



STEERING COMMITTEE MEETING MINUTES

May 18, 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.

Approval of Minutes

The May 4, 2021 draft minutes were approved as submitted.

ctcLink Support Organization Update

Customer Support Update

Dani gave an update of her team's activities. They have been working with colleges, via WebEx, on business processes across all three pillars. Example: HCM on pre-payroll activities,

The support team continues to work a "hefty load" of about 500 tickets that have been submitted.

Shanda and Roger are revising the SLAs, working with Clay and Pat on key changes that need to be addressed.

Internal operating procedures are being reviewed to ensure that functional, technical and data staff are all working on tickets in a similar manner.

Dani addressed recent upgrades to the Service Desk software. Some improvements, but also some concerns about being able to extract data for reporting. Working with Johnathan and Jim to research features that might give colleges access to the information.

Grant provided update on the hiring of support positions. Meeting with college presidents to discuss on Wednesday May 19. Preparing for vote at June 3 WAC meeting. Hoping to get approval to go forward on recruitments before actual SBCTC formal approval.

Production Support Update

The most recent production update handout is available online and was updated last week for the ctcLink Working Group: [Production Update \(SBCTC ctcLink Support\), May 12, 2021](#).

Application Services

Accessibility Update, Meetings

Sandy reported that two monthly accessibility forums held thus far have been productive and successful. Slide decks are being posted to the [ctcLink Accessibility webpage](#). Sandy discussed ctcLink accessibility testing with screen readers and the use of the screen reader mode in ctcLink.

A Questions & Answers document about ctcLink accessibility is being created to share out with the system that will hopefully help to clear up misconceptions.

Her team keeps pushing with Oracle on accessibility issues.

OAAP Update: Current & Phase 2

DG4 is scheduled to go at the end of June. Minor Phase 2 updates are currently being made.

CyberSource and KeyBank Project

Sandy reported that all colleges have received their merchant IDs. Waiting for colleges to complete their end of the processes. Seven colleges have completed the process.

HighPoint Mobile Update

Sandy reported that the latest version of HighPoint Mobile, now called HighPoint HCX (Campus Experience) will be going live June 19. Side-by-side comparison demos have been conducted with the colleges. Colleges will have the ability to review on May 20 before it goes into production in June.

ctcLink Program Status

Christy gave an update on project status. See [ctcLink Project Status Report \(April 26 to May 7, 2021\)](#) for details.

Deployment Group Status

DG5 & DG6

Christy said DG5 and DG6 colleges are participating and homework is being turned in and there is a lot of engagement and collaboration.

Replacement solutions are still being tracked. We are waiting for CampusCE Phase 2 implementation.

DG5: Project team is finishing up functional unit testing and preparing for system integration testing. Colleges are working on security workbooks and security training. They are also cleaning up data in preparation for cycle 3 data validation. Bellevue and Green River are self-reporting as Yellow. Green River has been experiencing issues around staffing that are affecting HCM.

DG6: BPF Sessions are concluded. They are working on conversion validation cycle 2. Columbia Basin is the only college reporting Yellow at this time. They have had a recent change in the PM position, with Heidi stepping in until someone can be found to fill the position. Both DG5 and DG6 colleges are experiencing a reduction in legacy knowledge.

Solution Requirements

Christy talked about review of documentation around the scope of the project. Some requirements were never officially descoped. Looking at requirements that were targeted to be scoped as part of the original RFP. Anticipating a review of all requirements in July to update the Requirements Traceability Matrix to measure the project as we get closer to project close in 2022.

Budget

Christy reviewed the April 20, 2021 summary budget. The Project is in funding Gate 6 with preparations for Gate 7. She provided a reminder that this is how funding is allotted. A new template is being provided by OFM and we cannot actually submit until we have it and it is completed. Anticipating approval in November for Gate 7. We have about 7% of the overall budget remaining for the project which is currently on track. This represents about \$8million to complete the project.

Program Risks and Issues

Reuth gave an update on the top risks and issues as of May 13, 2021. See [ctcLink Project Status Report \(April 26 to May 7, 2021\)](#) for details.

Top Risks

ctcLink Project Team Resources

A risk has been filed from the project team regarding resources (staff). The risk as we approach project closure, project resources will find new employment opportunities outside of the project. Early conversations have begun around this risk.

DG6: BPFPG Homework Configuration Quality Concern

This risk is about colleges getting their homework completed and understanding the data they are providing to project staff. There is concern about SMEs understanding the impact of the homework. This is being addressed through better communication channels. Conversations are ongoing to help PMs prepare their colleges for validation activities. Christy added that it is our practice to hold additional workshops as needed with the colleges to help with being prepared.

DG5 & DG6 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 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. By the middle of June we hope to have a better schedule as we determine the cycle 2 timeline. Colleges have been informed that the schedule is not fully flushed out until go-live dates are approved. They are starting to have early conversations about potential go-live dates.

DG5: PMs and SMEs Trust In project

Chad and Carolyn provided feedback for their colleges about this issue (#126). From Bellingham's perspective, they recognize that resolving the issue is an ongoing process, but they do not judge it to be a high risk at this time. For Skagit, the PMs want more time to pass to adequately judge if things have improved and that the issue can be marked as resolved. Rodger expressed agreement with Chad and Carolyn.

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.

CampusCE

Susan presented the CampusCE integration status and timeline for the colleges. Six colleges have completed the Phase I process, while Olympic and Spokane are still marked as In Progress. They are at the very end of the process and should be marked Complete by the next Steering Committee meeting.

Integration development is ongoing. It is a slow process as the people who do this work are also working on DG5 and DG6 which is their higher priority.

Planning and Budgeting Cloud Solution Timeline

Christy reviewed the timeline slide for PBCS.

Moran Report

Paul said this month's report is consistent with last month's report. Primary concern is staffing through the end of the project and building up the support organization. Timing is critical on this.

Paul said that during the last meeting with the state OCIO, he learned that during the last legislative session there were zero inquiries about ctcLink. Kudos to all project teams.

Executive Sponsor/Project Manager Summit on May 21, 2021

Susan gave a brief overview of topics which will include:

- Overview & Highlights of the project
- Lessons learned from previous deployment groups
- ADKAR
- Leading Together
- Building Networks

ctcLink Project-Related Commission/Council Topics

Ruby Hayden passed along appreciation from the Washington State Student Services Commission for the new Accessibility Open Forums.

Agenda Items for Future Meetings & Meeting Closure

- **June 1 or 15, 2021** - Requirements Traceability Matrix
- **June 29, 2021** - DG6 Go-Live Dates discussion planned for late June, Phase 2 CampusCE approval
- **Future agenda TBD.**
 - Steering Committee presentation about Strategic Technology Advisory Committee (STAC) efforts to develop post-Project draft governance structure
 - Third-party supplementary software to support Guided Pathways as a system
 - Academic structure Guided Pathways