

ctcLink

STEERING COMMITTEE MEETING MINUTES

Jan. 25, 2022, 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, BCTC Application Services Director

Welcome

Tim Wrye and Christy Campbell welcomed the committee and guests.

Approval of Minutes

The Jan. 11, 2022 meeting minutes were approved as submitted.

SBCTC ctcLink Support Organization

Customer Support Update

Dani Bundy, ctcLink Customer Support Director, said the customer support team is handling tickets. By popular request, they are now offering weekly [Pillar Work Sessions](#) for all pillar areas, not just CS. ctcLink Customer Support held a series of additional in-depth sessions with DG5. They are now working to transition DG5 in getting assistance with tickets.

The Training team is now working with DG6 colleges in their UAT activities. This was a lesson-learned from past deployments and has been helpful for the colleges, as well as the Training team. Also, currently leading Instructor-Led Training (ILT) for DG5 colleges. They found that providing in-depth training for colleges after they have been live for a while has made a difference in the more complex activities.

The DG6-A Meet and Greet is scheduled for Feb. 9. A separate session will be set for groups B and C. Additionally, Dani is working with the pillar-area assistant directors to set up a future Meet and Greet for all live colleges.

Grant and Dani approved the IT Commission's recent request for cross-college Solar Winds ticket views to see if similar issues are out there before submitting a new one. Dani will send a message to PMs to provide names/emails of who to add to the view list.

They will open up the viewing rights to ctcLink Support's SMEs and Local Security Administrators (LSAs) Google sheet rosters so college LSAs can identify and connect with their counterparts. The

LSAs are teaming up to develop a consistent employee Onboarding and Offboarding business process.

Application Services

Sandy Main provided an update on upcoming ctclink downtimes in support of DG6 go-lives.

DG6-A

- Bio-Demo: Thursday, Feb. 24, 9 p.m. – Friday, Feb. 25, 2022, 4 a.m.
- Conversion Weekend: Friday, Feb. 25, 3 p.m. – Monday, Feb. 28, 2022, 7 a.m.

DG6-B

- Bio-Demo: Thursday, April 21, 9 p.m. – Friday, April 22, 2022, 4 a.m.
- Conversion Weekend: Friday, April 22, 3 p.m.– Monday, April 25, 2022, 7 a.m.

DG6-C

- Bio-Demo: Thursday, May 5, 9 p.m. – Friday, May 6, 2022, 4 a.m.
- Conversion Weekend: Friday, May 6, 3 p.m., – Monday, May 9, 2022, 7 a.m.

Other activities

- Working on finalizing timeline for additional 2022 tax tables release from Oracle for HCM prior to go-live weekend. Might be around Feb. 10, but this will be announced.
- App Services is planning out its release calendar schedule for a for 2022; trying to figure out when to do PeopleSoft image updates. The schedule is not fully fleshed out yet, but will go through governance for review when it's ready.
- The Committee for Accessible Technology Oversight (CATO) and the Education Technology Advisory Group (ETAG) have expressed concern that the last release of Highpoint HCX mobile app (June 2021) introduced new accessibility issues. The SBCTC team is working with Highpoint HCX on an accessibility update release calendar and testing.
- The [Monthly Accessibility Forums will](#) resume Feb. 8, 2022. Sandy hopes to see more involvement and conversation.

ctclink Support Staffing Update

Grant Rodeheaver gave an update on positions being filled for ctclink Support and IT. The Technical PM and Project Coordinator positions have been filled. The Communications Manager position will be posted later this week. They are aiming to create an additional position for PBCS; for support and development, as well as implementation. There has been some additional internal staff movement, so a security position will be posted. Grant shared that the [Information Technology Division](#) organizational chart is available at the [SBCTC Agency Organization and Structure](#) web page.

ctclink Program Status

Christy gave an update on project status. See [ctclink Project Status Report \(Jan. 3-14, 2022\)](#) for details.

Overall Status

Overall, the ctclink Project is reporting yellow. DG6 colleges are continuing to work on their Security Workbooks and clean up their Legacy data. UAT Sprint 1 is completed. Colleges that have not completed those tests, need to finish them because there are dependencies in Sprint 2.

DG6-A Dry Run is underway. DG6-A colleges will have a mock validation on Feb. 1.

Budget Summary

Christy reported that the project remains slightly under budget by about \$366,000. Contractors/vendors have been on the project longer than expected, which has led to a tighter

budget, but it is still on track.

DG6 Activities

Christy reviewed the timelines for B and C, which have upcoming March and April dry run activities and payroll parallel, among other things. After the dry run, the colleges will have about two weeks to test any changes made from dry run.

Chris McLain said DG6-A is really focusing on its readiness spreadsheets. It's really busy, but after the first round of UAT, they're feeling better about things.

Brian Lee said DG6-B is having a lot of supplemental systems conversations. DG6 PMs have formed triads of one college each from A/B/C to provide mutual support. For example, Brian will go to Renton Tech during the DG6-A go-lives and they will pay it forward and attend B and C go-lives. They are starting communications with students and faculty; following the communications plan templates provided by ctcLink Project Communications pretty closely.

Program Risks and Issues

Reuth Kim gave an update on current risks and issues. See [ctcLink Project Status Report \(Jan. 3-14, 2022\)](#) for details.

Issues

Bates TC Security

Bates TC has had extreme resource challenges. They have completed their local security support plan, but their Security Workbook is still underway with about 50% complete. As we begin UAT Sprint 1, Bates TC will need to work closely with the ctcLink project team to complete the gaps in the workbook as soon as possible. Delaying the security workbook will impact testing and go-live success.

Update: Bates TC hired a resource (Cielito Lane) who has gone through a PeopleSoft campus implementation and has experience from being on the SBCTC Customer Support team. With direct communication on tasks and target dates with this resource, ctcLink PMO believes we will have more momentum with security tasks.

WWC Loss of Main Payroll SME on 1/15

Main Payroll SME gave notice. Critically understaffed. Last day was Jan. 15. This impacts payroll UAT and payroll parallel.

College Update: They are in close contact with the Project team. College PM reported that they rapid-hired. Person hired is experienced in payroll but not in PS. College is negotiating with a consultant from Seattle Colleges to help support payroll SME. Not completely resolved, but better than when issue was filed.

SBCTC Resource Constraints Impacting Security Workbook Accuracy, UAT/SVL Environments and SPSCC's Progress on the Project

Due to SBCTC resource constraints, SPSCC is experiencing a high volume of issues with Security Workbook template's accuracy, as well as missing configurations in UAT, SVL and Parallel Environments. These issues are impacting their progress in Parallel Testing, UAT and security role assignments. The delays in getting timely updates and fixes when issues are presented to the SBCTC Team has created additional work for Local Security Administrators, Testers and Data Validators who are spending time reviewing the workbook and/or environments to determine what has or has not been updated completely.

Christy said the biggest challenge is that resources being assigned this work at the college have not participated in training and don't fully understand the work. They compromise the workbook integrity and then the Project team has literally done all-nighters to restore and clean their workbook. The Project team over-committed to the level of service and what we can do. They can't keep repeatedly fixing broken workbooks. Tara was acknowledged for her above-and-beyond service.

Christy said resources continue to be the biggest risk. It's difficult enough when someone quits or retires, but we've had people pass away. In just the last week, SPSCC lost a key staff member in a housefire and Yakima Valley lost a key staffer to COVID. The Project itself experienced the grief of losing one of its members to cancer.

Update: ctcLink PMO needs to review this issue and determine possible actions.

Risks

SPSCC - Staffing constraints in FIN Pillar affecting project activity completion

SPSCC's Business Office has recently experienced a number of retirements as well as staff illness which has diminished its workforce and hindered the remaining staff's ability to backfill and support daily business operations during this critical period of project activity. Management has also planned a reorganization which has created confusion for staff as to which role they play to complete this Project compared to the role they will play once the re-org has been finalized.

Update: ctcLink PMO needs to review this issue and determine possible actions.

Bates TC - large percentage of key SMEs not prepared for ctcLink

Due to extreme personnel loss and turnover, many key SMEs do not have the time to spend on critical ctcLink training activities. The college is concerned that their knowledge transfer pre-go live will be impacted.

Update: Christy and Susan have met with their Executive Sponsor and College PM to discuss resource concerns and critical work packages/preparation. They hope to make better user acceptance testing progress and will be hiring a Business Analyst.

WWVC - Risk of SME burnout

There is an extraordinary amount of overlap of different tasks on fairly small number of already overworked SMEs that coincided with end of Fall quarter. Concern over stress and burnout leading to loss of more key SMEs.

Update: College PM does a great job of informing ctcLink PMO of resource concerns from a college perspective. In UAT Sprint 1, they balanced their resources well and met target dates/percentages of completion. We will need to continue to keep in close contact with college PM regarding Sprint 2 activities if resource concerns arise.

CampusCE Update

Christy explained that the deadline for colleges to have a signed contract with CampusCE for continuing ed and be reimbursed by ctcLink Project is Monday, **Jan. 31, 2022**. After that date colleges may still contract with CampusCE, but there will be no reimbursement from Project funds. See [ctcLink Project Status Report \(Jan. 3-14, 2022\)](#) for details.

Deadline for integration between CampusCE and PeopleSoft is April 30, 2022 with a date set by April 1. Colleges may set a date and integrate after these dates and pay the integration fee themselves.

Pierce College has been added to the list of CampusCE users. Edmonds, North Seattle, and Seattle Central are underway with testing and other activities.

Staff have turned over rapidly, which means people start testing and then leave and we have to start over. Clark College has turned over 100% of its Continuing Ed staff.

Colleges not using CampusCE include Cascadia College (outsourced to Everett), Lake Washington Institute of Technology (outsourced to Everett), Bellingham Technical College, Grays Harbor College, Tacoma Community College, Whatcom Community College, Yakima Valley College. They either don't have a continuing ed program or are using a different product.

Planning & Budgeting Cloud Services (PBCS)

Christy said we are getting ready for DG4-A, looking at post go-live support ending Feb. 4 and transitioning to Support. Starting conversations with DG5 colleges to help them understand it and

get commitments. See [ctcLink Project Status Report \(Jan. 3-14, 2022\)](#) for details.

Moran QA Report

Paul Giebel said resources – Project and college – continue to be the top risk. Some of the staff losses we are seeing are unheard of. He is impressed with how the colleges are teaming up to help each other. Moran remains confident the Project can deliver, but from a human side, working from home, COVID, etc. there is a built-up level of frustration.

Paul said they are keeping an eye on getting the critical updates and maintenance planned out to fit into remaining timeline.

ctcLink Project-Related Commission/Council Topics

Chad Stiteler said the Business Affairs Commission (BAC) has been having conversations about ctcLink Support in the Finance pillar. All or most of the ctcLink Support FIN team does not have accounting experience, so they are not able to provide basic level accounting support.

In the same way the college system relied on SBCTC's Accounting and Business Services team for subject matter expertise during the Legacy era, the system is now relying on them for subject matter expertise using ctcLink. BAC has asked Choi Halladay, SBCTC Deputy Executive Director for Business Operations, to look into more resources to support this increased need.

Agenda Items for Future Meetings & Meeting Closure

- Feb. 8, 2022: load testing results in advance of DG6, dry run validation findings for DG6-A
- Feb. 15, 2022: DG6-A readiness special meeting
- April 5, 2022: DG6-B readiness meeting
- April 19, 2022: DG6-C readiness meeting
- To be scheduled:
 - Add RTM to a future agenda
 - STAC/Post-Implementation Governance Update
 - Project Shutdown Process/Schedule (final governance groups meetings, project closeout documentation, etc.)