



STEERING COMMITTEE MEETING MINUTES

Dec. 14, 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 Tech 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 and Christy Campbell welcomed the committee and guests.

Approval of Minutes

The Nov. 30, 2021 meeting minutes were approved; Choi Halladay moved for approval and Chad Stiteler seconded. There were no objections.

ctcLink Executive Leadership Committee & WACTC-Technology

cELC Meeting Recap, Dec. 2, 2021

Christy Campbell summarized the cELC Dec. 2, 2021 meeting. She reported that Paul Giebel from Moran Technology Consulting shared that they are confident in the ctcLink Project's ability to deliver and that the ctcLink Project team will lead DG6 to successful go-live with ctcLink. They have three concerns:

1. Concern for the emotional well-being of the ctcLink Project team due to a loss of key project team member who had a wealth of project knowledge. Paul shared it is worth continuing to pay attention to and monitor the team's mental health over the significant loss of Don Wheeler, who passed away the Sunday of DG5-C go-live.
2. Concern about Bates Technical College's ability to get to the deadline.
3. The budget and timeline have no float and must stay on target.

At the December cELC meeting, Dr. Morrison shared the positive activities Lake Washington Institute of Technology is engaged in and planning. Overall, the project's status seems to be reaching the college presidents. Christy stated that information-sharing with all the Presidents can be improved by drafting the critical messages in bullet form at the end of the cELC meetings to be shared at WACTC meeting as well as and continue to communicate that DG6 risks are shared risks for the whole system. The DG6 colleges need the support of the system to get to the finish line.

Tim Wrye concurred with Christy and added that the presidents also heard how well the DG5 deployment went and positive projections regarding the look ahead for DG6.

WACTC-Technology Strategic Technology Advisory Council (STAC) ctcLink Governance Update

Grant Rodeheaver shared that STAC is assessing and revising the ctcLink governance model to prepare for post ctcLink Project . In the last STAC meeting, they reviewed the current and future ctcLink governance structures. They performed a use-case scenario in their review of current governance process and future governance process. Grant pointed out that different cases may require additional state groups to be involved; therefore, it is helpful to conduct multiple use-cases of the governance process.

In the next STAC meeting, they will be doing more use-case scenarios and running those through the current and future-state of governance to find other opportunities for improvement. STAC invited ctcLink Working Group members to their January meeting to get their perspective and insight of what is needed in the future-state governance model.

DG5 Lessons Learned Report

Shanda Haluapo shared the major themes from the DG5 Lessons Learned. She shared that the ctcLink Project team is committed to continuous improvement and makes real time improvements when things are not working or feedback is brought up. The results of the DG5 Lessons Learned came from ongoing meetings with Project Managers (PMs), subject matter experts (SMEs), and Executive Sponsors (ESs) throughout the completion of the work packages. In addition, seven focus groups were conducted; one with each of the sub-deployment project managers and executive sponsors and one with the ctcLink Project team as well as two key informant interviews with the ctcLink Project leads.

Overall, there have been significant improvements made to the ctcLink Project implementation methodology as evidenced by the absence of overlap between DG4 lessons learned and DG5 lessons learned. Of particular note are the following improvements and results between the two deployment groups:

- New and improved strategies, training, and communication related to student financials
- Increase in meetings with individual college project managers and teams
- Guiding colleges through preparing for post go-live
- Impact of the additional practice of final data validation activities during Cycle 4 data validation, Mock Go-Live Dry-Run
- Significant improvements in learning and applying security
- Substantially reduced conversion errors due to increased completion of User Acceptance Testing and data clean-up
- DG5 colleges requested more “advanced” ctcLink post go-live support sessions

Shanda identified six major themes of the lessons learned: importance of college leadership engagement, preparing for go-live, resource planning, training, security, and transition to support. She went through the recommendations/lessons learned for each of the six themes.

Shanda invited the committee members to review the full report, [DG5 Lessons Learned Report](#), posted on the [ctcLink Deployment Group website](#); she announced the summary is on pp. 6-8 and details on pp. 9-19.

Susan Maxwell shared how much work has been produced and recommended using the ctcLink work products already available. Susan pointed out that the content of many of the how-to guides is

in Quick Reference Guides (QRGs) at the ctcLink Reference Center and suggested to link to those guides; the guides will be changed as necessary. She stressed the importance of executive sponsor and executive leadership engagement as well as organizational change management strategies.

Office of the Chief Information Officer (OCIO)

Rich Tomsinski presented the OCIO perspective of the ctcLink Project progress and oversight. He reviewed the positive perspective the OCIO's office has regarding the ctcLink Project. He expressed appreciation for the work and accomplishments of the colleges and the ctcLink team. While acknowledging all projects have risk, the OCIO's Office expects all colleges to be live on ctcLink. Rich further emphasized that they are impressed by the ctcLink Project because of the real-time improvements being made.

SBCTC ctcLink Support Organization

Customer Support Update

DG5 Post Go-Live Support, Activities

Dani Bundy reported that both the colleges and ctcLink Support team are in a huge learning curve. For DG5 colleges, the ctcLink Support team is offering weekly open Q&A sessions. The ctcLink Support team is making real-time adjustments to those Q&A sessions and is now asking colleges to submit questions in advance to make sure their questions are addressed.

Dani pointed out that the ctcLink Support team recently adopted the internal Standard Operating Procedures (SOP). Queries are being run to make sure the SOP is followed. She shared that the SOP is a new process, so her team is coming up to speed on following it consistently.

Chad Stiteler expressed appreciation for the open Q&A support meetings.

Application Services

Production Update and Environment Impacts Update, Maintenance & PUM Releases

Sandy Main reported schedule changes:

- HCM Tax Update 21-E was postponed to the evening of Dec. 21, 2021.
- CS Image 23: Saturday, Dec. 18, 2021 7 a.m. – 1 p.m. The image overview document will be released very soon.
- FIN 1099 Tax Updates: Thursday, Jan. 6, 2022. The team is working out when it will be finalized. Once timing is finalized, it will be communicated out via ctcLink Alerts listserv.

Tim asked if there could be consideration for future maintenance outage schedule based on their impact to faculty and students. He reported that Highline College's finals week is this week, including Saturday, Dec. 18, during the CS Image 23 Update.

ctcLink Support Staffing Update

Grant Rodeheaver reviewed the positions that SBCTC-IT is seeking to fill. Integration engineer position was closed; candidate selected and hired. Project manager and project coordinator positions are expected to be posted today and are expected to close by the end of the year. The two communication positions will be posted in January. Functional analyst positions will be open soon in financial aid, campus solutions, human capital management.

The ctcLink Project to ctcLink Support employee transition plan is working really well. Folks are working really well together to balance the project and support work.

ctcLink Program Status

Christy gave an update on project status. See [ctcLink Project Status Report \(Nov. 22- Dec. 3, 2021\)](#) for details.

Overall Status

Overall, the ctcLink Project is reporting yellow. Once the Planning & Budgeting Cloud Services (PBCS) and CampusCE are on track and implemented, the schedule status will move from yellow to green. A factor that will move the scope status from yellow to green is completing the assessment of what has been completed compared to the what is identified in scope of the ctcLink Project. This will be completed in the requirements traceability matrix.

DG6 Status

Christy reported that six DG6 colleges are reporting green and three are reporting yellow. The reason for the yellow among those three colleges, Bates Technical College, Columbia Basin College, and Shoreline College, are due to issues with resourcing/staffing the ctcLink activities to get the work completed. Each college has unique circumstances around the conditions of their resourcing/staffing issues. The ctcLink Project team is trying to reach out and support these colleges as best they can.

Christy walked the committee through the timeline and remaining work packages for DG6-A. All of DG6 just started UAT.

Chris McLain shared that for Lake Washington Institute of Technology, the UAT activities are going well. He attributes this initial success to having clean data and having the teams ready for UAT.

The DG6-B&C colleges have additional time before they go-live and after DG6-A goes live to do more training activities and continue working through security.

Program Risks and Issues

Christy Campbell gave an update on current risks and issues. See [ctcLink Project Status Report \(Nov. 22- Dec. 3, 2021\)](#) for details. She stated that since the ctcLink Project team is solely focused on DG6, she will go through all of the risks and issues.

Issues

- **140 PBCS Post Support:** Planning & Budgeting Cloud Services has no post go-live Support team role identified.
- **139 College COVID Hybrid Engagement:** Project managers are managing the ctcLink work when staff are working in a variety of settings: a combination of remote, on-campus, and hybrid as well as working different hours if/when remote and hybrid.
- **138 DG6 Work Package Readiness:** Some of the Cycle 2 Data Validation items were not updated for some colleges compromising the readiness of the DG6 work packages.
- **137 DG6 Configuration Quality Concern:** Due to some colleges not making some of the changes in the previous data validation activities, the quality of the configuration is impacted.
- **134 ctcLink Project Team Resources:** The resources for the ctcLink Project team are being monitored; there are two resources considered high-risk. The team is putting in place both prevention and possible-mitigation plans.
- **133 Vaccine Attestation Solution:** The ctcLink Project is still working on converting vaccine attestation data for DG5 and working to identify whether DG6 wants/needs it converted based on the system they are currently using.
- **127 Complex PMO Schedule is Not Adequate for DG6 College Planning:** The project plans are updated and posted, so the ctcLink Project Team is not clear on what is outstanding.

- **109 OAAP – Kastech VPAT:** The Online Admissions Application Portal (OAAP) was developed specifically for the ctcLink Project by Kastech. A VPAT is needed and Sandy Main will continue to work with vendor to get it.
- **95 Customer Support Resources Plan:** The customer support plan is still showing as an issue until all of the positions have been filled.

Risks

- **175 Weather, Electricity, and Internet:** Harsh weather, loss of electricity, and internet connection, especially during UAT and go-live weekends, are risks to the project.
- **174 Risk of SME Burnout:** SMEs are often doing more than full-time jobs in addition to their ctcLink work; this is a risk to the project.
- **147 PBCS: HCM Workforce Interface File Requirement Not Filtered:** The Planning Budget Cloud Solution’s HCM workforce interface file requirement is not finalized and is a concern before the next group of colleges is deployed.
- **138 OAAP Accessibility Testing:** Accessibility testing is not complete on OAAP. The project is waiting for the VPAT.
- **131 DG5 & DG6 Implementation PCBS:** Because colleges are not fully aware of the functionality of the PBCS, the implementation for DG5 and DG6 is a risk. PBCS is a tool built primarily for the budget offices at the institutions and not those who manage the budget, e.g., deans, executive leadership, etc.

Christy Campbell reviewed the ctcLink Quality Assurance Scorecard. Most areas are green. Christy clarified that that the overall status is yellow due to the complexity of the project.

The project has met all of the conditions from the OCIO, exception of two items: (1) Item 6 - Budget Planning Tool, Continuing Education Application, and Online Admissions Application, and (2) Item 8 - Perform a post-implementation review (lessons learned) after each deployment and post on the OCIO dashboard within 45 to 60 days of go-live.

ctcLink Project-Related Commission/Council Topics

Tim Wrye and Rodger Harrison reported that the Information Technology Commission (ITC) would like better coordination among the colleges for developing common processes for off-boarding, on-boarding, and managing accounts at multiple institutions.

No additional items from IC, RPC or WSSC.

Agenda Items for Future Meetings & Meeting Closure

Next meeting is on January 11, 2022. Christy overviewed the following topics and dates they will be meeting.

Tim Wrye asked for a representative from Burgundy Managed Services to be at the February 8 meeting to discuss the load testing results.

- 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