



STEERING COMMITTEE MEETING MINUTES

Feb. 22, 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, SBCTC Application Services Director

Welcome

Tim Wrye and Christy Campbell welcomed the committee and guests.

Approval of Minutes

The Feb. 8, 2022 and Feb. 15, 2022 meeting minutes were approved as presented.

ctcLink Program Status

Christy gave an update on project status. See [ctcLink Project Status Report \(Jan. 31 - Feb. 11, 2022\)](#) for details.

Overall, the ctcLink Project continues to report a yellow status. Christy said six of the nine DG6 colleges are currently self-reporting a yellow status, which is mainly due to staffing challenges and the ability to compete UAT at 100%.

Overall Status

Overall, the ctcLink Project is reporting yellow.

DG6-A Readiness Update

Christy gave an update on Lake Washington, Renton and Shoreline's readiness indicators for go-live. Overall, the colleges are ready and have shown great improvement since the Feb. 15 readiness meeting. Shoreline has some catch-up in UAT, but they have a plan to be done by go-live weekend. See slides 8 and 9 in the [Feb. 22, 2022 Steering Committee Presentation](#) for details.

DG6-B&C Status Update

The official UAT period ended Feb. 18. Colleges can (and should) continue to test, but they won't have the dedicated on-hand service available.

Nearly all of the DG6-A colleges have excelled in UAT. LWTech, Renton, and Walla Walla achieved 100% by the end of test sprint #2. The rest are in the 90% and higher range. One college is way behind and will likely need a mitigation intervention in order to achieve go-live readiness.

The Mock Validations are scheduled for March 25 (DG6-B) and April 8 (DG6-C).

Budget

Overall, the Project is currently running under budget by about \$281,000. Overall project remaining to date is about \$3.4 million, but Christy will take a closer look at the budget for closeout for all outstanding invoices, contractors and salaries.

Program Risks and Issues

Christy gave an update on current risks and issues. See [ctcLink Project Status Report \(Jan. 31 - Feb. 11, 2022\)](#) for details.

Issues

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

ctcLink Support does a great job with getting colleges through the transition period. The sense of accomplishment of going live will give colleges a burst of energy, but go-live is really just the starting line for even more hard work.

Susan said they are having frequent meetings with college PMs and SMEs to help address these issues. They really just need someone to listen and help them figure out their business processes.

Bates TC - Security

The college is still far behind in completing their Security workbook. The college PM is encouraged to designate this work to a Local Security Administrator. It's a huge learning curve. The ctcLink Project extended the deadline for all DG6-C colleges to March 1. Tara said they have huge resource turnover and constraints. SMEs are showing up not familiar with the work. CS metrics have stabilized. Finance and HCM are not well-organized to complete the work. The accuracy of UAT metrics for Bates warrant a closer review.

Risks

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

Christy said Bates SMEs are not prepared for ctcLink due to turnover, lack of resources, not completing UAT, and loss of earlier ctcLink knowledge-building.

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 and reached 100% UAT completion. They are doing their best to show appreciation of their teams.

Moran QA Report – January 2022

Paul Giebel said, overall, they are confident the Project will come to completion successfully. He called out two areas as worrisome: resource retention and the production environment.

- Resources: Retaining team members is critical. For example, since DG5-C, the conversion team lost two team members (one passed away, the other left for a new job), but with a lot of hard work and alternative solutions, the project was able to overcome that deficit for a successful DG6-A go-live. From the college perspective, they are tight on resources and some are struggling more than others. The Project will develop mitigations to guide those colleges through to completion.
- Production environment: There is a code freeze, so it's crucial that there be involvement from both sides (Support and Project). If Support makes code changes in the middle of testing, it invalidates all the testing. Support and Project need to work closely together to not "steal defeat from the jaws of victory."

CampusCE Update

Susan Maxwell reported they wrapped up CampusCE UAT for DG6. They negotiated with CampusCE for additional work the colleges requested, such as persistent field, text and email functionality.

Clark College comes on board tomorrow. Edmonds will be next on March 6 and 8. They are working with Renton and Shoreline to establish their UAT dates and get their classes into CampusCE.

Planning & Budgeting Cloud Services (PBCS)

Christy said the Project team has begun to work with the DG5 colleges. The last remaining college for gathering configuration requirements was Everett. There still is a question in regards to Seattle, and the timing for Seattle to begin participating in the implementation. Seattle Colleges are still in a wait mode and we do not know if they will join DG6. They still have time to join DG5.

The timelines are based on discussions with the colleges. This would normally be a four-month project, but we've expanded to one year to allow ample time for when colleges are not able to participate. The timeline is really centered around when it needs to be deployed to benefit the colleges, but also around some of their key activities.

We're looking to start DG6 at the beginning of next year. The PBCS work will move to the Support organization for future project management and efforts.

ctcLink Project Closeout Activities

Christy gave an overview of implementation-related governance activities and meetings. The committee further discussed post go-live governance and planning activities later in the meeting, during the Commission/Council Topics discussion.

All-College PM Meetings

- March 2; April 6; May 4, 2022 (final)

Final DG6 PM Meetings

- DG6-A – March 9, 2022
 - DG6-A PMs are encouraged to continue to attend DG6 PM meetings to support DG6-B and DG6-C.
- DG6B/C - May 18, 2022 final DG6 PM meeting

Final Governance Meetings, Status Reporting

- Biweekly Status Report – May 20, 2022
- ctcLink Project Working Group – May 25, 2022
- ctcLink Executive Leadership Committee – June 2, 2022
- OCIO Technology Services Board – June 14, 2022 (a.m.)
- ctcLink Steering Committee – June 14, 2022 (p.m.)
- SBCTC Board – June 29-30 if requested (*ctcLink on March 30 agenda for update*)

SBCTC ctcLink Support Organization

Customer Support Update

Grant Rodeheaver said the Support team is prepping for the DG6-A go-live, the shutdown processes, and the post go-live support activities.

Application Services

Grant reviewed the system down time for the upcoming DG6-A go-live weekend. The final draft of the PeopleSoft/Oracle 2022 release calendar will go to Working Group next week. The next meeting will

include an update on that schedule, as well as accessibility.

ctcLink Support Staffing Update

The IT Communications Manager position has been filled. The PBCS position is being updated and finalized.

ctcLink Project-Related Commission/Council Topics

Tim thanked Grant for getting Burgundy Managed Services to the IT Commission. ITC appreciated the level of detail provided and hope for future such presentations.

Choi said one of the hot topics of conversation at the Business Affairs Commission (BAC) was about the future governance structure. BAC wants to start internal conversations about what they want to prioritize as a system.

STAC is working on a Post-Implementation Governance structure, but it has gotten somewhat in the weeds. Grant said Tara's recent presentation was the most tangible vision yet about how the work will be prioritized.

Tim has been attending STAC meetings and said the committee is keenly aware that the Project governance is sunseting. The WACTC Presidents should get some exposure to the plan in March, so they can vote on it in April.

Choi pointed out that it can take several months to get elements of governance (e.g. charters, voting/selection process, membership) in place even after the decisions are made.

Tim said the existing Working Group would be a good bridge to any future governance model and they hope it can continue on for the time-being.

Chad said this is a tight schedule and it's important to set timelines that allow for "no" votes or other derailment.

Agenda Items for Future Meetings & Meeting Closure

- April 5, 2022: DG6-B readiness meeting
- April 19, 2022: DG6-C readiness meeting
 - To be scheduled: RTM, STAC/Post-Implementation Governance Update,