



STEERING COMMITTEE MEETING MINUTES

August 10, 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 27, 2021 draft minutes were approved, with one correction to reflect that it was the July 13 minutes that were approved at the July 27 meeting.

SBCTC ctcLink Support Organization

SBCTC IT Staffing Update

All of the positions have been posted now, except the project management office positions. The Director of Project Management posted and closes next week. That position will be filled first so that the Director 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. Interviews for the associate director positions will have to be rescheduled for later.

Customer Support Update

The latest [production update \(ctcLink Support\)](#) is on the website. A code freeze went into effect on July 31 and ctcLink Support were able to get a lot of the enhancement requests out. The Customer Support and App Services teams worked very hard to make so much progress.

ctcLink Customer Support revised the ctcLink Service Level Agreement and shared it with the Information Technology Commission. They are working on the SOP and it is expected it to be completed this week.

The colleges would like to be a part of the conversation as the SOPs are developed. As so many colleges have business analysts in place, they would like elevated rights for business analysts, especially with private queries.

Application Services Environment Updates

PeopleTools Update

Deployed a PeopleTools update on July 17. They uncovered a few issues with it, but those have been corrected. DG5 and DG6 will have to be live before there is another major update for PeopleTools.

HighPoint HCX Update

The planned July 29 release was delayed to August. It will be released on August 12, 2021. A lot of changes in this release will be improvements to accessibility and a couple of minor bug fixes.

Campus Solutions 22

Campus Solutions 22 is scheduled for Sept. 18. However, Oracle delayed the release of the PUM. Due to the delay and compressed timeline, App Services will limit the scope of what will be updated. They will go through the Notes from Oracle and determine what components of Campus Solutions 22 they will update. For example, they will update the components that colleges need for federal reporting.

App Services is looking to see if they have the resources to go live with the selected components during the first sub-deployment of DG5. They will be collaborating with the project team to do this. The remaining components may have to be implemented after all colleges are live on ctcLink. They will not know for sure what components and when it will be implemented until they have completed the evaluation of the Notes. This is the first time App Services has not implemented the full image of an update. There is a risk to only updating selected components because there are a lot of dependencies and prerequisites; the evaluation of which components to implement is important for this reason.

Okta Release

There are five major issues with the Okta log-in released on Saturday, July 31.

1. Login loop: Mostly resolved by implementing another login server; this is a temporary solution. If users are still experiencing the spinning wheel at the login, please let customer support know by providing a timestamp and the user ID that is having this issue.
2. Pillar logout issues: This was resolved by a new internal communication path that allows a server to not use Okta Gateway as a proxy for portal communications while performing a server-to-server call (two or more servers communicating directly with each other).
3. HCX mobile cookie fix – User cookies from the HCX Mobile app are being picked up in the Okta gateway portal. Staff can't get back to the gateway portal once this happens. A temporary solution has been put into place with a new HCX HighPoint mobile logout page. This has been created to remove the HCX cookie and allows the user to proceed back to the HCX mobile springboard or close their browser tab. If the user closes the browser tab, they will be able to login to the gateway portal without being redirected back to the mobile view. Looking at resolving this in four business days.
4. Issues logging in in other languages – There are requesting examples of this; Tim Wrye will share the screen shots he has and will provide the contacts for students so that customer support will connect with the students to get it resolved.
5. Small tiles, pictures missing, or missing customized tiles: They are working with Okta to troubleshoot why this is happening. They are also working internally to figure it out. It does seem to be cache related.

Ruby Hayden is hearing from the Admissions and Registration Council that there is a lack of consistency about which email was used for configuring Okta. Users can change that now.

A question was posed: How do we make sure that the colleges are involved in preparing to release new technology solutions? The statement was made that colleges should have been involved in testing and preparing the release of Okta, including identifying how to select which email. Grant Rodeheaver shared that they have work to do on change management and communication; he appreciates the feedback and understands there is work to do.

ctcLink Program Status

Christy gave an update on project status. See [ctcLink Project Status Report \(July 19 - 30, 2021\)](#) for details.

Deployment Groups Status: DG5, DG6

DG5

Colleges are on target, they are doing UAT, security, and parallel payroll cycles. They are making great progress. They are still on track to meet the go-live dates.

UAT: The ctcLink project team is committed to continuous improvement. They made changes to the DG5 UAT process based on feedback from the previous deployment groups. The changes have been well received and made a difference for the DG5 colleges. For example, previous deployment groups reported that doing parallel testing and UAT at the same time caused college SMEs and project teams to be overwhelmed. Now the project team has spaced these activities differently, provide more exposure to the system along the way, and emphasized the training aspect of the UAT work package. These changes have had a significant positive impact on the DG5 experience.

Go-Live Readiness assessment is beginning to happen for the DG5 colleges. The DG5 colleges will evaluate their readiness toward go-live. The readiness indicators, tracked by the colleges and SBCTC ctcLink Project team, inform the college's initial go-live decision. Colleges inform the SBCTC's ctcLink Steering Committee of their decision and recommendation to go-live. The ctcLink Steering Committee makes the decision to go-live for each sub-deployment group. The decision for DG5-A to go live will be made in late September.

DG6

The ctcLink Project team is working with the colleges on scheduling related to their go-live dates. The Project team has been busy doing functional testing. DG6 began their security work, cleaning up Legacy data, and are in Cycle 3. The team is getting ready to kick off system integration testing. UAT does not start until mid-December.

Program Risks and Issues

Christy gave an update on the top risks and issues. See [ctcLink Project Status Report \(July 19 - 30, 2021\)](#) for details.

Top Issues

Some college project teams are going back to the college, some are staying home, and some are doing a hybrid. The ctcLink project team are talking to the DG5 colleges at the DG5 PM meeting this week about how best to offer support while all of these changes are taking place. The project team wants to make sure college people know where the resources are and how to access the resources, regardless of location during and after go-live.

Vaccination Attestation Solution

Colleges in the Implementation Phase of the program are asking what options will be provided for those on Legacy using the code that is currently under development to collect and store COVID vaccination information on students and employees (scheduled to go live 8/15/2021) to have this data converted into PeopleSoft when they go live on ctcLink. Colleges using external data collection and storage methods are also asking what version options will be provided.

This functionality is being developed by Oracle but it doesn't meet the timeline needed. The solution is being worked on by the ctcLink Customer Support team. They are still working out how to convert vaccination attestation data from an external tracking method to PeopleSoft when DG6 college go live. For DG5 colleges, they are in a code freeze, so without knowing exactly where it needs to go, they are still working through how they will convert the data.

ctcLink Project Team Resources

As the project comes to closure, there is a high issue and concern for ctcLink project team members who will transition off the project looking for new roles and job opportunities. The project lost staff and have hired two consultants to fill two of the positions. It is double the cost of an employee to bring in a contractor and it is important that the colleges are getting a quality experience. As more of the staffing positions are posted and filled, it will make the people more secure in their role.

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.

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.

Now with the go-live dates selected for DG6 colleges, the ctcLink Project team will be talking with the DG6 PMs this week to see if this is still an issue, and if this is still an issue then identify what concerns are still remaining.

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.

Okta

This topic was addressed previously.

DG5 and DG6 Security

Colleges need key security administrators to participate and focus 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. As we get closer to the DG6 go-live, this risk will fall off.

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.

Project Overall Status

Grays Harbor is the only DG5 college that is yellow; the rest are green. One of the challenges is that the Grays Harbor PM and CIO took a position with Pierce College. The Pierce College Chancellor shared that her expectation is that he will continue to support Grays Harbor on go-live activities as he transitions to Pierce College. There is a recognition that the ctcLink project is a state project and all colleges must be successful for the project to be successful. Pierce and the ctcLink project team will continue to help Grays Harbor.

For DG6, Walla Walla is the only college in yellow status. For Walla Walla, the strain of limited business services resources and being able to complete the financial activities are at issue.

Overall the colleges are experiencing a number of resignations – early retirements, resignations – like working with some of those resources – staffing has always been an issue. Christy acknowledged that this project is challenging. Tim Wrye and Choi Halladay shared that it is also about the pandemic.

Campus CE

Wenatchee Valley has been able to solve its issues and will soon be live on Campus CE with the other seven colleges. Pierce College has decided to adopt Campus CE and are working on the configuration. The ctcLink project team will work them into the UAT process testing.

Susan Maxwell is hopeful that Campus CE integration will coincide with DG5-A go-live on October 11. However, the Project has had resource constraints and the timeline has been pushed back. They are doing UAT now with DG5 colleges. They will have a separate UAT for Campus CE. They are looking for a college to volunteer to do SIT testing. The date for approval will most likely come to the October 5 Steering Committee – but it is possible it will become an email approval the following week. Each college must determine when they want to go-live with the functionality.

Just a recap of the phases in Campus CE:

1. Phase 1 is having the courses and classes that people build in PeopleSoft and then move over to CampusCE.
2. Phase II is when students enroll in the class and pay in Campus CE and it moves back over the enrollment and payment information into PeopleSoft.

ctcLink Project-Related Commission/Council Topics

ITC: Make sure college and support have the SBCTC Standard Operating Procedures (SOPs).

ITC: Guided Pathways technology and potential need for Academic restructure. Make sure the conversation is not put off until the project ends. ITC does not want to start the conversation outside of the Guided Pathways and STAC.

Other

Jan Yoshiwara, Grant Rodeheaver, Christy Campbell, and Paul Giebel will be providing a ctcLink update to the OCIO Office on Thursday.

Agenda Items for Future Meetings & Meeting Closure

- August 24, 2021 – RTM continued; Tim Wrye asked members to set aside time to review prior to the meeting.
- September lookahead – DG5 go-live readiness, CampusCE Phase II
- Send additional agenda request to Tim, Janelle, or Christy