



STEERING COMMITTEE MEETING MINUTES

Feb. 8, 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 Executive Sponsor
- Brian Lee, Clover Park Tech PM
- Clay Krauss, Tacoma PM

Non-Voting Commission Reps

- Peter Lortz, IC
- 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
- Venkat Gangula, ctcLink Contractor
- Gopal Kurapati, Kastech
- Srikanth Reddy Gurja, Kastech
- Sean Kelleher, The Burgundy Group
- Mike Elsberry, The Burgundy Group

Welcome

Tim Wrye and Christy Campbell welcomed the committee and guests.

Approval of Minutes

The Jan. 25, 2022 meeting minutes were approved as presented.

ctcLink System Load Testing Results for DG6

Tara Keen gave an overview of the [PeopleSoft Load Testing Results \(Feb. 8, 2022\)](#). Load testing is required prior to DG6 go-live to ensure the ctcLink production environment can support all 34 colleges, even during peak load-times/activity.

Sean Kelleher, Burgundy Managed Services, said the testing was at 100% more than current maximum activity. Kelleher will share with Tim Wrye a slide deck which shows how the environment has grown. For example, student transactions are running on 20 servers; up from 10 prior to DG4.

He said student transactions (Campus Solutions) are currently at about 20% maximum utilization at highest points, so the system is over-resourced for user load.

Kelleher said the bottom line is that what is happening in production today doesn't reflect a need for 48 servers. Basically, they found it could take a really huge load and handle anything thrown at it, but he has not seen the need for autoscaling to-date (since 2018).

Rodger Harrison asked which peak periods do they scale up for. Kelleher said Sandy Main, Application Services Director, alerts them ahead of time for peak periods such as registration. They also have a "monitor alert" that alerts them of any spikes.

Sean said they adjust scale approximately quarterly. The load infrastructure has been running well

and Burgundy is feeling very comfortable about where we are now. To date, any issues with system responsiveness are not load-related. For example, the OAAP web app was having issues overnight. This is not a load issue; but rather, other processes are blocking OAAP. They are looking into to see what causes those blocks. Sean reiterated that the occasional lack of responsiveness is not a load problem; but rather, they are technical code problems.

Tim will invite Sean Kelleher to attend the next Information Technology Commission. In closing, Tim encouraged the IT Support team to maintain transparency and keep the college system informed of what is happening with the production environment load. This will help head off rumors that a lack of ctcLink responsiveness is due to overload, when it's actually a different issue.

DG6 Go-Live Readiness Process Overview

Reuth Kim gave a general overview of the Go-Live Readiness process and timeline for DG6-A. College Readiness materials are due on Feb. 10 for the special DG6-A Readiness meeting on Feb. 15. Colleges are doing their own self-review for go-live readiness with weekly assistance/meetings with SBCTC project leadership. In addition, the ctcLink Project team and SBCTC ctcLink Support organization will do their own assessments.

SBCTC ctcLink Support Organization

Customer Support Update

Dani Bundy, ctcLink Customer Support Director, continues to work with DG5 on some of its specific training issues. The team is gearing up for the DG6-A Meet 'n Greet tomorrow. The session gives colleges an overview of post go-live workshops, support and other activities and support. Dani stressed that the two-week post go-live support workshops schedule for DG6-A will not be the same for DG6-B or DG6-C, because the workshops are timed around key business processes at each college.

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 was implemented yesterday, but they will need to add a filter for location/college, in addition to status and tickets.

Application Services

2022 Maintenance Calendar

Sandy Main provided an update on progress developing the draft 2022 schedule. It will be shared with the Working Group at their next meeting for review and approval. Once approved, it will be posted online. The schedule includes updates to individual pillars, third party applications, and image updates and requires working around other schedules, including go-lives.

Planned environment outages for DG6 go-live

The downtimes for the DG6-A, B and C go-lives are published at the [ctcLink Customer Support](#). They are also trying to schedule in some critical patch updates.

Accessibility

Sandy said the monthly [Accessibility and ctcLink Open Forum](#) was held today and there was good dialog. All are encouraged to attend. The next meeting is March 8.

HighPoint HCX Update

Sandy explained that Committee for Accessible Technology Oversight (CATO) did an extensive accessibility review and provided findings to HighPoint HCX and they are reviewing. App Services installed a copy of HighPoint HCX and the team is doing an initial walkthrough to check against the CATO findings and look for any new issues.

The plan is to do that assessment over the next few months. They will invite CATO and any others to look at the version with the latest updates before it gets moved to production.

Ruby Hayden asked for the accessibility report from CATO. She's wondering about the gap of what CATO found vs. what is not going to be addressed in the next HCX update. Sandy said that will be part of the review over the next couple months.

Online Admission Application Portal (OAAP)

Kastech contracted with Barrier Break to perform an accessibility review. They have developed an initial VPAT. Kastech jumped on most of the findings already. Sandy sees a great commitment from Kastech to remain responsive and they plan to retest after the fixes are made.

ctcLink Accessibility tickets/issues have been added to the [ctcLink Accessibility](#) web page. They will be adding more detail in the coming weeks. Rodger thanked Sandy for the updates.

ctcLink Support Staffing Update

Grant Rodeheaver gave an update on positions being filled for ctcLink Support and IT. The IT Communications Manager position closes tomorrow. One more position will be posted for PBCS support within the next week or so. That will be the final position to be posted.

ctcLink Program Status

Christy gave an update on project status. See [ctcLink Project Status Report \(Jan. 17-28, 2022\)](#) for details.

Overall Status

Overall, the ctcLink Project is reporting yellow. Six of nine colleges are now in yellow status; three reporting green. We are seeing good engagement and planning by DG6 colleges. Many colleges really struggling with staffing resources and the ones needed for UAT, training and remaining work activities for go-live. Staffing and planning for staffing challenges will be a piece of the final Lessons Learned report. Colleges are continuing their Security activities and doing Legacy data cleanup all the way up to go-live. It's important for colleges to focus on data cleanup for a better experience at go-live. Will be talking to PMs regarding the dry run experience and any learnings from that.

Brian Lee said Clover Park's yellow status is related to discovering in UAT the handoffs that occur between Campus Solutions to Student Financials and Finance. They are not sure those handoffs were happening as expected, but the UAT helps colleges figure out where your handoffs and process gaps. Improvements in Sprint 2 that has given us more confidence. Christy said it's good they are looking at that now.

DG6 Activities

Christy reviewed the timelines for B and C, which have upcoming March and April dry run activities.

Christy reviewed the DG6-A dry run findings and improvement from colleges, project and SBCTC. This was a very important activity for the project team since we have a new conversion lead and other technical team members taking on additional tasks. It wasn't perfect, but it was a very good learning exercise to go through the process and document any items that needed to be added to the checklist to complete before go-live. Christy shared how proud she is of the technical team, in particular, given the newness of team members after the recent loss of two critical resources.

User Acceptance Testing (UAT)

Tara gave an update on DG6 UAT standings. She said most colleges are doing well through UAT. Bates overall is well behind the pack and the project team has been working with them. Other issues is DG6-A needs to nail the landing. Have expressed concern with Shoreline in not keeping pace with sprint 2 tests – payroll, general ledger, student financials (e.g. tuition calculation, refund processing).

Christy said for some B & C colleges, the urgency to complete Sprint 2 doesn't seem to be a top priority. Due to the schedule, it seems they feel they have time, but we don't have the staff to support them in UAT beyond the current timeline. Christy stressed that colleges attend the facilitated UAT support sessions. Friday, Feb. 18 is the official close of UAT.

Peter Lortz offered to bring up the importance of UAT during their next Instruction Commission meeting and encourage participation.

Program Risks and Issues

Reuth Kim gave an update on current risks and issues. See [ctcLink Project Status Report \(Jan. 17-28, 2022\)](#) for details.

Issues

Shoreline - Resource Challenges & Change Fatigue/Mental Well Being of Staff

Reuth said they are having frequent meetings with college PM and Executive Sponsor to help address these issues.

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

Resolved and closed as of yesterday.

Bates TC - Security

The college is still fairly far behind in completing their Security workbook. The college PM is encouraged to designate this work to a Local Security Administrator. The ctcLink Project extended the deadline for all DG6-C colleges to March 1.

Risks

SPSCC - Staffing constraints in FIN Pillar affecting project activity completion

This is a local college-related risk. The PM is doing a great job of keeping the Project apprised how this risk is going.

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

Christy said Bates has been making some good, slow progress. They continue to struggle with UAT, staffing and rebuilding their entire finance team.

WWVC - Risk of SME burnout

The college has struggled with staffing, but has been doing a great job with UAT in balancing their limited resources.

CampusCE Update

Due to time constraints, this item will be covered at the next regular meeting.

Planning & Budgeting Cloud Services (PBCS)

Due to time constraints, this item will be covered at the next regular meeting.

ctcLink Project-Related Commission/Council Topics

Tim said the IT Commission is making arrangements to invite Burgundy Managed Services to speak with them about load testing. Ruby shared that the Admissions & Registration Council is working on some improvements they would like to see in OAAP.

Agenda Items for Future Meetings & Meeting Closure

- 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: RTM, STAC/Post-Implementation Governance Update, Project Shutdown Process/Schedule (final governance groups meetings, project closeout documentation, etc.)