



STEERING COMMITTEE MEETING MINUTES

Sept. 28, 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
- Janelle Runyon, ctcLink Project Communications Manager
- Suzanne Johnson, Green River College, President
- Tom Keegan, Skagit Valley College, President
- Camella Morgan, Green River College, Executive Sponsor
- Dave Ortega, Green River College, Project Manager
- Benjamin St. Germain, Skagit Valley College, Project Manager
- Vanessa Allen, Skagit Valley College
- Rachelle Russell, Skagit Valley College

Welcome

Christy Campbell and Tim Wrye welcomed the committee and guests. Christy reviewed the agenda.

DG5-A Go-Live Readiness Status

Reuth reviewed college readiness, project readiness and the ctcLink Support Organization readiness. Colleges worked hard with their college subject matter experts and the Project team to get us where we are today. See the [ctcLink DG5-A Go-Live Readiness Presentation](#) for details, including mitigation plans.

Reuth explained the readiness assessment process colleges use, explaining there are 47 readiness indicators in seven categories. She expressed her appreciation for the college engagement and partnership in assessing the readiness.

College Readiness

Each college's project manager — Dave Ortega, Green River College, and Benjamin St. Germain, Skagit Valley College — commented on their ratings of the readiness categories (Data, Security, Testing, Training, College Support Plan, Transition, Communications & Organizational Change Management) and reviewed mitigation plans for any outstanding areas.

Camella Morgan, Green River College executive sponsor, and Dr. Suzanne Johnson, Green River College president affirmed, that based on the lengthy review of the readiness indicators, they are prepared to go live on Oct. 11, 2021.

Dr. Tom Keegan, Skagit Valley president, also affirmed that Skagit Valley College is ready to go live with ctcLink on Oct. 11, 2021.

The DG5-A colleges were commended for completing nearly every user acceptance test (UAT) and incorporating organizational change management (OCM) strategies into their post go-live plans as well as their college-communications.

ctcLink Project Readiness

Christy reviewed internal readiness of the ctcLink Project team, which helps colleges through the initiation phase to the go-live/deployment of ctcLink PeopleSoft. She thanked the executive sponsors and PMs for their hard work and patience. Issue and mitigations discussed for the Project included clean-up issues identified during the dry run, Green River College's security user profile clean-up in production for employees, and Skagit Valley College's postponement of the Talent Acquisition Module.

Christy commended both colleges on the completion of their UAT. She stated, "We feel we are in a great position with these colleges to go live."

ctcLink Support Readiness

Grant Rodeheaver reviewed internal readiness of the ctcLink Support team which supports colleges after go-live. He affirmed that SBCTC ctcLink Support is ready for DG5-A colleges to go live with ctcLink. The functional and technical resources to support DG5-A colleges are in place or transitioning to the team from the Project, resources to support security are ready, the Local Configuration Guides are available, dataLink is set up and ready for DG5-A colleges, the Mobile app set up and ready for DG5-A colleges, and there is planned participation in transition (cutover, go-live post support).

Dani Bundy, Customer Support Director, shared that DG5 colleges have been actively engaged in last week's Meet and Great between DG5 colleges and ctcLink Support and developing the plans for the post go-live activities.

Moran Technology Perspective

Paul Giebel from Moran Technology affirmed DG5-A is ready to go live based on continuous quality assurance evaluation results.

Vote

Tim Wrye called for a motion to approve DG5-A colleges (Green River College and Skagit Valley College) to go live on ctcLink on October 11, 2021. Kurt Buttleman moved, Chad Stiteler seconded. The motion was unanimously approved; with Carolyn Tucker voting by proxy due to a family emergency.

Load Testing

Tara Keen shared the [PeopleSoft DG2, DG3, DG4, DG5 Load Testing Results](#). The tests on a production-like environment with respect to architecture, capacity, and configuration of the servers measured the impact of scaling up more ctcLink users. After implementing the recommended changes, including increasing servers, there is sufficient capacity in ctcLink to meet demand. Accommodating increased capacity during peak periods is a manual process. The back-up infrastructure has been put in place.