



STEERING COMMITTEE MEETING MINUTES

March 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, SBCTC Application Services Director

Welcome, Introduction of Members and Guests

Christy and Tim welcomed members and guests to the meeting.

Christy reviewed the agenda and reminded members the two upcoming go-live approval meetings require a quorum (April 5 and April 19). When the meeting materials are sent for those meetings, we will include a request to confirm attendance.

Approval of Draft Meeting Minutes

The Feb. 22, 2022 meeting minutes were approved as presented.

DG6-A Go-Live Recap

Christy gave an update on the DG6-A go-live weekend. There was some added stress since the project was down two key technical resources (one passed away and the other left for another job.) Those two consultants had been with the project since the beginning, so it was a huge loss of project knowledge and PeopleSoft expertise. Some team members took on additional tasks and new resources were brought on in time to participate in the mock go-live/dry run. They were also given extra time on conversion practice. Christy said that paid off and the technical team “hit a home run!”

Final DG6-A UAT Milestone

DG6-A colleges received kudos for a new first: All DG6-A colleges reached 100% completion of UAT prior to go-live.

Conversion Weekend

Conversion Weekend itself went very smoothly. There were very few findings to discuss during the leadership go/no-go meeting, so that meeting was completed in record time. That is thanks to both the project team and the college teams. The Security and Conversion processes have both matured. The way we do migrations, configurations and quality checks along the way has improved significantly. We are seeing the benefits of the repeatable processes in our conversion methodology. But she said we continue to gather feedback from colleges, make adjustments and have colleges share it forward with the next group.

Post Go-Live Support Update

Dani announced that DG6-A payroll went off without a hitch. This particular payroll was the tightest turnaround after a go-live her team has experienced. Project team assisted and they successfully got through payroll. The last college to confirm payroll (Shoreline) did so before 8:30 p.m. Friday night, which was phenomenal since it was their first time and they had just gone live.

Dani said the behind-the-scenes post payroll confirm process was also completed in record time, so kudos to the Support team, the Project team and the colleges.

There is good participation in the post go-live support Webex rooms. It has been relatively quiet. No major issues. The Security Safe Room that Tara supports has also been fairly quiet, which is a good thing and shows the security leads have a good understanding of PeopleSoft security. Tara has been impressed/excited that they are coming to the room with specific questions and a good understanding of security.

SBCTC ctclink Support Organization

Customer Support Update

Overall Customer Support Update

Dani said the teams continue to work on daily tickets along with supporting DG6-A in the post go-live sessions.

ctclink Support Staffing Update

Grant Rodeheaver said the PBCS position was posted yesterday. That is the final open position from the staffing plan.

Application Services

Sandy Main gave an update on Application Services activities.

Accessibility Update

The monthly Accessibility Forum was held earlier today. There is great dialog and suggestions on improvements. They just implemented a new eList for the forum and will be communicating that out broader to get more involvement from colleges.

HighPoint HCX

Sandy's team is currently reviewing the latest software update from Highpoint HCX. More information on that in the near future.

Maintenance Calendar 2022

Sandy reviewed the draft 2022 Maintenance Calendar and the process for coming up with the schedule. A significant amount of time is spent reviewing it internally, considering all types of activities, such as payroll releases, quarter start-end dates, academic calendars, and consult with pillar leads before coming up with suggested schedules. The final proposed release calendar was shared with the ctclink Working Group at the last meeting. They have received feedback and it will go to the Working Group for final review at the March 16 meeting. Once approved, it will be posted on the SBCTC Production Support website.

ctclink Program Status

Christy gave an update on project status. See [ctclink Project Status Report \(Feb. 14-25, 2022\)](#) for details.

Overall, the ctclink Project continues to report a yellow status. Still tracking to current timeline and dates in the plan.

CampusCE – We are continuing to finish up the CampusCE integration. It's been more of an

evolution. We made some assumptions originally and have had to revise assumptions as resources have changed and as we've worked with CampusCE. It's taken about one-and-a-half years to do this. We have some resource constraints around some of the newly identified requirements that should have originally been included. We are getting to a point where we need to lock down the scope for DG6-C so we can close the project without any remaining scope. There may be items that need to be transferred to ctcLink Support for future work. We will be working with Grant, Dani and Sandy on that as we move forward and have discussions with the CampusCE CEO.

PBCS – Because of the way it needs to be implemented, colleges cannot implement PBCS at the same time they implement ctcLink/PeopleSoft. We had to stagger the deployments, which means deployment for colleges in DG5 and DG6 will implement PBCS with support from the ctcLink Support organization.

Christy will meet with our OCIO representative to discuss what may need to be done to possibly de-scope any remaining items from the project and transfer those to Support so when the project officially closes out, there is no remaining incomplete scope work.

Christy has some folks working on the Requirements Traceability Matrix.

Overall Status

DG6-A

DG6-A is LIVE! There were concerns about payroll and the short turnaround time, but the team did an amazing job and the colleges exceeded expectations.

DG6-B&C Status Update

Getting ready for their mock go-live, which gives them a chance to practice the go-live weekend experience of both validation and the leadership go/no-go meetings.

Looking at potential workshops around SF parallel as a refresher.

A majority of colleges are still challenged with resources (getting them hired, onboarded and ready to dive right in to project activities).

DG6-B&C UAT Metrics

Christy reviewed the latest metrics. The biggest concern with Bates is around Finance and HR/Payroll areas. The team put together a high level plan, documented what was needed, then FIN and HCM PMs created work sessions tailored for these teams to get caught up (lots of new employees) and be able to perform UAT. We have four weeks to get Bates from where they are to a good place for readiness. Kickoff meetings for the Bates UAT mitigation plan were held yesterday with good attendance from Bates. Attendance is being tracked in the sessions since it is critical that SMEs take advantage of this additional support.

Christy said if for some reason Bates is unable to go live, she shared with Bates' president what the plan and costs would be if they were not ready to convert to ctcLink. In a worst-case scenario, we'd have to look at retaining a small team of current project staff and consultants. We are confident we can avoid this, but it is important to consider the worst case.

By the next Steering Committee meeting, Christy expects the current UAT numbers for Bates will have increased from the current 51%. By the next meeting, she hopes to share numbers up in the 70-75% completion range.

Choi Halladay asked if it's clear what the flight plan looks like to ensure week by week that they are getting to where you need them to be. Christy said we are using the sessions we have with them to work through any roadblocks, issues. The plan is to complete the testing during the scheduled work sessions, so progress is tracked daily.

Program Risks and Issues

Reuth gave an update on current risks and issues. See [ctcLink Project Status Report \(Feb. 14-25, 2022\)](#) for details. At this time, the focus is mostly on Bates and Walla Walla. The remaining DG6-A

risks/issues will be closed out soon.

Issues

Walla Walla re supplemental systems.

WWCC IT department is understaffed and overwhelmed in dealing with planning/prioritization for managing supplemental systems. In addition, the pending helpdesk needs at go-live creates a higher escalation for this issue.

WWCC has contracted with CampusWorks for short-term technical support and helpdesk post go-live for several weeks.

Bates - Security

This issue is being resolved. Bates has completed and submitted its Security Workbook.

Bates – Resource Concerns

Bates TC has experienced resource challenges and concerns. The main areas of concerns are in Student Financials, IT for Security, and a Data resource to run PS Queries.

Bates has hired an HR director (begins employment April 1). They are losing their TAM recruiter expert on March 18, but Bates has a plan for filling this void. Due to resource concerns this has significantly impacted Bates' ability to complete UAT.

Risks

Bates – Key SMEs not prepared for ctcLink

Reuth gave an overview of the Bates mitigation plan for HCM and FIN areas, which was created to address this risk. As Christy explained, the kickoff meetings occurred Monday and the sessions are taking place for the next several weeks.

Walla Walla – Risk of SME burnout

Reuth said the College PM is keeping ctcLink PMO informed on this issue. Resource concerns continue and while the PM has this under control currently, WWCC prefers to keep the risk open until go-live.

ctcLink Project-Related Commission/Council Topics

Nothing new from commissions or councils.

Agenda Items for Future Meetings

- DG6-B Go-Live Readiness: 4/5/2022 – need quorum
- DG6-C Go-Live Readiness: 4/19/2022 – need quorum
- STAC/Post-Implementation Governance Update