



STEERING COMMITTEE MEETING MINUTES

April 5, 2022, WebEx Only

Part 1: DG6-B Readiness

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, LWTech ES
- Brian Lee, Clover Park Tech PM
- Clay Krauss, Tacoma PM

Non-Voting Commission Reps

- Peter Lortz, IC
- Ruby Hayden, WSSSC

Staff

- 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
- Sherry Nelson, ctcLink Project Communications Coordinator
- Janelle Runyon, ctcLink Project Communications Manager
- Sandy Main, Application Services Director

Guests: DG6-B Colleges

Clover Park Technical College

Dr. Brian Lee, Project Manager
Lisa Wolcott, Executive Sponsor
Dr. Joyce Loveday, President

Columbia Basin College

Dr. Rebekah Woods, President & Executive Sponsor
Jeff Angus, Project Manager
Heidi Wasem, IS Pillar Lead

Walla Walla Community College

Dr. Lisa Chamberlin, Project Manager
Dr. Chad Hickox, President & Executive Sponsor

Welcome

Christy Campbell and Tim Wrye welcomed the committee, staff, and guests from DG6-B colleges (Clover Park Technical College, Columbia Basin College, Walla Walla Community College).

DG6-B Go-Live Readiness Status

Reuth Kim reviewed college readiness, project readiness and ctcLink Support Organization readiness. Colleges worked hard with their college subject matter experts and the Project team to get here today. See the [ctcLink DG6-B Go-Live Readiness Presentation](#) for details, including mitigation plans.

Reuth explained the readiness assessment process colleges use, explaining there are 47 readiness indicators in seven categories. She expressed her appreciation for the college engagement and partnership in assessing the readiness.

College Readiness

Each college's project manager — Dr. Brian Lee, Clover Park; Jeff Angus, Columbia Basin College; and Dr. Lisa Chamberlin, Walla Walla Community College — commented on their college's ratings of the readiness categories (Data, Security, Testing, Training, College Support Plan, Transition, Communications & Organizational Change Management) and reviewed mitigation plans for any remaining or outstanding areas. See [ctcLink DG6-B Go-Live Readiness Presentation](#) for details.

Each college's president, executive sponsor, and project manager signed off on the college's go-live recommendation form affirming that, based on the lengthy review of the readiness indicators, they are prepared to go live on April 25, 2022.

ctcLink Project Readiness

Christy reviewed internal readiness of the ctcLink Project team, which helps colleges through the initiation phase to the go-live/deployment of ctcLink PeopleSoft. She thanked the executive sponsors

and PMs for their hard work and patience, especially in light of high staff turnover levels. The ctcLink Project is partnering closely with the colleges for any remaining clean-up issues identified during the dry run.

ctcLink Support Readiness

Grant Rodeheaver reviewed internal readiness of the ctcLink Support team which supports colleges after go-live. He affirmed that SBCTC ctcLink Support is ready for DG6-B colleges to go live with ctcLink. The functional and technical resources to support DG6-B colleges are in place or transitioning to the team from the Project, resources to support security are ready, the Local Configuration Guides are available, dataLink is set up and ready for DG6-B colleges, the Highpoint HCX Mobile app is set up and ready for DG6-B colleges, and there is planned participation in transition (cutover, go-live post support).

Moran Technology QA Perspective

Paul Giebel, Moran Technology, said he is confident DG6-B is ready to go live based on continuous quality assurance evaluation. While everyone has been aware of resource challenges, this deployment group is very aware of what's ahead of them. He noted that the colleges' mitigation slides have the fewest items seen to date. Moran QA they are ready to go.

DG6-B Go-Live Readiness Approval

Tim Wrye, Steering Committee chair, called for a motion to approve DG6-B colleges (Clover Park Technical College, Columbia Basin College, Walla Walla Community College) to go live on ctcLink on April 25, 2022.

Kurt Buttleman moved, Reagan Bellamy seconded.

Discussion

Choi congratulated the DG6-B colleges on a job well-done and said he looks forward to working with the colleges. Tim said he noted and appreciated the lack of major concerns from the ctcLink Project about the colleges' readiness.

Vote

Motion carried with seven votes.

- Chad Stiteler was not present.
- Carli Schiffner left the meeting prior to the vote.

Adjourn

Readiness portion of the meeting adjourned and the Steering Committee convened its regular meeting.

Part 2: Regular Meeting

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
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Staff

- 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
- Sherry Nelson, ctcLink Project Communications Coordinator
- Janelle Runyon, ctcLink Project Communications Manager
- Sandy Main, App Services Director

Approval of Draft Meeting Minutes

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

Action Item: PBCS De-Scope for Project Closeout

Christy presented the ctcLink Project's recommendation to descope the remaining Planning Budget & Cloud Service (PBCS) scope items which cannot be implemented prior to the ctcLink Project and budget closure. The Project team further recommends the remaining scope be deployed as an IT Project by SBCTC for the DG5, DG6, and Seattle Colleges.

She explained that certain activities cannot be implemented by the end of June, so this work will need to be removed from the project scope and implemented post-project. As of today, we've implemented DG2, DG3 and DG4, with the exception of Seattle Colleges. The DG5 colleges have begun to do system integration testing and security. The remaining DG5, DG6, and Seattle Colleges have begun work and gathered configuration requirements, but have not fully implemented on PBCS.

Grant said the ctcLink Project Finance pillar PM is transitioning from the Project to SBCTC. We also filled the PBCS Technical position, so from an individual technical and project management resources angle, the same people will manage this effort on the support side, so he thinks it should be quite seamless.

Action

Kurt Buttleman moved, and Chad Stiteler seconded, that the ctcLink Project recommendations be approved:

- Descope the remaining Planning Budget & Cloud Service (PBCS) scope which cannot be implemented prior to ctcLink Project and budget closure.
- Deploy the remaining scope as an IT Project by SBCTC for the DG5, DG6 and Seattle Colleges.

Motion was approved.

SBCTC ctcLink Support Organization

Customer Support Update

Grant said the PBCS support position recruitment is complete and are excited to announce the position was filled by the same individual providing PBCS support to the Project. This was the final recruitment and completes the team.

Preparations for DG6-B and DG6-C

Dani said the Customer Support Meet & Greet for DG6-B and C will be held Thursday, April 14. Colleges will receive their two-weeks post go-live activities information. They look forward to getting the final colleges onboard and having that final transition of staff from the Project side to Support

SBCTC Board Meeting: Recap of ctcLink Presentation

Grant shared that ctcLink Project and Support team members presented to the nine-member State Board on March 30. Jay Reich, Board chair, shared his thanks and appreciation for Christy, her leadership, and the whole project team for the turnaround. Reich shared kind words about the history, where we've been and how "miraculous" the turnaround was. Around the country, there aren't other systems or implementations that have taken on this breadth of implementation scope and been as successful as this project has been over the last five years. He said Jan Yoshiwara, SBCTC Executive Director, shared her appreciation and is really pleased with how far the Project has come.

Grant said the State Board also heard updates from each of the support areas (Dani Bundy, Director of ctcLink PeopleSoft Customer Support; Sandy Main, Application Services Director; Carmen McKenzie, Data Services Director; Tara Keen, Director of Project Management Office) as well as an update on future governance planning. The WACTC presidents will begin consideration of the proposed ctcLink governance model on April 28 and take vote during its June 2-3 meeting. Overall, the State Board members are pleased with ctcLink's progress and are confident in its direction.

ctcLink Program Status

Christy gave an update on project status. See [ctcLink Project Status Report \(March 14-25, 2022\)](#) for details. Overall, the ctcLink Project continues to report a yellow status. Still tracking to current timeline and dates in the plan.

Overall Status

Christy said they are making great progress. Working on CampusCE integration and will bring the descope proposal to a future meeting. The requirements traceability matrix (RTM) draft is at Moran for review and will likely come to the committee in early May.

DG6-B&C Status Update

Overall, they are almost ready. DG6-B has been approved for go-live readiness. DG6-C is getting ready for the Mock Go-Live April 8 and finishing up UAT. We have some concerns, but have seen a lot of progress and hope to see Bates turn from red to yellow.

UAT Metrics

Bates is 100% in HCM, CS, SF and FA, but still at 56% in FIN. Their president and executive sponsor are highly engaged to turn things around. Their resources have been active in the UATs and additional support sessions.

Moran Technology QA Consultants

Paul Giebel said the project is in a good spot overall, but they have two main concerns as we move forward toward the finish line: Bates Technical College and the post go-live governance structure. While he is glad to see Bates' tremendous improvement over a couple of weeks from an overall perspective, Bates' Finance area in particular flags the biggest concerns from Moran. Regarding the post-Project governance structure, it's a concern that it's still under discussion.

ctcLink Project-Related Commission/Council Topics

Commissions and councils are mostly talking about looking ahead to the future governance.

Agenda Items for Future Meetings & Meeting Closure

- DG6-C Go-Live Readiness: 4/19/2022 (quorum)
- CampusCE de-scope items: 4/19/2022
- TSB Meeting Recap: 6/14/2022
- RTM: 5/17/2022 or sooner
- Present Lessons Learned Report: 5/31/2022