



STEERING COMMITTEE MEETING MINUTES

Nov. 16, 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

Due to lack of quorum, the Nov. 2, 2021 meeting minutes will be approved at next meeting

Go-Live Updates

DG5-C Go-Live Recap

DG5-C Overall

The DG5-C conversion went well overall. There were some issues with items not converting for Bellevue, but that has been resolved. Chad Stiteler said they worked hard to earn a smooth process on go-live weekend. Things are feeling good thus far. They open ctcLink to students tomorrow, so things will get busier. He thanked everyone for their help and participation.

Christy shared the tragic, sudden loss of HCM/Conversion team member, Don Wheeler, over go-live weekend. Tara said his death has profoundly affected the team as he was a good friend and pivotal member of conversion team. He had been unwell with cancer, but it was a shock to learn he passed away. You don't realize how central an individual team member is until they are gone.

Grays Harbor College Support

Christy gave an overview of the additional support provided Grays Harbor College due to their low training rates and low participation in UAT. College staff were engaged and participating while the three project team members were on-site at GHC. GHC staff have really stepped up and are now in the regular DG5-C support sessions, along with Everett and Bellevue.

SBCTC ctcLink Support Organization

Customer Support Update

DG5-C Post Go-Live Support, Activities

Dani said things are going well, with colleges engaged with workshops. GHC has moved over to the

Post Go-Live Webexes. Nothing major has arisen and things are going fairly smoothly.

DG5 A/B Support Update

Dani said it's going very well overall for DG5-A and DG5-B. The Support team is planning to offer additional open Webexes to further support the DG5 colleges post go-live. They are looking at providing open Webexes beginning in December in the different module areas to make sure we are there for specific questions.

At the new year, Support will resume its weekly workshops in the pillar areas. Dani and Roger meet weekly with all the ctcLink college PMs and will continue going forward to go over any issues and share best practices. It's also a great way for colleges to network with each other around ctcLink.

ctcLink Support Staffing Update

Grant said the Integration Broker position closed and they are looking to schedule interviews. The Technical PM and Communications positions are yet to be posted.

They are currently working with staff transitioning from Project to Support on establishing percentage of time in new roles.

Tim thanked SBCTC for the new Security role. He said Shelia Sloan has managed to close out several items that have been outstanding for some time, in very short order.

ctcLink Program Status

Christy gave an update on project status. See [ctcLink Project Status Report \(Oct. 25 – Nov. 5, 2021\)](#) for details.

Overall Status

Project is on track for schedule, scope and budget. Looking at the schedule for Planning & Budgeting Cloud Services (PBCS) which will be on the next meeting agenda.

RTM is still a working document. Received approval from OFM on Gate 7 certification. Next OCIO needs to approve.

The focus is on DG6 now as we finish up system integration testing (SIT) in preparation for DG6 UAT. Colleges are continuing with preparation for Cycle 4.

Bates is struggling with staff resources and meeting critical deadlines. The Project team has reached out to their PM and Executive Sponsor.

Status by Deployment Group

DG6 Status Update

Christy noted the timelines are now broken out by DG6-A and DG6 B/C given the different timing for those three go-lives.

DG6-A

This group has begun payroll parallel testing work. End-User Training has begun for pre-UAT preparation.

DG6-B

DG6-B and C have additional parallel activities that go through March 2022, as well as additional UAT time that they may be able to leverage and continue testing.

Overall, both groups are on target. Christy met with DG6 executive sponsors. She had initially asked DG6-A to look at a Plan B/alternative go-live date, but DG6-A executive sponsors were not interested in that. Instead, they would like more information and lists of any critical issues/markers to watch out for as they move toward readiness recommendations.

CampusCE Phase II Go-Live Update

Christy explained that at the last Steering Committee, it approved Phase II for colleges to implement the Phase II integration when they were ready. Tim said there appeared to be questions about how

the decisions were made. At the decision point presentation before the vote, he heard that everyone was supporting the integration, but some were choosing not to use it yet. Since that vote, there have been concerns/comments that the reason colleges chose not to use Phase II yet is because they didn't think it was functional and ready to use.

Susan Maxwell shared an updated slide showing status of colleges with a comment column.

LCC said "no" but it got changed to "yes" in slide deck which was an inadvertent mistake. The others were a "yes," meaning ready to use. Two DG4s and DG5 colleges are moving forward. Olympic expected to be on soon as they are doing testing. Some colleges are dealing with CyberSource issues, others still working through how ctcLink works, while others are new CampusCE users altogether.

Green River, Skagit and Bellevue (later today) are live on Phase II. GRC ran into issues when they first went live. The last date to enroll had already passed, which then required some manual work. They have since corrected that. Or, trying to register students before the open enrollment date (so have to manually override it.)

Tim said he heard that for Highline the issues are mostly around student financial transactions. There are too many issues that are manual workarounds for them to implement now. ctcLink is supposed to be the system of record and CampusCE should integrate the financial transactions with ctcLink, too.

Tim said he wants a collective, clear conversation with CampusCE to resolve current issues. He is not happy about CampusCE saying "no, we can't do that" when these were requirements of the original RFP. He said we need to be clearly translating the colleges' votes to Steering Committee in the future. Christy agreed to bring more data to future discussions about CampusCE.

Program Risks and Issues

Reuth gave an update on current risks and issues. See [ctcLink Project Status Report \(Oct. 25 – Nov. 5, 2021\)](#) for details.

Risks

Large number of key SMEs not prepared for ctcLink (#173)

Grays Harbor College closed out this risk as of this morning.

Vaccine mandate for Project team Risk #168 / for Colleges Risk #167 - closed

We have been able to "mitigate" for the most part. 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.

SME burnout risk (#174)

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).

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 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. Christy noted that the DG5-A vaccination attestation data has been validated and uploaded by the project team. Next up is DG5-B; then DG5-C.

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.

ctcLink Project-Related Commission/Council Topics

No topics or issues at this time. Carly will follow up with Tim on a few items.

Agenda Items for Future Meetings & Meeting Closure

- Dec. 28, 2021: Holiday break – no meeting
- Nov. 30, 2021: PBCS Timeline
- Dec. 14, 2021: DG5 Lessons Learned presentation
- DG6 Go-Live Readiness Steering Committee meetings:
 - DG5-A: Feb. 15, 2022 (special meeting)
 - DG6-B: April 5, 2022
 - DG6-C: April 19, 2022