



# STEERING COMMITTEE MEETING MINUTES

June 1, 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
- Shanda Haluapo, ctcLink Project Communications Liaison
- 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 18, 2021 draft minutes were approved with one edit to the bottom of page 3. (It was Rodger, not Tim, who expressed agreement about Issue #126.)

## Executive Sponsor/Project Manager Summit on May 21, 2021

Christy said that of the five PM Summits held over the last few years, this was the first-ever virtual summit, bringing together project managers and executive sponsors. When planning first started, she was nervous as to how the Summit would provide value to the live colleges, allow colleges to give back to the colleges going through the implementation, and provide value for the DG5 and DG6 college. Now she wishes there would've have been mixed PM and Exec Sponsor summits sooner. She thanked Shanda Haluapo and Susan Maxwell for their exceptional work putting the Summit together, supported by Sherry and Janelle.

Shanda led a recap of the Summit and thanked those who showcased their college's efforts, including Tim and Kurt. She and Susan thought there would be 40 attendees and there were more than 70 across all 30 districts. Shanda heard recurring themes about how important it is for the college peers to regularly connect around ctcLink and that go-live is not the end; it's only the beginning. Shanda and Susan are working on a 90-day post go-live model to share with the colleges. The business analysts also emerged as a critical success factor. [The June 22 Hot Topics Lunch and Learn](#) will feature business analysts.

Tim acknowledged Shanda and Susan's efforts. He said he was impressed by examples from DG5 and DG6 plans and was glad to see they are hiring business analysts. He hopes for more

collaboration opportunities going forward. Kurt recognized the planning team and agreed that cross-system collaboration is key and he hopes for future connection opportunities. Chad appreciated the Summit addressing the ctcLink rumor mill and the panel of live colleges sharing their wisdom. Grant expressed his appreciation and also heard the need to continue conversations around stabilization and optimization.

Shanda and Susan are putting together a summary of takeaways.

## **ctcLink Support Organization Update**

### **Customer Support Update**

#### **Production Support Update**

Dani said the team is working hard on tickets and appreciates that college PMs have been diligent about escalating issues as needed.

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 26, 2021.](#)

### **Application Services**

Sandy Main gave updates on several areas of Application Services activities.

#### **Accessibility Update, Meetings**

Held monthly open forum meeting which was well-attended by the colleges. The App Support team is meeting with Oracle every other week. Sandy is working with the SBCTC agency and ctcLink communications teams on an Accessibility FAQ.

#### **OAAP Update: Current & Phase 2**

Level Access found 113 minor issues during recent regression testing. All but 20 were fixed in time for the most recent update and those are now in the works.

#### **CyberSource and KeyBank Project**

Eight colleges are officially live in CyberSource. For the remaining colleges, it's a matter of when they have staff resources available to make the transition. SBCTC continues to keep pushing to avoid an influx of requests for assistance simultaneously hitting at the end of June to meet the deadline.

#### **HighPoint Mobile Update**

The HighPoint Mobile HCX update is going well and on track to be released into production on Saturday, June 19. Colleges are doing some validation in a test environment and making sure configuration is as they expect it, doing their own local updates to training documents.

Final validation is next week June 9 to 11 for the colleges to have one last look.

### **Okta**

Grant gave an update on Kenn Nied's behalf. The vendors are working on the login page to mirror the existing ctcLink portal login and Activate Your Account. The goal is to stay as close to the current processes as we can and we are still on track for July 31 go-live for all live colleges.

Tim said too many changes are unsettling for people, so the sooner colleges can get access to visuals and documentation about the change, the better. Dani said Johnathan Rider and Kenn have been working with Gretchen Fulmer, to get the documentation together and make sure QRGs are updated. They are waiting on the latest screenshots.

Grant explained this first phase is just for the ctcLink login page and does not include the Multi-Factor Authentication (MFA) piece, which will come later. The MFA is not at "all or nothing;" it is scalable and can be phased in. One college at a time can implement and they can implement it only for a small subset of users. Grant said there is currently no timeline for overall Okta Multi-Factor Authentication implementation piece at this point.

Chad Stiteler said folks are eager to hear when the MFA is coming forward, so it would be useful to get a possible schedule and to know some of the different changes in the way security works with a single environment. There is more interest in security and global security into Peoplesoft than just for regular users.

## ctcLink Program Status

Christy gave an update on project status. See [ctcLink Project Status Report \(May 10-21, 2021\)](#) for details.

### Requirements Traceability Matrix

Christy said the original ctcLink requirements will be reviewed in upcoming meetings. A Requirements Traceability Matrix (RTM) compares what was originally in scope for the Project with what was and wasn't implemented, as well as what was descope.

First, we will look at the items descope by the prior (pre-2018) ctcLink Steering Committee. Second, we will determine which items are still appropriate to be descope when the new Steering Committee was moved to WACTC-Tech. WACTC-Tech never reviewed those items or voted on them, so they are still sitting out there for possible governance approval.

At the next Steering Committee, Christy will present a slide to outline the larger RTM list and a slide to outline the RTM review approach. The review will take place over multiple meetings. It would *not* be a good approach to go through the requirements line-by-line, as there were nearly 2,500 requirements. Christy will group the requirements into manageable bites or categories for review.

The ctcLink Working Group has also requested we take the same information to their committee.

### Budget

Still tracking under budget. We are still tracking under budget with our forecast through about the end of May next year is where we're looking.

### Deployment Group Status

#### DG5

DG5 is in yellow status. Engaged in SIT testing. Continuing their Security work and their Legacy data cleanup. Most of the four colleges in yellow are facing staffing issues. In addition, the Bellevue College campus community has ongoing accessibility concerns that Sandy and Grant are working on with them.

#### DG6

Besides the issues around resource constraints, we're feeling good about DG6 efforts. Right now we're finalizing the DG6 go-live dates and then will work with colleges to get their buy-in. The Project will bring the dates to the June 29 Steering Committee for approval so the colleges can get a baseline plan in place. DG6 colleges are getting ready for their first major data validation sessions, which is a first time for this kind of work for many at the colleges. It's a lot of work and not fun. Heidi Wasem has stepped in temporarily, but Columbia Basin College is looking for a new project manager.

## Program Risks and Issues

Christy gave an update on the top risks and issues. See [ctcLink Project Status Report \(May 10-21, 2021\)](#) for details.

### Top Risks

#### ctcLink Project Team Resources

There are concerns about keeping Project team members on board until the ctcLink implementation is complete. Christy said if we were to lose a handful of key people, it could be a showstopper. She

said the Project has been able to mitigate thus far and we're having communications regularly with team members to manage resources and look at retention enticements and training opportunities. About three-quarters of the Project team are interested in applying for SBCTC ctcLink Support roles after the Project ends.

Rich asked whether there was a formal, written mitigation plan. Christy said the plan is in the QA report.

#### **DG6: BPFG Homework Configuration Quality Concern**

Colleges struggled with their configuration homework and expectations. The Project is working closely with colleges to help.

#### **DG5 & DG6 Security**

This risk was based on lessons learned in previous deployments and emphasizes the importance of colleges beginning early to understand and build local PeopleSoft security skills.

### **Top Issues**

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

Dependent upon go-live schedule, which will be ready by the end of June.

#### **DG5: PMs and SMEs Trust in project**

Bellingham Technical College and Green River College consider this issue resolved. Carolyn said Skagit Valley may be joining the colleges who consider this resolved.

#### **DG5: PMs Concern about project dates**

Bellingham Technical College and Green River College consider this issue resolved.

Chad brought up the short notice about extension of time to work on HCM. Christy said that, unfortunately, the request didn't go through the proper channels on either side, so in the future, will ask Project and colleges to have a more intentional way of making and granting requests for extensions to work packages.

### **ctcLink Project-Related Commission/Council Topics**

Tim said faculty conversation around the separation of Common Course and non-Common Course subjects in the class schedule is ramping up. This has been a long-standing issue (Clay talked about this when Tacoma went live), but there now is a critical mass of DG4 college faculty in a discussion that will likely end up at the Instruction Commission (IC). Tim said there's an opportunity to address it in the mobile interface, but that still doesn't fix it in the native class search. Peter Lortz is aware of the conversations, so it may go back to IC to talk about a potential request for enhancement.

Carli Schiffner offered to connect to help with that communication as they are having some transitions with the IC leadership. Dani said the Campus Solutions team has been actively working on a lot of course and class items, specifically with DG3 colleges. They have inventoried the requests from Spokane, Tacoma and Clark and are grouping those together to make changes. Dani asked for more input and feedback as to what they are looking at to better provide more insight.

Tim will connect with Carli, Kurt and Dani.

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

- **June 15, 2021** – Requirements Traceability Matrix
- **June 29, 2021** – DG6 Go-Live Dates discussion, 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