



STEERING COMMITTEE MEETING MINUTES

Oct. 5, 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

- Dani Bundy, ctcLink Customer Support Director
- Tara Keen, ctcLink Assistant Project Director
- Reuth Kim, ctcLink Quality Assurance, Risk & Issue Management PM
- Susan Maxwell, ctcLink College Advisor
- Shelley McDermott, OCIO Expert PM
- Janelle Runyon, ctcLink Project Communications Manager
- Sherry Nelson, ctcLink Project Communications Coordinator
- Johnathan Rider, SBCTC Infrastructure Services Director

Guests

DG5-B Colleges

Bellingham Technical College

- Walter Hudsick, President
- Chad Stiteler, Executive Sponsor
- Nat Reilly, Project Manager

Big Bend Community College

- Linda Schoonmaker, Executive Sponsor
- Patrick Steele, Project Manager
- Angela Garza, OCM Manager

Whatcom Community College

- Dr. Kathi Hiyane-Brown, President
- Nate Langstraat, Executive Sponsor
- Matthew Connelly, Project Manager

DG5-C Colleges

Bellevue College

- Rodger Harrison, Executive Sponsor
- Maria Rivas, Project Manager
- Marisa Miller, Project Assistant

Everett Community College

- Pat Sisneros, Executive Sponsor
- Sindie Howland, Project Manager

Grays Harbor College

- Ed Brewster, President
- Darin Jones, Executive Sponsor
- Jason Lake, Project Manager

Welcome

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

DG5-B Go-Live Readiness Status

Reuth Kim 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. 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

See the [ctcLink DG5-B Go-Live Readiness Presentation](#) for details, including mitigation plans.

Each college's project manager — Nat Reilly, Bellingham Technical College; Patrick Steele, Big Bend Community College; and Matt Connelly, Whatcom Community 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.

Chad Stiteler, Bellingham Tech executive sponsor; Walter Hudsick, Bellingham Tech president; Linda Schoonmaker, Big Bend executive sponsor; Nate Langstraat, Whatcom executive sponsor; and Dr. Kathi Hiyane-Brown, Whatcom president, each affirmed, that based on the lengthy review of the readiness indicators, they are prepared to go live on Oct. 25, 2021

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.

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-B colleges to go live with ctcLink. The functional and technical resources to support DG5-B 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-B colleges, the Mobile app set up and ready for DG5-B colleges, and there is planned participation in transition (cutover, go-live post support).

Dani Bundy, Customer Support Director, shared that DG5 colleges were actively engaged in meetings between DG5 colleges and ctcLink Support and developing plans for the post go-live activities.

Moran Technology Perspective

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

DG5-B Vote

MOTION: The ctcLink Project Team recommends the ctcLink Steering Committee approve DG5-B colleges (Bellingham Technical College, Big Bend Community College, Whatcom Community College) to go live on ctcLink on October 25, 2021.

Kurt Buttlemann moved, Chad Stiteler seconded. The motion was unanimously approved; with Carolyn Tucker voting by proxy.

DG5-C Go-Live Readiness Status

College Readiness

See the [ctcLink DG5-C Go-Live Readiness Presentation](#) for details, including mitigation plans.

Each college's project manager – Maria Rivas, Bellevue College; Sindie Howland, Everett Community College; and Jason Lake, Grays Harbor 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.

Rodger Harrison, Bellevue executive sponsor; Pat Sisneros, Everett executive sponsor speaking on behalf of Dr. Daria Willis, president; Darin Jones, Grays Harbor College executive sponsor; and Dr. Ed Brewster, Grays Harbor College, each affirmed that based on the lengthy review of the readiness indicators and with mitigations in place, they are prepared to go live on Nov. 8, 2021

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.

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-C colleges to go live with ctcLink. The functional and technical resources to support DG5-C 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-C colleges, the Mobile app set up and ready for DG5-C colleges, and there is planned participation in transition (cutover, go-live post support).

Dani Bundy, Customer Support Director, shared that DG5-C colleges were actively engaged in meetings between DG5 colleges and ctcLink Support and developing plans for the post go-live activities.

Moran Technology Perspective

Paul Giebel from Moran Technology affirmed DG5-C is ready to go live based on results.

DG5-C Vote

MOTION: The ctcLink Project Team recommends the ctcLink Steering Committee approve DG5-C colleges (Bellevue College, Everett Community College, Grays Harbor College) to go live on ctcLink on November 8, 2021.

Choi Halladay moved, Kurt Buttleman seconded. The motion was unanimously approved by all present; with Chad Stiteler and Carolyn Tucker voting by proxy. Carli Schiffner was absent for the DG5-C vote.

Further discussion ensued about the ctcLink Support Organization's concerns about Grays Harbor College (GHC) readiness. Grant said the team is eyes-wide-open about the mitigation strategies and they feel good about the approach. Christy said there is no off-ramp for GHC and no other deployment group to which GHC could move. She has been reassured by GHC'S progress over the last several weeks and a support transition plan is being developed to mitigate additional support for GHC. Tim said other colleges have reached out to help GHC, but they can't help with certain things like testing.

Rodger Harrison asked to hear more about the Grays Harbor College support mitigation plan at the next meeting to get a deeper understanding of plans around additional assistance being provided for GHC.

REGULAR BUSINESS MEETING

Approval of Minutes

Deferred to next meeting.

SBCTC ctcLink Support Organization

SBCTC IT Staffing Update

Grant said hiring is well underway to build out the ctcLink Support team. They completed the interviews for three PM positions. The Security position closes Friday. Remaining positions (two project coordinator, technical PM, integration specialist, two communications) are pending.

Customer Support Update

Dani said the teams are revving up for DG5. All the schedules are out to the colleges. Work is underway on revised [Service Level Agreement \(SLA\)](#) and [Standard Operating Procedures \(SOP\)](#) pages. The [SLA Dashboard](#) analytics will become more accurate as the new SOPs are put in place.

Application Services Environment Updates

Grant reviewed the ctcLink system down times for Bio-Demo Conversions and Weekend Conversions on Sandy's behalf. These times will be finalized in coming days.

Okta and ctcLink Login Update

Johnathan Rider said the Oct. 1 deadline for college employees and students to update their security and password recovery settings in the new ctcLink Login went well.

ctcLink Program Status

Christy gave an update on project status. See [ctcLink Project Status Report \(Sept. 13-24, 2021\)](#) for details.

CampusCE

Susan gave a brief CampusCE update. Two more colleges are using the Phase 1 integration. Some timeline activities have shifted. They have conducted a lot of user acceptance testing, spent some time dealing with environment issues that slowed us down a little bit. They have worked through a number of issues and put in some enhancements, but are still working through a few things. Susan will bring it back on Oct. 19 to request a vote and move Phase 2 into production with 5-B, on Oct. 25.

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

- Oct. 19, 2021 – CampusCE Phase 2 approval, DG5-A post go-live update
- Nov. 2, 2021 - CampusCE Phase 2 update, DG5-A and DG5-B post go-live updates

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