



STEERING COMMITTEE MEETING MINUTES

Sept. 21, 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
- Shanda Haluapo, ctcLink Project Communications Liaison
- Janelle Runyon, ctcLink Project Communications Manager

Welcome

Christy Campbell welcomed the committee and reviewed the agenda.

Approval of Minutes

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

SBCTC ctcLink Support Organization

SBCTC IT Staffing Update

Grant said ctcLink Support has filled 18 additional customer support positions across the three pillars and an additional PeopleSoft developer position in the last two weeks. The three additional project manager positions closed last Friday. Positions remaining to post include security integration, project coordinators, communications, data services, and a technical PM. In total, they have filled 25 of 36 total positions to date.

Customer Support Update

Dani said Support is preparing for DG5. They held a ctcLink Support Meet and Greet in mid-September and are looking forward to scheduling another Meet and Greet (sometime between DG5 and DG6 go-lives) with all ctcLink colleges so college and SBCTC can meet the new support resources. The training and functional teams developed the schedule for the post go-live activities for DG5 those were released to colleges. The Service Level Agreement and Standard Operating Procedures are complete and Dani will be training all IT support staff on Sept. 27 and then implementing the changes in the Service Desk on Oct. 1.

Application Services Environment Updates

Sandy said they deployed the partial Campus Solutions PUM 22 on Sept. 18, which mostly involved the 1098-Ts, student financials, Institutional Student Information Record (ISIR), and financial aid, because of the reporting coming up. The update also included some accessibility updates.

At the same time, we took advantage of the outage to load the DG6 bio-demo information successfully. Dates coming up that will impact ctcLink production are the DG5 implementation dates.

- Oct 8-10 – DG5-A Go-Live
- Oct 22-25 – DG5-B Go-Live
- Nov 5-8 – DG5-C Go-Live

ctcLink Program Status

Christy gave an update on project status. See [ctcLink Project Status Report \(Aug. 30 - Sept. 10, 2021\)](#) for details.

Overall Status

Overall, the Project is still holding steady at yellow and on track per timeline, scope and budget. There is some concern about college staff working on ctcLink activities going back both in-person as well as working remotely.

Budget Summary

Of the total \$145 million budget to date, we expected of \$138 million actual expenses and are at about \$137 million. We're about 870,000 dollars under budget for the end of August 31, 2021. Almost \$8 million remains, so we're still looking at this budget very carefully and we believe we are still on track to come in under budget.

We will need to keep some consultants all the way to the end, as well filling in with some new additional consultants as some project resource transitioned out.

Tysha and Christy will do some analysis towards the middle of October to reforecast based upon the staff changes, as well of some splitting of payroll based upon percentage of project transitioning to IT and the support organization. And at this point, we expect to be fairly close to budget by the end of June 30, 2022, but we do not expect to be over.

Choi asked how much of the \$870,000 under-budget is already encumbered for delayed expenses. Christy said she would ask Tysha and get back to Choi.

Status by Deployment Group

DG5 Update

Grays Harbor's status is red due to where they are in UAT testing as well as some of the resource challenges or shortages that they're having. Shanda has been very engaged working with that college's PM and their executive sponsor to ensure we understand where they have gaps in their knowledge; both where the project team can help, but also ensuring they're ready from an organizational change management and communications and all the setup and steps that need to be done at a college are in place.

We're starting to see some good progress with Grays Harbor. We have increased contact with their president. Grant, Dani and Christy will need a conversation about what post-support looks like for the first two weeks for Grays Harbor specifically.

Christy said she had a great conversation last week with Maria Rivas, Bellevue College Project Manager. It's awesome to hear and feel the transition when a college is really feeling more confident about their readiness and getting excited about the go-live.

DG6

DG6 colleges are very engaged in UAT. A few colleges marked yellow are based on staffing constraints. The deployment is getting ready for parallel testing activities.

DG5 Readiness Steering Committee Meeting

Reuth gave an overview of what the Steering Committee can expect during the Sept. 28 DG5-A and the Oct. 5 DG5-B/C readiness presentations. Colleges are currently self-assessing their readiness in

47 total criteria in the following categories: data, security, user acceptance testing, training, college support plans, transition communications, and OCM.

The college PMs will have an opportunity to present and their presidents and/or executive sponsors will have an opportunity to provide verbal feedback before the Steering Committee makes its decision.

UAT Status

Tara Keen provided an update of the DG5 User Acceptance Testing (UAT) Stats, as of Sept. 21, 2021 illustrating where each college is overall, as well as with Sprint 1 and Sprint 2 specifically. Overall metrics ranged from 41% with Grays Harbor and 55% at Whatcom and up to 90% with Big Bend and Bellevue.

Program Risks and Issues

Reuth gave an update on the top risks and issues. See [ctcLink Project Status Report \(Aug. 30 - Sept. 10, 2021\)](#) for details.

She said the team has changed the structure of the Wednesday DG5 PM meeting to include breakout sessions. This has been beneficial as it allows the DG5-B and DG5-C groups to meet and to connect with them more about their risk and issues.

ctcLink Project-Related Commission/Council Topics

No topics were put forward.

Agenda Items for Future Meetings & Meeting Closure

- 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

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