

ctcLink

STEERING COMMITTEE MEETING MINUTES

July 13, 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
- Choi Halladay, 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
- 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
- Johnathan Rider, SBCTC Infrastructure Services Director
- Janelle Runyon, ctcLink Project Communications Manager

Welcome

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

Approval of Minutes

The June 29, 2021 draft minutes were approved with an edit to remove DG6 label from three DG5 colleges in the status section.

Okta Login Rollout: Action Item

The Okta identity management program implementation is planned for July 31, 2021. Once implemented, the current password recovery process will be replaced with functionality from within Okta. The ctcLink Okta portal is used primarily to change passwords or add recovery options.

- For new users, the process to set this information is built into the steps to activate accounts and is not in question here.
- **For current ctcLink users**, the SBCTC IT Okta Login Planning Team sought the Working Group's rollout process recommendation for current ctcLink users.

During the June 23 Working Group meeting, Sandy Main presented three (3) Okta login deployment/rollout options for review and recommendation by the ctcLink Working Group. Option 2 was a nonstarter. Time was short and a decision was deferred to the July 7 meeting.

SBCTC employees on the Working Group abstained from the vote. College members deadlocked between Option 1 and Option 3 during its July 7 meeting, so the ctcLink Working Group escalated the decision to the ctcLink Steering Committee.

Option 1

Active ctcLink users will be prompted to set up at least one password recovery option the first time they log into ctcLink after Okta is implemented. Users can do this at their convenience any time; whether on July 31 or thereafter. A user will not be able to move forward into ctcLink until they set up

a least one option. Once set up, a user will not be asked again to set their recovery options; however, they can add or change options later within the ctcLink Okta portal at any time.

Option 3

Active ctcLink users may set up their password recovery options via the password reset portal after Okta is implemented, but within a *specified deadline*. Once that deadline arrives, users that have not set their password recovery options will be prompted the next time they log into ctcLink. Colleges would be responsible for sending out initial and reminder communications with instructions for setting individual password recovery options.

Argument in favor of Option 3

The primary concern of colleges that preferred option 3 is that most faculty are not online or working during summer term. Faculty will return en masse in the fall and have to set up their Okta account and this could impact local Help Desks at the start of fall term.

The colleges supporting option 3 advocated instead for a mid-fall-quarter or end-of-fall-quarter deadline date.

Action

The Steering Committee approved Option 3 with a specified deadline of Oct. 1, 2021.

DG6 Go-Live Dates: Action Item

Christy said the DG6 PMs have been diligently working together and with the Project team on go-live dates. No March 2022 dates were reasonable.

Brian said they appreciated the flexibility of additional dates options. Ruby appreciated that the dates were reworked and that this revision is much better than the original dates.

Grant observed this will tighten up the budget with less contingency as we close out the Project in 2022.

Action

Motion passed unanimously for the following go-live dates:

- DG6-A Feb. 28, 2022
- DG6-B April 25, 2022
- DG6-C May 9, 2022

What's next

Colleges will convene to align individual colleges to groups (three per deployment) to present recommendation to the July 27 Steering Committee.

ctcLink Support Organization Update

Customer Support Update

Grant said several of the new positions are out for recruitment. They hope to get a few of them resolved within the next four to six weeks or sooner.

Production Support Update

Dani said there are currently about 500 open tickets. About half are pending customer responses.

In the past, CS Core has been holding topic-specific work sessions during which the Support team shares important updates and present specific content. These have now been expanded to add work sessions from all the pillars to the web page.

Application Services

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

OAAP Update

The old Ciber app was decommissioned when DG4 went live on OAAP. They are doing some security cleanup on old user accounts. It is live and operational with no major issues reported. They are working on a couple of accessibility items with the vendor and plan to have those implemented in the next update by end of July.

The next focus is governance around OAAP Phase 2, enhancements and communication. The list of OAAP outstanding accessibility items will be updated on the website next week.

CyberSource and KeyBank Project

One college is still working on its connection to KeyBank.

PeopleTools

The PeopleTools 8.57.21 upgrade will be implemented in production on July 17. Most of the fixes for this upgrade are internal system improvements that will not affect the user experience. SBCTC created and distributed a [PeopleTools Upgrade 8.57.21 Accessibility Information](#) supporting document that includes accessibility changes users will experience across all pillars once the image is implemented.

Accessibility

The monthly accessibility forum was held this morning. We are getting more involvement from colleges and it's going well.

HighPoint HCX Mobile Update

Tim asked about a ticket being on hold because of an upcoming code freeze. He asked for the list of code freezes to be published.

Sandy said the code freeze will be lifted after DG5 goes live. There will be another code freeze after DG6. She said they will publish the code freeze schedule online, since it does affect things in the queue.

Requirements Traceability Matrix

Time limits precluded discussion.

ctcLink Program Status

Christy gave an update on project status. See [ctcLink Project Status Report \(June 25 – July 2, 2021\)](#) for details.

Project Update

Still good progress for DG5 and DG6. Project activities on track. Still working with DG4 colleges on PBCS implementation. To get a solid PBCS plan for DG5 and DG6, we need some schedules firmed up.

Deployment Group Status

DG5

Bellevue and Green River are yellow; both due to resource constraints. Rodger said Bellevue will be back to green status for the next report.

Carolyn said Skagit Valley is on the fence whether it needs to move to yellow. The Student Services side is really struggling. Met yesterday to talk about UATs. People are anxious, panicky; so, they are monitoring that very carefully.

Christy said UAT has a model for success with resources to support the testing activities. But it's

quite a bit of work for the colleges that requires coordination across many departments. Colleges will experience a number of “aha” moments during UAT, especially first few weeks as they begin to understand the integration of different modules.

Tim agreed this is where folks can hit the wall. It’s critical and it is a lot of work.

Christy said one of the important lessons learned is that the resources at the college didn’t understand the dependency that some of the testing required for others. Some testing needed to be started in order for other testing downstream to happen. If that doesn’t happen early on, it causes a bottleneck. Colleges found that it doesn’t work to wait and test on the last days.

DG6

DG6 is getting ready to start its Security Sessions. The team will have 17 colleges in the queue at that point, working at some phase of security.

CampusCE

Susan said Phase 2 design and development is underway; being planned out and developed by SBCTC staff. Testing for Phase 1 for DG5 CampusCE schools will be Aug. 9-23 during their Sprint 1. When we get to DG5 Sprint 2, they will add in DG2, DG3 and DG4 colleges already on Phase 1 for testing of the Phase 2 integration.

On Monday, Oct. 11 (DG5-A go-live date). CampusCE will be available to all colleges already on Phase 1 and DG5-A colleges. They will work with CampusCE on when they actually want those turned on.

DG5 needs to be very cautious when they turn on the functionality, because students could start enrolling. The team is working on training/resource materials for Reference Center, etc.

Program Risks and Issues

Christy gave an update on the top risks and issues. See [ctcLink Project Status Report \(June 25 – July 2, 2021\)](#) for details.

Top Risks

Walla Walla: Risk of poor validation and cycle 3 file prep due to competing year end priorities for Business Services

The fiscal responsibility for yearend close of the college's books is taking a higher priority than the work of ctcLink Cycle 2 validation and Cycle 3 prep for Business Services. With our staff depleted due to budget cuts and a tough hiring environment, resources are too thin to manage it all. Current resources are working overtime just to meet year end close goals, let along ctcLink deadlines.

College Mitigation - Two more positions in the hiring pipeline, but they are months from being a resource they can utilize. Overtime is the only mitigation option at the moment.

DG6: BPFH 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. With the timing standard that BPFH 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: ctcLink team has provided BPFH homework dashboards and we have seen drastic improvements. On 7/7/2021, the dashboard stats were reviewed with the DG6 PMs with only a handful of late assignments.

DG5 and 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.

Action: DG5 colleges have been working on populating their security workbooks and will be able to review in SVX in the coming weeks. Security kickoff for DG6 is scheduled for July 8.

Top Issues

Project: Webex Technology Communication Tool

Webex is the main technology tool utilized by the ctcLink Project team to communicate with the college PMs and SMEs. For the past few months, the Project has requested more storage space so we do not encounter issues with recording college meetings or sessions. We start meetings and, at that point, realize we can't record due to exceeding storage limitations which causes the team more stress and troubleshooting. SBCTC IT has been notified.

In addition, the closed captioning feature is no longer a Webex feature which greatly impacted SMEs who are requesting this accommodation. Our Webex technology contract did not allow live-captioning, but SBCTC IT has remedied this issue.

DG6: FIN Data Validation Quality Impacts to DG6 College Project Teams

The FIN GL, Asset Management, and Grants/Project Pillar Data Validation Workshops were not sufficient for the DG6 SMEs to begin data validation and did not adequately cover how to do the data validation work. The ctcLink PMO set up additional meetings to discuss ways to improve this experience for the SMEs. College feedback has been shared with the ctcLink FIN team.

DG6: Complex PMO Schedule 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

Eli Hayes, ctcLink Project Plan Manager, has informed the DG6 PMs they will have a final baseline schedule pending SC approval of go-live dates. Conversations have started around potential go-live dates. DG6 PMs would like to see more clear detail in the 30-day lookahead. ctcLink PMO has set up additional meetings to discuss this issue and we have developed a four-week meeting dashboard.

Moran Q/A

No report due to time restrictions.

ctcLink Project-Related Commission/Council Topics

No topics or issues presented.

Agenda Items for Future Meetings & Meeting Closure

- **July 27, 2021** – DG6 Go-Live Dates discussion; Requirements Traceability Matrix