



# STEERING COMMITTEE MEETING MINUTES

Nov. 2, 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
- Chris McLain, Lake Washington ES
- 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 October 19, 2021 meeting minutes were approved as presented.

## Steering Committee Membership follow up

Tim Wrye introduced Chris McLain, CIO and Executive Sponsor for Lake Washington Institute of Technology. He will be serving as a non-voting member to both gather input for his colleagues and to provide the Steering Committee with timely feedback for the interests of DG6.

## Go-Live Updates

### DG5-B Go-Live Recap

Christy said DG5-B was the smoothest go-live weekend yet. We are definitely seeing improvements in methodology as we move through the DGs, and adoption by the colleges of ctcLink.

Chad said Bellingham Technical College has been pleasantly surprised it's going as well as it is, but they are also stressed out and exhausted. They are very appreciative of the ctcLink support rooms; especially the extra after-hours support on Payroll last night. Chad expressed his gratitude to Linda Mellott, HCM PeopleSoft Functional Analyst, who stayed on until well after 6 p.m. to support the college payroll teams.

Chad said Financial Aid disbursements are going out today. Accounts Payable cut checks on go-live Monday and were pretty excited about that. They are having purchase requisition training today for about 20 employees. We are grateful for the support and glad to be moving in one direction. It's good to have the "future" here. The appreciate the colleges that went before them and are very glad they were in Deployment Group 5.

Grant reported for Dani that Customer Support has been pretty quiet with no surprises. Kudos to improved engagement of the colleges. Today is payroll cutoff and all colleges in DG5-A and DG5-B are in a good place to finish up this evening. Student Finance Project team is working with SF

Support to help colleges with tuition calculation and balancing funds. He said the progress and improvements made by each deployment has really paid off. While things are not without some issues, it's as smooth as you could hope.

Tara said the Security safe room has been mostly simple questions and no major issues. It has been very pleasant, which is a shift from previous groups.

Christy said the work Tara and team put into the security methodology has made all the difference. Tara gave kudos to the colleges' local security administrators for their sweat equity. They've had to dig in, learn and adopt a whole new way of doing security. It's been a group effort and partnership.

## DG5-A Check-in

Tara said a couple items were identified around the backend of ctcLink Mobile. Minor tweaks are being made to benefit DG5-C and DG6 short-term and will turn to long-term fixes.

## SBCTC ctcLink Support Organization

### Customer Support Update

DG5-A/DG5-B Support update was covered above. The [Production Update \(SBCTC ctcLink Support\), Oct. 25, 2021](#) was distributed.

### Application Services

#### Environment Impacts Update

Sandy reviewed the upcoming environment impacts, related to supporting DG5-C go-live:

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

## ctcLink Support Staffing Update

Grant said Shelia Sloan started Nov. 1 as Associate Director for Security. The Integration Engineer position closed Friday and interviews are being scheduled. Data Services completed final interviews for the Report Developer position and selection will be announced in the next week. Two analyst positions for the Training team in Customer Support posted today. The positions left to post are two project coordinators, communications, and a technical PM.

## ctcLink Program Status

Christy gave an update on project status. See [ctcLink Project Status Report \(Oct. 11-22, 2021\)](#) for details.

### Overall Project Status

DG5-A has fully transitioned to Support.

### Budget Summary

Christy said the Project is continuing to track to budget. There is not a lot of contingency and additional funds remaining, so watching budget closely, especially now that we know which resources are transitioning to Support. She and Tysha will review the budget employee by employee with as many as 10 people are retiring or leaving SBCTC after the Project ends, so payouts need to be taken into account. We have 12 to 14 consultants right now, some who are critical.

### Status by Deployment Group

#### DG5-C Update

Everett reporting yellow due to staffing concerns (vacancies, resignations). GHC has had significant staffing challenges. I expect yellow to continue overall. Lots of great work by all teams to prep for these go-live weekends.

## **Grays Harbor College Support Plan**

Shanda Haluapo gave an overview of the GHC post go-live support plan. Project expertise will be on campus to assist and facilitate problem-solving. This is a supplement to the ctcLink Customer Support provided to other colleges.

GHC needs this additional support because the college did not participate in the implementation methods in key areas (e.g. did not attend required trainings and did not complete their business process Change Action Plans). They have also lost a lot of employees. They have come a long way, but UAT was a struggle.

The Project is sending three Project PMs (one each from Finance, Campus Solutions and HCM). They will be co-located on site to help triage for support. The overall goal is that by the end of day three GHC SMEs will be able to fully engage and participate in the Support Webex sessions provided by ctcLink Support. GHC staff also engaged with other colleges last week to learn about ctcLink processes.

Chad pointed out the first few days after go-live are relatively low-stress compared to conducting the first critical actions (such as financial aid disbursements) and asked about support for GHC when they reach those activities. Shanda said that with people on the ground, they will be assessing how it's going, answering any questions, and making sure they are connecting with the right resources to help them. Each day, the GHC Support Project team will debrief where they're at. On Wednesday, Nov. 10, they will assess what, if anything, else needs to happen.

### **DG6 Update**

Bates is reporting yellow due to loss of staff, most notably around Finance.

Prepping for Cycle 4 data validation, which will be a practice/mock of go-live. Colleges are working on Security work. Working with colleges on parallel testing, and prepping for upcoming UAT. Some training for UAT has begun. DG6 colleges are moving very quickly toward UAT which begins Dec. 13. UAT Sprint 2 is when things begin to click for colleges.

Chris McLain said Lake Washington is feeling the burn as staff anxiously await the work ahead. They feel like they are in a pretty good spot, but see the very tight timeline ahead. They are trying to dot all the I's and cross all T's so they can roll through testing and be ready to go live at the end of February.

## **CampusCE Phase II go-live update**

Susan Maxwell gave an update on Phase II implementation and utilization. At this time, only two DG5 colleges are taking advantage of the Phase 2. Green River and Skagit Valley are the two colleges that have asked for access to be turned on for them. GRC has started enrolling students.

Bellevue and Everett use CampusCE and Bellevue plans to start opening up enrollment after go-live. Christy noted there will be a Phase III CampusCE integration. Susan is working on that scope now and discussing what it means.

## **Program Risks and Issues**

Reuth gave an update on current risks and issues. See [ctcLink Project Status Report \(Oct. 11-22, 2021\)](#) for details. She noted some items open from DG5 A/B will be closed soon. Just waiting for DG5-C to go live before closing out DG5 risks and issues.

### **Risks**

#### **SME burnout risk**

Extraordinary amount of overlap of different tasks on fairly small number of already overworked SMEs will coincide with end of Fall quarter. Concern over stress and burnout leading to loss of more key SMEs. Walla Walla PM provided more specifics on which areas are impacted more (FIN/SF).

#### **Not Completing UAT Activities**

Grays Harbor College was not completing UAT testing in a timely manner due to personnel restraints. Mitigation: ctcLink team has deployed personnel resources to work closely with college pillar areas.

College PM has developed an extensive testing plan and college has made great progress recently.

### **Vaccine mandate for Project team Risk #168 / Vaccine mandate for Colleges Risk #167**

We have been able to “mitigate” for the most part. Christy noted that the DG5-A vaccination attestation data has been validated by the project team. Discussing now when the data can move to ctcLink. Next up will be DG5-B; then DG5-C after they go live.

Christy said the vaccine mandate issue has not impacted the Project team. It has affected colleges, but they have been able to mitigate. From a Project perspective, we no longer consider it a risk.

## **Issues**

### **DG6 Work Package Readiness**

The Project is working to give colleges more information in advance. The DG6 Milestones Tracking & Readiness google sheet was developed and has been delivered to the colleges and will be reviewed on a weekly basis during PM meetings. This will help ensure that we are tracking status and progress closely with the college PMs.

### **Vaccination Attestation Solution**

Legacy and ctcLink teams have developed the extract and load program and process. It has been tested and signed off by CS team and HCM team. For DG5 colleges, this conversion can happen in alignment when students are released into PS. DG5-A data has been validated by Project team and will be uploaded over this conversion weekend. Will validate DG5-B next and DG5-C after they go live.

### **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. We 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. Out of 42 team members, we considered seven at risk. Two or three were mitigated; one is particular resource is critical and has been mitigated for retention to the end. The final go-live (DG6-C) is May 9 and the official Project end date is June 30, 2022.

## **Moran QA Report**

Paul Giebel reported they are still positive about delivery of the remainder of the ctcLink Project. The fact we have open communications between the support organization and colleges – and colleges supporting each other – lends credence to the ability of the Project to deliver and overcome issues (e.g. GHC readiness). More resolution around the staffing has been beneficial. We’ve gotten past the vaccine mandate situation. While not diminishing the impact to colleges, loss of resources due to not vaccinating wasn’t as big an impact as they projected.

## **ctcLink Project-Related Commission/Council Topics**

Instruction Commission had its fall meeting a week ago, but nothing to report. The Student Services Commission meets later this week. Carly Haddon said she is open to looking for a DG6 college rep to take her place as the Research & Planning Council representative on the Steering Committee.

## **Agenda Items for Future Meetings & Meeting Closure**

- Nov. 16, 2021 - DG5-C Post Go-Live Recap, DG5-A and DG5-B post go-live updates
- TBD: DG5 lessons learned, Planning Budgeting & Cloud Solution

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