



STEERING COMMITTEE MEETING MINUTES

Sept. 7, 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 24, 2021 Steering Committee minutes were approved as submitted.

SBCTC ctcLink Support Organization

SBCTC IT Staffing Update

Grant said hiring is underway to build the ctcLink Support team.

- Brandon Reed has been named Associate Director for Student Financials. His current role in as Functional Trainer for Student Financials will need to be filled.
- Kyrsten Catlin has been named Associate Director for Campus Solutions Core. She is currently the CS Functional Analyst for the Project team.
- Tara Keen's selection as ctcLink Project Management Office director was announced in August.

Dani and Grant have been interviewing senior functional analyst candidates. He is working to schedule time with leadership team the week of Sept. 20 for transition planning.

Customer Support Update

Grant spoke in Dani's absence. He said they are working on service tickets and holding pillar work sessions. The team is working on scheduling internal training on the new Standard Operating Procedures (SOPs) prior to the DG5 go-lives; working on any modifications to the Service Desk ticket system to align with the revised SOPs.

The work currently is focused on DG 5 go-live efforts. Reuth, Dani and others are working with DG5 on readiness activities and holding a DG5 ctcLink Support Meet and Greet on Sept. 13.

ctcLink Support is planning to host an All-College Meet and Greet when the new team is hired. Tim asked about the accuracy of the [Planned Service Outages](#) listed at the ctcLink Support web page for the known down-times. He said notices are going out in emails, but they are not reflected online. Grant thanked Tim for the feedback and said he would pass it along.

Application Services Environment Updates

Sandy said the Saturday, Sept. 18 update will be a combination of CS PUM 22 and the DG6 bio/demo load. It's a partial CS update concentrating on specific requirements: federal reporting of FISAP data and 1098-Ts. (Fiscal Operations Report and Application to Participate (FISAP) is used by schools to apply for Campus-Based Program funding for the upcoming financial aid award year and to report Campus-Based Program expenditures for the previous award year.)

Users will be locked out of CS and HCM, online admissions application and Mobile HCX on Sept. 18 from 7 a.m. to 4 p.m.

Okta Release and ctcLink Login Update

Johnathan said all of the initial Okta deployment issues have been resolved and it's been pretty quiet.

They are turning their attention to Okta Org2Org and Multi-factor Authentication (MFA). Johnathan said he has passed along Tim's request to involve colleges in future testing.

The Org2Org connector application is used to push/match users from one Okta organization to another. Users will be authenticated from a source organization (ctcLink) into a target organization (college). This is a way for colleges to sync between ctcLink and their local logins, allowing them to use local credentials against the ctcLink/Okta MFA login.

ctcLink Program Status

Christy gave an update on project status. See [ctcLink Project Status Report \(Aug. 16-27, 2021\)](#) for details.

Overall Status

Overall, still holding steady at yellow and on track per timeline, scope and budget. There is some concern about colleges going back both in-person as well as working remote. The requirements traceability matrix is still an open item. The new timeline is to have this finished by the end of this year, which will be a better point with DG5 done.

Budget

Tysha has been working with the state OCIO on the new budget template to get the Gate 7 funds. Overall, we are in a good position.

Status by Deployment Group

DG5 Update

DG5 is in Sprint 2 of UAT testing and continuing to work through Security activities and training. Bellevue, Bellingham, Grays Harbor and Green River are self-reporting as yellow. Grays Harbor has been moved to DG5-C and had significant number of resources resign.

DG6 Update

The Project team getting ready for SIT testing and the colleges are getting through their Security workbooks. Walla Walla is self-reporting as yellow due to staffing issues.

UAT Status

Tara Keen gave an overview of the [DG5 User Acceptance Testing \(UAT\) Stats, as of Sept. 7, 2021](#) illustrating where each college is overall, as well as with Sprint 1 and Sprint 2 specifically.

Big Bend is in the lead overall with 64% across both sprints. Skagit Valley is the Sprint 1 leader with 98% completed. Big Bend is the Sprint 2 leader with 27% completion toward a goal of 26% for this

period.

Program Risks and Issues

Reuth gave an update on the top risks and issues. See [ctcLink Project Status Report \(Aug. 16-27, 2021\)](#) for details.

Top Risks

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.

Carolyn Tucker said it's a heavy lift and very stressful for staff who need to be working on ctcLink in addition to HR staff being involved in vaccine attestation duties.

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.

Vaccine mandate for Project team (#168) and College Team (#167)

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.

Update for Risk #168: Christy is updating the staff on current information from SBCTC leadership and discussing options staff who have concerns. Update for Risk #167: ctcLink project is monitoring this closely as colleges create their mitigation plans.

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.

CampusCE

Susan reviewed the Phase 2 CampusCE timeline. UAT walkthrough for Phase 2 is scheduled Sept. 17 for DG2, 3, 4 and 5.

ctcLink Project-Related Commission/Council Topics

Most commission and council conversations are focused on fall quarter start during a pandemic.

Agenda Items for Future Meetings & Meeting Closure

- Sept. 21, 2021 – DG5-A Dry Run (9/16) and UAT/Security (Tara Keen)
- Sept. 28, 2021 – Special Steering Committee meeting to discuss and approve DG5-A go-live readiness, Load Testing
- Oct. 5, 2021 - DG5-B and DG5-C go-live readiness and CampusCE Phase II

Send additional agenda requests to Tim, Janelle, or Christy.