



# STEERING COMMITTEE MEETING MINUTES

March 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, Introduction of Members and Guests

Christy and Tim welcomed members and guests to the meeting.

## Approval of Draft Meeting Minutes

The March 8, 2022 meeting minutes were approved as presented.

## STAC/Post-Implementation Governance Update

Grant Rodeheaver gave an overview of the planning underway for creating a ctcLink governance structure post-project. See the [March 22, 2022 Steering Committee Presentation](#) for details. The committee discussed some scenarios and provided feedback for consideration.

A subgroup of the Strategic Advisory Technology Committee (STAC) is working on the new model. He reviewed the proposed governance model, membership and scope, as well as the approval timeline.

## Planning, timeline & next steps

- STAC ctcLink Governance Taskforce presented initial proposal March 11
  - Draft Concept Diagram, Draft Workflow
- Proposal for WACTC-Tech (first reading) on March 24
  - Two-pager - executive summary + diagram
- President's First Consideration (Final Draft) on April 28
  - Definitions
  - Membership/Representation
    - Application or appointment process
    - Stakeholder roles
    - Member responsibilities (attend meetings, not all about “you” or your college), commitments and accountabilities

- Transparency and Communications
- Decision Authority (RACI)

### **Final Approval Process**

- **President's Vote:** June 2-3, 2022 WACTC Meeting
- **Implementation begins:** July 2022

## **ctcLink Program Status**

Christy gave an update on project status. See [ctcLink Project Status Report \(Feb. 28 – March 11, 2022\)](#) for details.

### **Overall Status**

Overall, the ctcLink Project continues to report a yellow status. Still tracking to current timeline and dates in the plan. Half the colleges are green, two yellows and one red.

Brian Lee said Clover Park is in a yellow status to keep a close eye on a couple things. In the Readiness process, he thinks CPTC will be able to move from yellow to green. They will know more following the mock go-live/dry run this Friday.

### **Bates Technical College Mitigation Plan Update**

Christy said Bates' status was better understood once we got into UAT. She started regular discussions with the PM and Executive Sponsor in January. Upon seeing lack of movement necessary for Bates to be ready to go live, the Project team developed a mitigation plan for Bates.

Christy discussed the additional items the project team is working on with Bates: leadership meetings, communications planning, end-user training strategy, security, course/class builds, and targeted FIN and HCM UAT sessions.

There were also issues with Bates' Security Workbook. The good news is the issues were identified and Bates is in a much better place today.

In addition, Bates had only built half of its courses for spring term. That information came to light simultaneously to a scheduled environment lockout as part of project activities. The team came up with a solution so Bates could continue building and adding courses/classes in the environment so they will be included in the dry run environment for the mock go-live. They will also be able to start building out summer courses. This is critical for Bates' success post go-live.

User Acceptance Testing (UAT) for FIN/HCM – Student Financials is at 95%, Human Capital Management is at 65% (they were in the 20% range, so significant improvement). Finance UAT numbers continue to be an issue.

After a conversation Christy had this morning with Dr. Zhou (Bates president), there was a full change of direction and focus. She's very engaged in the work that's now going on in finance. She's breaking down walls and engaging with the finance staff to get the work done. We know the staff is participating and we know they're diligently working hard, but we couldn't figure out why the UAT numbers aren't increasing. So, we're trying to take whatever is blocking it away so the staff can see a true reflection of the work they're doing.

In summary, Bates continues to struggle in some areas, but they've made great progress. They will need to continue the hard work for the next many weeks to be ready for go-live and beyond.

### **DG6-B&C UAT Metrics**

Christy expects the majority of colleges to reach 100% before go-live. All other colleges are doing great with their UAT metrics above 90% and Christy said all colleges are continuing to test. For Bates, their recent 67.5% completion is a big improvement. Christy said Bates is definitely moving the right direction.

## **Budget Summary**

Christy said she met with the Project's budget planner to determine actual budget and where we will

be at close of project. Good news that we are projecting about \$500,000 left at the end of the project.

## Program Risks and Issues

Reuth gave an update on project status. See [ctcLink Project Status Report \(Feb. 28 – March 11, 2022\)](#) for details.

### Risks

#### **ctcLink Document Repository – cDR**

Reuth said as we move toward project closure, we need to determine what happens to the tools the project team was using. The current contract is through June 2023. Grant said the plan is to not renew the license and determine a new location/tool and our needs at that time.

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

Reuth reviewed the status of college engagement with the mitigation items. The sessions tied to the Bates mitigation have been going well.

### Issues

#### **Walla Walla - IT capacity and supplemental systems**

This will likely go to Resolved status later this week.

#### **Bates TC – Security**

This relates to the information Christy shared about Bates' Security Plan and Workbook

#### **Bates TC - Resource Concern**

Still a concern, but as Christy said, they are moving in the right direction. Testing is important for knowledge transfer, understanding the new system, so it is good and important that they are continuing that work.

## ctcLink Project Closeout Activities

### **CampusCE - descope from Phase 3 (Go-Live DG6C)**

Christy reviewed the CampusCE items that need to be descope because, they won't be deployed with Phase 3 (which is DG6-C go-live). There is not time to do the work and have colleges deployed with DG6. See the [March 22, 2022 Steering Committee Presentation](#) for details.

Remaining Scope to be completed by SBCTC IT for the CampusCE project:

- OEE Classes
- Contract Payment Type
- Use nested data
- Update TM page
- Take to Search Match

Any future new requirement requests will need to flow through the new governance process.

The ctcLink project team recommends the remaining CampusCE Scope that cannot be implemented prior to ctcLink project and budget close be de-scoped from the ctcLink Project. More details will be presented at April 19 meeting for a vote.

### **PBCS – DG5/DG6/Seattle deployment & de-scope**

The ctcLink project team recommends that the remaining PBCS Scope that cannot be implemented prior to ctcLink project and budget close be de-scoped from the ctcLink Project.

The ctcLink project team further recommends that the remaining scope be deployed as an IT Project

by SBCTC for the DG5 and DG6 Colleges, including the Seattle Colleges. More details will be presented at April 5 meeting for a vote.

## **SBCTC ctcLink Support Organization**

### **Customer Support Update**

#### **ctcLink Support Activities**

Dani said that DG6-A support has been fairly quiet overall. They had a payroll cut off yesterday and all colleges were confirmed by 6 p.m. last night, which is amazing. They have restarted the weekly work sessions with all the pillar areas.

They are diligently working service tickets. The Training team is working on both support and project activities. Getting ready to hold DG6 B/C Meet and Greet on April 14. This is when colleges get their post go-live schedules so they can get those meetings on SMEs' calendars.

### **ctcLink Support Staffing Update**

Grant said interviews were held for the Planning & Budgeting Cloud Service (PBCS) position so they hope to announce soon. Application Services

#### **Accessibility Update**

Sandy said the Accessibility Forums are going well. They have created an eList (listserv) for accessibility and are onboarding people now.

#### **Maintenance Calendar 2022**

The calendar was approved by Working Group. See the [March 22, 2022 Steering Committee Presentation](#) for details.

## **ctcLink Project-Related Commission/Council Topics**

No items were presented.

### **Quality Assurance**

Paul Giebel said they are putting together the February report. Nothing new to add, except seeing the improvement from Bates is fantastic.

## **Agenda Items for Future Meetings**

- PBCS and CampusCE Descope Decision: 4/5/2022
- DG6-B Go-Live Readiness 4/5/2022
- DG6-C Go-Live Readiness: 4/19/2022
- TSB Meeting Recap: 6/14/2022
- Present Lessons Learned Report – estimate 6/14/2022 per plan