaged with Oracle leadership regarding outstanding Service Requests (SRs) and has been having ongoing meetings.

Screen Reader Mode: In late March 2021, SBCTC sent out a message to the college system reported the screen reader mode checkbox functionality at the [ctcLink login page](#) was not working as intended and provided [instructions for users to enable screen reader mode in the different ctcLink pillars](#). To make these instructions easier to find, App Services is replacing the Enable Screen Reader Mode checkbox at the ctcLink login page with a link to the Enable Screen Reader instructions, effective the evening of Thursday, May 13, 2021.

OAAP Update: Current & Phase 2

As of Feb. 2 launch, 21,000 accounts have been created. Stats show 17,300 on slide, but now at 18,300 applications submitted. DG4 is going live on the new OAAP June 29 or 30.

Level Access is conducting accessibility regression testing. They found some new issues and minor fixes and are working on fixes.

The team has begun to review Phase 2 OAAP, which includes International Students and College in the High School and Selective Admissions templates. Obstacles: SBCTC IT is understaffed – i.e. the sole staff resource is heading up work on the Mobile app – and has not been able to begin OAAP work and coordination. Kastech also had staffing turnover. The next OAAP release is Thursday, May 6, and will include some Phase 2 fixes, but not all.

Tim said the International Student Programs (ISP) application is mission-critical and requested an OAAP Phase 2 timeline as soon as possible. He said it was a struggle to get ISP on board and the OAAP was the draw. Highline and other colleges are seeing duplicate international student accounts, because colleges are using other tools.

CyberSource and KeyBank Project

Sandy said things are moving ahead and they are aiming for June 30 to transition everyone to KeyBank. Five colleges are fully implemented, eight are pending. It is a resource-intensive local process for colleges to transition.

HighPoint Mobile update

Sandy said HighPoint Mobile is being replaced and they are currently doing installation. Two open

Webex demos are coming up May 17 and 18. She gave an overview of the product's new look.

Tim asked about end-user training. [From Robert Drake, May 11, 2021: There is not end-user training for the new mobile. HCX has a different look, but the feel is the same with over 95% of all actions being exactly the same as they are in mobile. We are actively working on updating all of the Quick Reference Guides (QRGs).]

Okta Update

Kenn said everything is moving ahead according to the timeline. The initial log-in page has been revised. They will have a working meeting tomorrow to get the integration set up.

ctcLink Program Status

Christy gave an update on project status. See [ctcLink Project Status Report \(April 12-23, 2021\)](#) for details. On track with timeline, schedule and scope. Christy is working on the requirements traceability matrix (RTM) to bring to the Steering Committee in June.

Deployment Group Status

DG5 & DG6

Christy said it's been challenging, but they have been seeing good progress with engagement and timely return of configuration homework.

Rodger discussed the risks and issues at Bellevue College (BC) that have turned their status "yellow." Rodger said the BC HR VP position is open, so hiring process is an issue. There are still concerns about accessibility and a proposal is making its way through Bellevue governance from one of their councils asking for Bellevue to pause on ctcLink. BC's ctcLink resources are being pulled in other directions while trying to move the project forward. There are concerns about the readiness to return to campus after more than a year of remote work.

Green River is yellow due to some staff illness and staff turnover (lost their HCM lead and finance business analyst).

Christy noted that reporting yellow on a status report is just a warning sign that something is going on (e.g. staffing, OCM, other dependencies). It's acceptable and not uncommon and part of transparency. Tim said he is surprised there is not more yellow on the reports. If a college is not feeling pressure at this point, that is more concerning.

Christy said DG6 is doing well, getting ready for their Cycle 2 data validation. Once we understand the amount of data to convert, we will be working on DG6 go-live dates.

Budget

Christy said our forecast is showing \$1.5 million under budget and we continue to track. The team has begun meetings with OCIO for next (and final) IT Pool funding stage gate. There is a new template to use based upon some legislative and fiscal year updates for the statewide template. All agencies use the same IT Pool template, so these changes are not specific to ctcLink.

CampusCE

Susan said six colleges are now using the CampusCE integration for summer 2021. Four colleges are in the process of setting up CampusCE. See slide 15 in [May 4, 2021 Steering Committee presentation](#). The CampusCE Phase 2 integration will be presented to the June 29 Steering Committee for approval. Christy said that once Phase 2 is implemented, that project closes out.

PBCS Timeline Change for DG5 and DG6

Christy gave an overview of the timeline changes for Planning Budgeting Cloud Solution (PBCS).

- DG2 and DG3: in production, with colleges using as parallel solution for FY planning
- DG4: Centralia, Highline, Wenatchee Valley are in progress with a planned go-live of December 2021 for FY 2023 budget planning; Seattle and Edmonds, TBD.
- DG5/DG6: Planned for go-live in December 2022 for FY 2024 budget planning

Christy said one of the things we learned during DG4 is that implementing PBCS immediately after go-live is not in the college's best interest. We will be working with DG5 in spring/summer 2022.

Tim said it's important that colleges understand their finances in ctcLink before using PBCS and that colleges need to better understand the budget and query processes before diving in.

Brian Lee asked about planning tools to use until PBCS is available. Most colleges use FMS Query as their financial reporting tool to pull data and then manipulate it in Excel.

Tim is encouraging DG4 not to ask for an FMS query replacement intermediary tool. FMS Query is a reporting tool, but is not a planning tool.

The committee members asked for an overview of PBCS functionality. Christy suggested Christyanna give a demo of the PBCS tool. Carly Haddon said she would be happy to share what Pierce College is doing with expense reporting. Reuth will reach out to Christyanna and Carly to arrange an upcoming ctcLink Hot Topics Lunch and Learn sessions for DG5 and DG6.

Program Risks and Issues

Reuth gave an update on the top risks as of April 28, 2021. She explained the project report risks and issues along with the colleges. See [ctcLink Project Status Report \(April 12-23, 2021\)](#) for details.

Top Risks

Okta (Identity Management Solution) Implementation

Project Solution Architect and key project technical resources attend OKTA Team meetings to ensure there is good communications and coordination of the OKTA implementation with key activities within the DG5 and DG6 project timeline. This coordination is critical to ensure that the Activate Your Account, accessibility / portal login pages are set up correctly with the Okta integration for DG5 and DG6 SIT, UAT and Security role shakedown if the intent is to deploy Okta prior to these 17 colleges going live. The number of colleges going live within months of each other will overwhelm the Support Organization should extensive login failures occur with each deployment group.

DG6: BPFPG Homework Configuration Quality Concern

DG6 PMs are concerned about their SMEs' level of understanding of the impacts of their decisions in configuration homework (HW). 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.

DG5 Security

For DG5, Security activities began in March 2021. Colleges need key college security administrators to participate and focused on the learning and adoption of PeopleSoft Security. College PMs need to be engaged in this progress, provide oversight and all security deliverables per the timeline.

Top Issues

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

SBCTC PMO DG6 schedule is difficult for DG6 colleges to use 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.

DG5 PMs concern about project dates

The DG5 PMs and 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.

Customer Support Resource Plan

Post go-live support has been going well for DG4.

Meetings with Project team and support team will occur in the near future to discuss resources and future plans.

Christy said we are just under a year of Project left and are challenged to retain ctcLink implementation team members through the end of DG6. Because they are employees and not an outside vendor, a key concern is holding onto team members as DG6 comes to a close.

ctcLink Project-Related Commission/Council Topics

Information Technology (ITC) recent questions included FMS Query (discussed above) and how long the Legacy system is available for historical viewing and read-only reporting. Would like some clarification on that process. Christy suggested Tim add that to the ITC agenda and invite someone from SBCTC IT to speak.

Sandy said they've been working on a Legacy transcript platform for a couple of years. They did a soft launch last week with one college and will slowly introduce to other live colleges. Moved from HP-UX to PeopleServer and has a new interface. Tim said colleges use different tools (e.g. Parchment, Clearinghouse).

Agenda Items for Future Meetings & Meeting Closure

June 1, 2021

- Requirements Traceability Matrix

June 15, 2021

- DG6 Go-Live Dates discussion planned for late June

June 29, 2021

- Phase 2 CampusCE approval

Future agenda TBD

- Grant – Presentation about Strategic Technology Advisory Committee (STAC) efforts to develop the post-Project draft governance structure
- Third-party supplementary software to support Guided Pathways as a system
- Academic structure Guided Pathways