



STEERING COMMITTEE MEETING MINUTES

July 27, 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

Christy Campbell welcomed the committee and reviewed the agenda.

Approval of Minutes

The July 13, 2021 draft minutes were approved unanimously.

DG6 Go-Live Groups, DG6-A, DG6-B, DG6-C

Eli Hayes reviewed the go-live dates for DG6-A, DG6-B, and DG6-C. The DG6 colleges worked together to develop the recommendations for which colleges would go live during each of the three weekends. The DG6 colleges are aware they will be going live over two quarters: DG6-A colleges will go live in Winter 2022; DG6-B and DG6-C colleges will go live in Spring 2022.

Eli Hayes assured the go-live dates are affirmed by and work for the colleges and the ctcLink Project team. The schedule was critically reviewed to make sure the weekends would work, especially in terms of User Acceptance Testing sprints.

Ruby Hayden shared that Lake Washington Institute of Technology, a DG6 college, is grateful for the robust conversation that took place when the colleges were choosing the dates.

Brian Lee reported that the process to choose the dates and align the colleges with the dates was good, transparent and public.

Tim Wrye shared Reagan Bellamy's concern about the timing of the DG6-A go-live weekend being in such close proximity of the payroll period, and wanted to make sure there would be enough support for live colleges. Dani Bundy responded that ctcLink Support has done this before in a previous deployment group and it was successful.

Action

Chad Stiteler moved to approve the college alignment to the DG6 go-live dates and Kurt Buttleman seconded. The motion passed unanimously:

- DG6-A Feb. 28, 2022: Shoreline Community College, Renton Technical College, and Lake Washington Institute of Technology
- DG6-B April 25, 2022: Clover Park Technical College, Columbia Basin College, and Walla Walla Community College
- DG6-C May 9, 2022: Bates Technical College, South Puget Sound Community College, and Yakima Valley College

SBCTC ctcLink Support Organization

SBCTC IT Staffing Update

All of the positions have been posted now, except the project management office positions. Working to hire the Director of Project Management first so that person can lead filling the rest of the positions within the new office. Some of the recruitment dates have already closed. A few positions have already been filled.

Customer Support Update

The latest [production update \(ctcLink Support\)](#) is on the website. They have deployed several items prior to the scheduled code freeze and held a lot of Webexes to walk customers through different processes.

ctcLink Customer Support is working on scheduling the DG5 meet and greet and the post go-live activities in coordination with the ctcLink Project team.

ctcLink Customer Support revised the ctcLink Service Level Agreement and will share first with the Information Technology Commission this week and then will share out with other groups.

Application Services Environment Updates

PeopleTools Update

Deployed a PeopleTools update on July 17. They uncovered a few issues with it but those issues have been corrected.

HighPoint HCX Update

The vendor addressed accessibility issues, but they want to test those fixes first. Therefore, the planned July 29 release was delayed to August.

Okta Release

Okta is scheduled to be released on Saturday, July 31. That release is expected to go well.

Campus Solutions 22

Campus Solutions 22 is scheduled for Sept. 18. However, Oracle delayed the release of PUM; if Oracle delays further, then Campus Solutions 22 will be delayed past Sept. 18. This functionality does impact financial reporting, so App Services is keeping an eye on it. App Services is aligning this work with the project team to make sure Campus Solutions 22 is in the project environment.

There was a concern brought up about response time in CS production, specifically around transcripts and other concerns about CS production time more generally. What is the conversation with Managed Services about the environments' speed? Sandy Main offered to send a link to the report that measures how well the system is operating.

The servers and systems are running great. Application Services has found performance issues are with specific features. They are looking at the specific areas and are gathering information from users/customers. They do have a process in place to evaluate performance issues reported by users. Application Services works closely with Managed Services to prepare for peak times. Because it operates in the cloud, Managed Services can and does increase capacity easily during peak times.

ctcLink Program Status

Christy gave an update on project status. See [ctcLink Project Status Report \(July 5 - 16, 2021\)](#) for

details.

Deployment Groups Status: DG5, DG6

Still making good progress toward deploying DG5 and DG6 colleges. The colleges are very much engaged. The project managers and SMEs are participating in activities.

College and project team staff continue to have a difficult time when college staff have fulltime jobs outside of ctcLink.

The project team is still working with DG4 colleges on the implementation of the PBCS planning and budgeting tool and working on phase 2 of the CampusCE. The CampusCE timeline was updated, as shared in the last Steering Committee. Once these two solutions are both implemented, the Schedule status will be changed to Green.

The scope remains Yellow because the ctcLink Project continues to verify the scope. As the project gets closer to the end, they are validating what has been implemented and what has been descoped. The project continues to track under budget. The project received the certification for the close-out of Gate 6 and received the start of the allotment for Gate 7. They need to put the previous year's budget in a different template.

DG5

Project team is tracking Green. DG5 colleges are working on Data Validation Cycle 4; working on security; UAT begins this week; engaged in parallel testing; and training. Overall, the colleges are self-reporting as Green, with the exception of Grays Harbor. They are a smaller college and have struggled with the student services side. Their PM has done great work; preparing to go-live with ctcLink is very challenging for smaller colleges, as seen in previously deployed colleges.

DG6

The ctcLink Project team has begun system integration functional testing. They began their security work, cleaning up Legacy data, and are preparing for Cycle 3. Six colleges are in Green status. Walla Walla Community College (WWCC), Columbia Basin College (CBC), Lake Washington Institute of Technology (LWTech) are in Yellow status. CBC has a new project manager. LWTech has had staffing challenges and are trying to get more resources involved. WWCC is focused on its finance team and making sure they have the resources for the project activities while conducting year-end activities.

Budget

Overall running under budget by \$728,000. They will be conducting a budget audit this week and forecasting. There are transitions with staff and they have additional human resource needs that will increase expenses for the project.

Program Risks and Issues

Reuth Kim gave an update on the top risks and issues. See [ctcLink Project Status Report \(July 5 - 16, 2021\)](#) 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 year-end 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 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 alone ctcLink deadlines. There is not a lot ctcLink Project staff can do, but adhering to the dates is important.

College Mitigation - Two more positions are 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.

Action: ctcLink team has provided BPFPG homework dashboards and we have seen drastic improvements. On 7/21/2021, the dashboard stats were reviewed with the DG6 PMs with only two missing assignments. They are trying to find simple solutions to make it better for everyone.

DG5 and DG6 Security

For DG5, Security activities began in March 2021. Colleges need key 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 support issues started on July 12, 2021.

Top Issues

Project: WebEx Technology Communication Tool

This is resolved: 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 they do not encounter issues with recording college meetings or sessions.

The live captioning feature is working.

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.

College feedback was shared with the ctcLink FIN team. To address this issue, the colleges did not want additional sessions, but do want follow-up meetings. Eli and Reuth are meeting with the colleges on a bi-weekly basis to identify scheduling issues and address concerns. The ctcLink Project is doing its best to balance the work of two deployment groups totaling 17 colleges.

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 activities.

Eli Hayes, ctcLink Project Plan Manager, informed the DG6 PMs they will have a final baseline schedule pending Steering Committee approval of go-live dates. ctcLink PMO has set up additional meetings to discuss this issue and developed a four-week meeting dashboard.

The DG6 go-live weekends have a wider gap in deployment; with six to seven weeks (and a different quarter) in between deployment DG6-A and DG6-B. Project management both at the state and college levels will have to schedule work packages and activities appropriate to the timing of each deployment group's go-live date and make sure the colleges are engaged in the just in time training, UAT, mock dry-run.

The ctcLink Project team is meeting regularly with DG5-A to get the group ready for go-live since they are the first to go live and it is early in the quarter.

Moran Q/A

Paul Giebel shared, from a quality assurance perspective, the primary concern is maintaining the human resources during the project's last year deploying the great number of colleges in DG5 and DG6. The ctcLink Project has lost several key resources over the past couple of months. They are working to make sure people know whether they have a position with the SBCTC Support organization at the end of project, or not. The sooner they can settle that, the better. As they build the support organization, it is better to transition staff from the project side to keep the knowledge

base. In addition, the conversion activities and environments are much larger and more stressful to balance due to the number of colleges in both deployment groups. This also plays a role in being able to retain people. The goal is to make sure there are quality resources to bring the project to the finish line.

Requirements Traceability Matrix Review

The ctcLink Project is working to validate what has been implemented and what has been descoped. As this work commences, a requirements traceability matrix is being created and reviewed.

Change Order 039 and Change Order 051 were discussed. Change Order 039 is summarized by the functional requirements associated with software modules that were in the original RFP were not purchased at the time of project software acquisition. These were items noted in the vendor's original bid as "requirement not provided" (meaning, will not be fulfilled by the vendor's bid), but an optional module was cited as an additional cost to the bid.

At the time of software purchase, project leadership decided not to purchase the optional modules. This change order documents that the functional requirements associated with the software modules not purchased are removed from project scope.

Change Order 051 was descoped from the implementation project, but not from ctcLink. The Change Order defers full implementation and use of Strategic Sourcing and Supplier Contract Management modules until there is more cumulative data in the system to use these modules effectively.

Revisiting the use of these two Finance modules once all colleges are on ctcLink and both SBCTC and colleges have resources to apply to these modules was the recommendation approved by the governance at that time.

Tara Keen explained three different types of descoped change orders. She recommended that the ctcLink Steering Committee only focus on the third type of descoped change orders.

1. Descoped at the start of the program; the functionality was not purchased. (See example, CR-039 Change Order.)
2. The functionality was within scope; it was purchased. However, it was decided that it would be descoped from the implementation project, not ctcLink overall. But, the functionality could be used later. (See example, CR-051 Change Order.)
3. The ctcLink ERP system has 285 requirements—it is really about 50; it's just that some reports count multiple times for the variables included in the report requirement. Some of these requirements were descoped within the project. Those items are what warrant investigation and review.

The items that fall into the third category have been identified and presented to the Working Group for their awareness, with the intention to bring them forward to Working Group in smaller groupings over time; however, this has not yet occurred.

Members discussed various ways prior and outstanding requirement descopes could be addressed; with one possibility being a delay in response by the current Steering Committee pending an in-depth review of the presented Change Orders, as well as the possibility of deferring the discussion until after all colleges are implemented. The item was tabled until the next meeting.

ctcLink Project-Related Commission/Council Topics

No topics or issues presented.

Agenda Items for Future Meetings & Meeting Closure

- August 10, 2021 – RTM continued
- August 24, 2021 – RTM continued
- September lookahead – DG5 go-live readiness, CampusCE Phase II