



STEERING COMMITTEE MEETING MINUTES

August 24, 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 August 10, 2021 Steering Committee minutes were approved as submitted.

OCIO Technology Services Board (TSB) meeting

Christy gave an overview of ctcLink update/presentation to the TSB, held Aug. 12, 2021. Grant said the board members were impressed with the progress of ctcLink since its initial unsuccessful launch in 2015. Christy said she was transparent about the reality of the challenges (e.g. remote work, COVID, staffing issues). She reminded the TSB that we still face challenges right up to the finish line; that this is not easy work and any recovery time is gone.

Paul Giebel told the TSB that business processes and organizational change management were the key; that it's not just an IT project. Shelley McDermott said everyone has been impressed with the turnaround and that it is a high compliment from the TSB when they want to share your project's Lessons Learned with others. Janelle shared the recent blog post: [ctcLink Project in Spotlight at State IT Meeting](#).

SBCTC ctcLink Support Organization

SBCTC IT Staffing Update

Grant announced that Tara Keen will join the IT Division as the Director, Project Management Office (PMO). This transition will occur post-ctcLink Project, with some overlap in staffing and developing the PMO. Next step: three project manager positions will be posted. He and Dani have Associate Director for SF and CS Core interviews and will announce within the week. Senior functional analysts will be posted within the next couple of weeks.

Customer Support Update

Dani said they are working service tickets and holding pillar work sessions. The revised SLAs and SOP have been completed and will be shared after internal staff is trained up and the ticketing system is modified to align with the SOP.

Their work is heavily focused on DG5 go-live efforts and preparation; working with Reuth on some of the readiness activities. Plans are underway for a ctcLink Support Meet & Greet for DG5 in mid-September.

Tim asked if it would be possible to do an additional Meet & Greet for all colleges on ctcLink, given the number of new staff.

Okta Release and ctcLink Login Update

There were several major issues with the Okta log-in released on Saturday, July 31. Johnathan Rider reported that the issues have been resolved. The foreign language page code was modified, so should be running fine. The Login loop was resolved by implementing another login server and letting users know they are on an unsupported browser.

The HCX mobile user cookie fix was resolved. User cookies from the ctcLink Mobile app were being picked up in the Okta gateway portal and staff couldn't get back to the gateway portal once this happens. A solution was put into place with a new HCX HighPoint mobile logout page. This removes the mobile-generated cookie and allows the user to proceed back to the 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.

Next steps on the horizon are system-wide Multifactor Authentication and Org-to-Org, but there is no timeline yet.

Tim said he wants colleges involved in user testing those products to see how the colleges and environments interact.

ctcLink Program Status

Christy gave an update on project status. See [ctcLink Project Status Report \(Aug. 2-13, 2021\)](#) for details.

Overall Status

The uncertainty around the remote work environment and possible transition back to in-person learning creates additional stress. The new vaccine mandate poses a risk to the project, because it poses a risk to staffing. It also creates tremendous workload for ctcLink and the colleges.

Budget Summary

We received approval from OCIO for the Gate 7 funding of \$8 million. We had \$145 million budget and have spent about \$137 million. Christy will be meeting with Tysha Tolefree to reforecast the budget based on recent staff departures as well as impending departures.

DG5 Update

A few more colleges are self-reporting as “yellow”—Bellevue, Bellingham Tech, Grays Harbor and Skagit Valley. Compared to previous deployment groups (with the exception of a couple colleges), DG5 is further along in UAT. The expectations of the implementation are the same, no matter the size of the college, but colleges have differing cultures, staff sizes and budgets. There is no automated way to clean up the Legacy data. The ctcLink Support organization is only one factor; college readiness and commitment to the work is critical.

DG5 Readiness Process Overview

Reuth Kim gave an overview of the methodology of the readiness assessment. The DG5 college PMs review the approximately 50 criteria and then gauge their status toward readiness in those areas. There will be several readiness meetings that include PMs, executive sponsors and key SMEs. DG5-A

readiness approval will be on Sept. 28 and DG5-B and DG5-C will be Oct. 5.

DG6 Update

DG6 colleges are very busy with Security and about to do SIT testing. We had to make a lot of schedule adjustments to balance the DG5 and DG6 activities.

Program Risks and Issues

Reuth gave an update on the top risks and issues. See [ctcLink Project Status Report \(Aug. 2-13, 2021\)](#) for details.

Top Risks

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: Security is in a much better position for DG5 than in past deployment groups. The results are showing as DG5 begins its work in UAT Sprint #1.

Risk of not completing UAT, Cycle 5, Security Workbook

EvCC is at risk of not completing User Acceptance Testing and Security Workbook due to time, resources, the workload being asked of SMEs, issues with our Security workbook not being fully loaded, and the stress of returning to work. Having to spend time reviewing the workbook to determine what has and has not been loaded is also adding additional time to UAT and completion of the security workbook.

Fall 2021 Return to Campus

Some colleges are requiring staff to return to campus this fall. Some colleges are using hybrid models where some people will be on campus while others will still be working remotely. Some colleges are requiring all staff to return at least part-time.

The risk is that some staff do not feel comfortable returning to campus and may leave the college. For DG5 there would be a large impact if key SMES choose to leave the college so close to Go-Live. For colleges that may have staff back part-time the SMES may find themselves without the necessary computer equipment needed at either home or office. It makes it difficult to plan for Go-Live support and help sessions when staff will be both on campus and remote.

Vaccine mandate for Project team

On Aug. 18, 2021, Gov. Jay Inslee extended the vaccination requirement for state employees to also include employees (both local and remote) at schools, colleges, and universities to be fully vaccinated by Oct. 18, 2021. This modifies the original Aug. 9, 2021 proclamation which only required employees who work in state executive cabinet agencies to be vaccinated. As we deploy DG5 and DG6, there is a risk we may lose additional ctcLink Project team resources due to this COVID-19 Vaccine Mandate.

Top Issues

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 (went 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 conversion options will be provided.

Mitigation: This solution is being worked on by the Customer Support team. The question being asked here is about converting vaccination attestation data from an external tracking method to PS when DG6 colleges go live. ctcLink should review and evaluate whether this data is out of scope or we have an Excel to CI to load this data into the tracking mechanism within ctcLink.

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. There have been several Project staff resignations as future job at SBCTC or elsewhere is not secure.

Mitigation: We have mitigated by hiring two consultants to fill positions where we have lost resources.

Moran QA Report

Paul said that while nothing ever goes as smoothly as one wants , the replacement solutions are in a good place. Colleges and the project have a lot of work ahead of them and can't ease up on the pedal. From an OCM perspective, we've learned to try to overcommunicate and work with the colleges for their input. The biggest risk is the people side of things: losing project team members and college staff.

ctcLink Project-Related Commission/Council Topics

No commission or council issues were presented.

Agenda Items for Future Meetings & Meeting Closure

- Sept. 28, 2021 – Special Steering Committee meeting to discuss and approve DG5-A go-live readiness
- Oct. 5, 2021 - DG5-B and DG5-C go-live readiness and CampusCE Phase II on the agenda
- Send additional agenda requests to Tim, Janelle, or Christy