



STEERING COMMITTEE MEETING MINUTES

Nov. 30, 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 Schiffrer, 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
- Shanda Haluapo, ctcLink Communication/OCM Liaison

Welcome

Tim Wrye welcomed the committee and guests.

Approval of Minutes

The Nov. 2 and Nov. 16, 2021 meeting minutes were approved as submitted. Choi Halladay abstained on Nov. 16 minutes vote as he was not in attendance.

SBCTC ctcLink Support Organization

Customer Support Update

DG5 Post Go-Live Support, Activities

Dani reported that all of the DG5 colleges have gone live on ctcLink. There were post go-live support concerns and the college project managers (PMs) have been great about reaching out to resolve those concerns. Support is holding additional weekly Q&A sessions per pillar over the next month. Dani hopes these support sessions will help the colleges and ease the number of tickets. In addition, ctcLink Customer Support is holding a lot of Webex Support Sessions to support all of the live ctcLink colleges, including sessions with financial aid to support colleges with aid year roll-over and payroll activities.

Currently, there are around 600 tickets open and the team is preparing to analyzing the tickets. Some are fairly old and they are looking to see if some are resolved and just not closed.

The team has implemented the new, revised Service Level Agreement and Standard Operating Procedure internally; so far, the implementation has been going okay. Dani will be setting up time with the staff to revisit their responsibilities, as stated in the SOP, regarding their responses with the ticket system.

Rodger Harrison thanked Dani and her team, acknowledging their work and effort to making sure

people in DG5 feel heard. Kurt Buttleman expressed appreciation for the ctcLink Customer Support team for not losing sight of the colleges' needs who are already on live ctcLink.

Application Services

Production Update and Environment Impacts Update

Sandy reminded the committee about the two upcoming outages. The first one will take place on Dec. 11, 2021 to apply the tax update to HCM. The second one will apply parts of the CS PUM/image on Dec. 18, 2021. The SBCTC IT Division reviewed the software update specifics and finalized the list about which elements they will include in the Dec. 18 update.

Maintenance & PUM Releases

ctcLink Application Services is working with Managed Services to apply the routine Oracle updates. If an outage is necessary, they will let the system know.

ctcLink Support Staffing Update

Grant reported that the two training positions and the student finance positions have closed and they received a great candidate pool. Interviews are being scheduled for the integration specialist.

They are waiting to post the two communication positions. In addition, in January a technical PM and two project coordinators positions will be posted.

ctcLink Program Status

Christy gave an update on project status. See [ctcLink Project Status Report \(Nov. 8-19, 2021\)](#) for details.

Overall Status

All DG2, DG3, DG4, and DG5 colleges are all deployed.

DG6 colleges are engaged in conversion Cycle 4. The project took a snapshot on Oct. 15 to do some class build activities to complete as much course cleanup as possible. The Cycle Four activities all lead to making sure the project team has prepared the UAT environments and the college's readiness for UAT that will begin Dec. 13. The ctcLink project team has already made improvements to the UAT process based on lessons learned from DG5.

Tara Keen shared the impact of the passing of Don Wheeler, a critical resource and friend, at the end of the DG5-C go-live weekend on project activities. She shared that the project will be able to make the timelines outlined to prepare for UAT.

Budget Summary

Christy reviewed the budget. The majority of the budget is employees and consultants. CampusCE is requiring additional dollars. The ctcLink project is tracking almost \$300,000 under budget overall and for Stage Gate 7. They expect to expend the total budget by the end of the project due to employee leave pay-out.

DG6 Status

All DG6 colleges are tracking green with the exception of Bates Technical College. Bates is encountering issues: loss of staff, executive sponsor transition, not completing or submitting assignments and security workbook, etc.

DG6 colleges are busy, especially DG6-A. Christy presented the DG6-A timeline. She will present to cELC about the DG6-A timeline, identifying that the DG6-A timeline is a risk. She shared that the DG6-A Executive Sponsors are committed to make sure they will stay on the timeline. They have committed to addressing any issues and meeting the deliverables to stay on the target of the timeline. The ctcLink Project team is watching closely because there is no float in the schedule and no room in the budget beyond the DG6 timeline.

DG6 colleges are preparing for UAT. They are engaged in UAT pre-training and finishing up any security work. They are making good progress. It is important for DG6 colleges to track UAT case tests completion because this helps the ctcLink project team know if they need to do an additional check-in.

UAT Sprint 1 begins Dec. 13 and runs through Jan. 12, 2022. The timeline includes two additional weeks for Sprint 1 to account for the last two weeks of December as holiday/vacation. There will be no ctcLink project support available the last week of December; this is a project down time.

For DG6-B and DG6-C, there will be activities in March and April, including payroll parallel testing and other dry run activities.

Program Risks and Issues

Reuth Kim, Tara Keen, and Christy Campbell gave an update on current risks and issues. See [ctcLink Project Status Report \(Nov. 8-19, 2021\)](#) for details.

Risks

Risk of SME Burnout

College PMs continue to communicate the impact to SF/FIN SMEs. ctcLink team will work with the colleges and make accommodations (example: extend deadlines where possible).

Issues

DG6 work package readiness

DG6 colleges are gearing up for UAT and other work package activities. The colleges are developing their security plan in phases and in preparation for UAT. They are identifying some issues with colleges who have been unable to complete the assignments.

The DG6 PM meeting format has been changed to 1.5 hours, with the last part of the meeting designated to meet with individual sub-deployment groups. The project has already begun to meet with DG6-A individually. They will begin to meeting individually with sub-deployment groups B and C in January.

Christy shared that the ctcLink Project team is more in-tune with colleges that may be struggling based on their experiences with previously-deployed colleges. She asked if there is a member on the ctcLink Steering Committee who serves in an executive leadership role over Administrative Services who will volunteer to reach out to the executive sponsor at a DG6 college that may be struggling. Choi Halladay volunteered. Christy will follow-up with Choi.

Vaccination Attestation Solution

Grays Harbor College, Bellevue College, Everett Community College and Bellingham Technical College have their vaccination in external data storage, rather than in Legacy. Currently, the ctcLink Project team and Legacy team are coordinating getting the data into Legacy to extract it and put it in ctcLink.

ctcLink Project Team Resources

If ctcLink project team resources resign, the team has been able to hire consultants to fill those positions. Transition planning continues for ctcLink Project resources that have been hired for the ctcLink Support team.

Moran QA Report

Paul Giebel shared they completed their last round of QA interviews right after DG5-C deployed. Moran is very confident and comfortable in the ctcLink project's ability to deliver and to lead DG6 to a successful ctcLink go-live. There are three points they want to bring out.

1. Concern about Bates Technical College's ability to get to the deadline. Some of the lessons the project learned with Grays Harbor College can be applied to BTC.

2. Concern for the emotional well-being of the ctcLink project team due to the passing of a key project team member who held a wealth of project knowledge. Paul shared it is worth continuing to pay attention to and monitoring the team's mental health over this significant loss.
3. Excited about having to focus only on one deployment group; funnel focus on DG6.

Planning & Budgeting Cloud Services (PBCS)

Christy shared the timeline to roll out the PBCs separated by deployment groups. The schedule identifies the timing for gathering configuration requirements, UAT, training, go-live, and post-deployment support. Christy identified that the tool has been a bit of disappointment, because it is not the tool the colleges were expecting: PBCS is a tool built primarily for the budget offices at the institutions rather than the those who manage the budget, e.g., deans, executive leadership, etc.

Christy asked people to be aware that implementing PBCS is not a heavy-lift like implementing ctcLink. It takes around four to six months and the engagement of the colleges is much more straightforward and requires fewer people. The primary time commitment includes the walk-throughs after it is configured and training to use the system. Christy reemphasized that PBCS implementation is by no means comparable to the ctcLink implementation.

ctcLink Project-Related Commission/Council Topics

No items. ITC is interested in the cause of ctcLink being unexpectedly down earlier in the day and would like to have a conversation about load testing.

Agenda Items for Future Meetings & Meeting Closure

- Dec. 14, 2021: DG5 Lessons Learned, OCIO update
- Dec. 28, 2021: meeting cancelled
- Feb. 8, 2022: load testing results in advance of DG6
- Feb. 15, 2022: DG6-A readiness *special meeting*
- April 5, 2022: DG6-B readiness meeting
- April 19, 2022: DG6-C readiness meeting
- Add RTM to a future agenda