



STEERING COMMITTEE MEETING MINUTES

Oct. 19, 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
- Susan Maxwell, ctcLink College Advisor
- Shelley McDermott, OCIO Expert PM
- Janelle Runyon, ctcLink Project Communications Manager
- Sherry Nelson, ctcLink Project Communications Coordinator
- Sandy Main, SBCTC Application Services Director

Welcome

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

Approval of Minutes

The following meeting minutes were approved as presented: Oct. 5, 2021; Sept. 28, 2021 DG5-B and DG5-C readiness special meeting; Sept. 21, 2021.

Steering Committee Membership

Tim Wrye led a discussion about adding a Deployment Group 6 Executive Sponsor to the Steering Committee. Currently, there is no representation at the Executive Sponsor (ES) level for DG6. Tim noted there are currently no openings on the committee, but he would like to have a DG6 ES at the table to provide input and to keep the other DG6 ESs informed of project progress, concerns and decisions.

Christy asked DG5 executive sponsors Chad, Rodger, Carolyn for their perspective, because she found their involvement very valuable during implementation phase. Whether coming in as voting or listening, DG6 would be very beneficial.

Several voting and non-voting members shared how helpful it was to be on the Steering Committee when their college was in the current go-live group, even as a non-voting member. It was good to have the direct ear of the group and be able to share feedback as it's happening. Choi Halladay noted that the makeup of membership in the original charter was focused on diversity of college business areas (student, finance HR, IT) rather than by deployment groups. He said if adding a DG6 member can be accomplished within the current membership structure (without having to amend the charter) he would be supportive.

Carolyn said it's been very valuable, because it useful to know what is coming up in the big picture. Having the direct ear of the Steering Committee and being able to share feedback as it's happening is beneficial. She said she could have done it as a nonvoting member, too, and that just being present at the table was helpful.

Chad agreed. He suspected the voting aspect of membership was more critical in prior days, but the ship is moving and not going to change direction, so voting is perhaps not as significant now.

Tim will reach out to the DG6 ES group prior to the next Steering Committee meeting regarding a representative to sit in on the meetings.

CampusCE Phase 2 Approval – ACTION

Susan Maxwell reviewed CampusCE Phase II integration to recommend the committee take action to approve Phase II. For details, see [CampusCE Phase II recommendation, Oct. 19, 2021](#)

- Phase I included course and class build in ctcLink PeopleSoft, adding fees (recommend in class), CampusCE pulls data each morning.
- Phase II includes student enrolls and pays in CampusCE (or manual by staff); real time integration sends data to PeopleSoft and a response is returned to CampusCE; student profile through to payment is processed in PeopleSoft.
- Phase III will include additional automation and enhancements

If approved, Phase II will be moved into production with DG5-B and be available Wednesday, Oct. 27. Colleges work with CampusCE on timing to implement the integrations locally.

What the integration will not do

These are decisions intentionally made by the integration team based on functionality of both systems.

- Drops must be done manually. First in CampusCE and then in PeopleSoft. In both systems you will need to determine what to refund and how.
- Additional fees cannot be added with a class at this time. The integration is only for classes and fees you have on the classes. Discounts WILL work.
- Backdating. You can register students for a class the day after a class starts if you have it set up this way.
- Refunds must be done first in CampusCE and then manually in ctcLink PeopleSoft.

Motion

Approve Phase II (enrollment and payment) of CampusCE integration to be moved to Production during the DG5-B Go-Live weekend Oct. 22-25, 2021. Colleges live in ctcLink can determine when to begin using this integration, which will be available to use beginning Wednesday, Oct. 27, 2021.

Choi moved, Chad seconded. All in favor—no abstentions.

Choi noted that the look/feel and user options at every college within a product line vary and get fragmented. At some point, there may need to be conversations around that.

DG5-A Go-Live Recap

Christy said the conversion activities went very well overall. There was an issue over the weekend with a refresh taking longer than expected, so we had a quick meeting with the DG5-A PMs on timing. The collective decision was to delay college validation by 30 minutes, but still keep the 6 p.m. leadership meeting as planned. We made that shift in the schedule and it worked, thanks to the 5A PMs working closely with the teams.

Tara held a Security Safe Room, which the PMs like. Dani said things were smooth Monday morning. Explained GRC didn't find the post go-live sessions helpful, because they wanted to jump right in and didn't need the 100-level review. Wanted to jump straight to 200-level. Resultant change is for support session teams to check in with each group prior to meeting to check their level of knowledge, what they need, and where to start with content.

Today is payroll cutoff so Skagit and Green River are in that Webex (with other colleges). Deadline is 5 p.m. tonight. Skagit's payroll is executed by BC staff, so they are in the system doing that work.

Tara gave an update on Security room. It's going well, but there were some early Okta issues. They brought SBCTC IT in to see what users are seeing, so they could take that back to the vendor. Certain combinations of characters were acting up; a minor issue, with not many affected.

Other than that, simple questions and clarifications. This first group very well-versed, experienced in managing their own security. We were merely a safety net; it was very quiet, very positive. Excited to be on ctcLink and doing well self-managing their security.

Carolyn thanked SBCTC. Skagit Valley College teams were prepared and upbeat. They had a few things pop up (build 100 jobs), but this was to be expected. She said that because they followed the Go-Live Guides, especially Executive Sponsor Guide and Communications Guide, their college was really well-prepared. The guides made it easy to send out soundbites and messages to the college: “Here is what you need to do today, etc.” to managers, employees, students.

Carolyn said everyone promised them that if they stole and copied things (ctcLink web content, forms, messages, etc.) from other colleges, they’d be fine. She didn’t believe them, but it was true! They are adding FAQs for supervisors. Hoping to hand those off to the next colleges. Tim said he’d love to see those, too. Tim pointed out that as the base of users grow, there is more knowledge to share.

Skagit Valley College is looking forward to everyone getting paid! Carolyn said Bellevue College was fantastic to work with on the payroll go-live. Everett Community College and Bellevue should feel good about going live. Financial Aid was a little worried to start testing thing out. Starting that on Thursday. Being the new kid on the block, they didn’t know what to expect, but are really pleased with team is doing.

Skagit Valley scheduled time yesterday with Whatcom and Bellingham HCM pillars to share some Lessons Learned with them. Carolyn said she has a halo of optimism around her and hope it stays. Christy said they have noticed that the colleges’ learning has improved as the project methodology has improved.

SBCTC ctcLink Support Organization

Customer Support Update

DG5-A Support Update

Covered above.

Overall Customer Support Update

Dani said the teams are working with live colleges and new colleges. She thanked Sherry Nelson for updating the revised [Service Level Agreement \(SLA\)](#) and [Standard Operating Procedures \(SOP\)](#) web pages. The [SLA Dashboard](#) analytics will become more accurate as the new SOPs are put in place. After DG5-C, the team will run some analytic queries to ensure they are following the SOPs.

Application Services

Environment Impacts Update

Sandy reviewed the upcoming environment impacts, which are all related to supporting DG5-B and DG5-C go-lives:

- Bio-Demo Conversions
 - DG5-B: Thursday, Oct. 21, 2021, 9 p.m. – Friday, Oct. 22, 2021, 4 a.m.
 - DG5-C: Thursday, Nov. 4, 2021, 9 p.m. – Friday, Nov. 5, 2021, 4 a.m.
- Weekend Go-Live Conversions
 - DG5-B: Friday, Oct. 22, 2021, 3 p.m. – Monday, Oct. 25, 2021, 7 a.m.
 - DG5-C: Friday, Nov. 5, 2021, 3 p.m. – Monday, Nov. 8, 2021, 7 a.m.

ctcLink Support Staffing Update

Grant said Shelia Sloan has been hired as the Associate Director for Security and will start Nov. 1. She worked with us a couple of years ago as a contract employee to help with the security redesign. She currently works with Georgia College system and brings a lot of depth in her background of our

college system and PeopleSoft security model.

In App Services, an Integration Engineer position posted late last week and closes next week. Data Services has two new positions: one started yesterday, one starts on the Oct. 25. Report Developer interviews are scheduled this week. In Customer Support, two analysts in training positions to be posted. Project coordinators, communications and a technical PM are yet to be posted.

ctcLink Program Status

Christy gave an update on project status. See [ctcLink Project Status Report \(Sept. 27 – Oct. 8, 2021\)](#) for details.

Overall Project Status

Christy gave a brief update on DG5 and DG6. Christy said we are putting together a plan with Dani and the support team for Grays Harbor College (GHC) to ensure they can be successful post go-live.

She gave an overview of the mock/dry run, which includes a mock leadership meeting to walk through those Sunday go-live activities and decision meetings. There were a few security surprises and timing issues, which is why the Project does the dry run; this allows us to course correct for the real go-live.

Tim asked if there was anything else to discuss to support GHC. Susan said they have all new staff. If colleges have people really good in particular areas – especially in Campus Solutions—and would be willing to spend an hour or so on a Webex with GHC. Clark, Centralia and Lower Columbia College have agreed to do a session. Susan is facilitating that involvement so GHC can see what it is like from a college-to-college perspective. Dani said they may need help with post go-live activities. Might do sessions with other colleges and GHC after go-live, so could need volunteers post go-live.

Christy said DG5-B and DG5-C PMs are just ready for implementation to be over. They want to get on ctcLink. They are ready and waiting, but still preparing their colleges.

DG6 Update

It's a difficult time in the implementation for DG6, just as it has been for previous DGs. It usually gets better once User Acceptance Testing (UAT) starts. Colleges working on Security workbooks, training, and preparation to begin UAT on Dec. 13.

Program Risks and Issues

Reuth gave an update on current risks and issues. See [ctcLink Project Status Report \(Sept. 27 – Oct. 8, 2021\)](#) for details.

Risks

Not Completing UAT Activities

UAT testing is not being completed in a timely manner due to personnel restraints. Mitigation: ctcLink team have deployed personnel resources to work closely with college pillars. College PM has developed an extensive testing plan and college has made great progress.

New SMEs not prepared to handle the transition

Replacing the SMEs leaving with new personnel has created a new issue with training. College Mitigation: Onboard new employees with proper training immediately upon hire, pillar leads and supervisors monitoring closely. ctcLink Mitigation: Providing Grays Harbor College with sample training plans from other colleges.

Vaccine mandate for Project team (Risk #168) and Vaccine mandate for Colleges Risk #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. 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.

Issues

DG6 Work Package Readiness

DG6 PMs are struggling to prepare for SBCTC ctcLink work packages. There is concern for go-live conversion quality and accuracy as the PMs try to keep their institutions up to pace with the project activities. With the volume of deliverables growing in preparation for conversion cycle 4, testing sprints, & within security set-up, the PMs believe that readiness metrics that SBCTC has outlined are not being considered in the quality for their institutions' conversions & deployments.

Update: Christy met with the DG6 PMs to discuss their concerns. One of the action items will be utilizing the DG6 Milestones Tracking & Readiness and utilizing cycle 4 & 5 dashboards. This will provide more clarity on work packages.

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 (scheduled to go 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.

Update: Legacy team has extract and ctcLink team is working on import. For the timeline, we are not certain if it will be ready for DG5-B or DG5-C but no issues with DG6.

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 a future job at SBCTC or elsewhere is not secure.

Mitigation: We have mitigated by hiring consultants to fill positions where we have lost resources. Transition planning is underway for ctcLink Project resources that have been hired for the Customer Support team.

ctcLink Project-Related Commission/Council Topics

None noted.

Agenda Items for Future Meetings & Meeting Closure

- Nov. 2, 2021 - CampusCE Phase 2 go-live update, DG5-B Go-Live Recap, DG5-A Check-in
- Nov. 16, 2021 - DG5-C Post Go-Live Recap, DG5-A and DG5-B post go-live updates

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