



# STEERING COMMITTEE MEETING MINUTES

May 3, 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 April 19, 2022 meeting minutes were approved as submitted.

## cELC 4/27 Meeting Recap

Christy said provided updates on DG6 go-live and governance. They were happy with progress and thrilled with Bates' progress. Tim said he heard a lot of appreciation for where we are in the

## STAC/Post-Implementation ctcLink Governance Update

Grant gave an overview of the WACTC-Tech and WACTC approval of post go-live governance and next steps. The Washington Association of Community and Technical Colleges (WACTC) presidents approved adoption of the ctcLink operational governance model recommended by WACTC-Tech during their April 28 meeting. WACTC-Tech also approved the updated Charters for both STAC and Working Group during its April 27 meeting. Presidents had some questions about how work would get through at a good pace.

The package of materials WACTC reviewed prior to approving the new model included:

- ctcLink Governance Task Force members
- ctcLink Guiding Principles
- ctcLink College Collaboration Group
- ctcLink Program Governance Executive Summary

Next steps include:

- Formally establish the College Collaboration Group
- Review membership and recruitment
- Develop College Collaboration Group Charter

Tim encouraged the Steering Committee members to make sure their colleges get engaged in the new governance model.

## DG6-B Go-Live Recap

Tara Keen reported that the DG6-B go-live went very well. The overall conversion activities completed and hour and a half ahead of time. Accuracy was at 99.99% for all three colleges.

Dani said there have been minimal issues in the support rooms. The support sessions are busy as colleges are getting up and running with payroll, refunds and processes.

## SBCTC ctcLink Support Organization

### Customer Support Update

Dani said the focus has been DG6-B, but team members rotate out to assist other colleges, too. Gretchen has been working with Tara Keen and Amy MacNeill for annual schedule of cyclical training.

Tim asked about the duplicate students. Dani said it's not any more than usual. The colleges usually get these cleaned up fairly quickly.

### Application Services

Sandy described the outages upcoming for DG6-C go-live weekend. The accessibility forums will start up again in June.

## ctcLink Project Closeout Activities

### CampusCE – de-scope from DG6-C; phase 3 and 4 in SBCTC IT

See slides 8-11 in May 3, 2022 Steering Committee Presentation. Christy said the Project had planned with the original scope to be able to implement CampusCE and finish the different phases. We had some transition of technical staff that run the conversions and do all the other types of technical work on the project and several that have left, so we had to adjust people's roles and prioritize the technical work we were unable to complete.

To delay this and delay the project would end up costing the colleges more money to keep this as project scope, so the best solution – since the resources are basically staying with SBCTC – was to descope the project and implement this work under a new timeline by State Board IT.

#### Two-part recommendation:

- Descope CampusCE from DG6: The ctcLink Project team recommends the remaining CampusCE-to-PeopleSoft Integration scope which cannot be implemented prior to DG6-C Go-Live be de-scoped from the ctcLink Project.
- SBCTC Application Services completes integration phase 3 & 4: The ctcLink Project team further recommends the remaining scope be developed and deployed as an IT Project by SBCTC Application Services.

Kurt moved, Grant seconded. Motion passed unanimously.

Rich suggested SBCTC may need to complete an ITPA per policy 121. Grant said he would follow up.

## Requirements Traceability Matrix (RTM) - part 1

Christy explained she would like the committee to review RTM documents prior to the next Steering Committee meeting on Tuesday, May 17. The focus is on anything that is Not Implemented or Partially Implemented. Was it implemented: yes or no? If not, why not? And who verified? Were there test scripts and training provided?

The majority of items would fall under the enhancement queue. The following documents were distributed via email. During the May 17 meeting, the committee will review the **second** document note. If a deeper discussion or more time is needed to review any of the items, the committee can further review at the May 31 meeting.

1. **RTM De-scoped Items** – This document is filtered on all items documented as **de-scoped** and approved by prior ctcLink Steering Committees over the years. The goal is to confirm this list is accurate and identify any incongruencies with what was implemented.
  - *Please review this document and be prepared with any questions you may have.*
2. **RTM Not implemented/Partially Implemented** – This document is filtered on items not implemented or partially implemented for various reasons (e.g., colleges don't use; functionality not needed by the college system; requirement fulfilled with another solution). The goal is to confirm which items need to be addressed as future enhancements/fixes or need to be de-scoped).
  - *Please review this document and be prepared with any questions or comments you may have.*
3. **Complete Requirements Traceability Matrix (RTM)**, which tracks the original 2,488 RFP requirements against what was actually implemented in ctcLink. *This document is for reference only, for those interested in seeing the entire picture.*
  - *We will not go over this document during the May 17 meeting.*

## ctcLink Program Status

Christy gave an update on project status. See [ctcLink Project Status Report \(April 11-22, 2022\)](#) for details. Overall, the ctcLink Project continues to report a yellow status. Still tracking to current timeline and dates in the plan.

### Overall Status

Overall, the colleges are almost ready. Bates has self-reported green, after a few weeks reporting yellow and red, so that is a great improvement. DG6-C is approved and ready for go-live this weekend.

### Budget Status

The Project is still running slightly under budget by about \$500,000 overall.

### Program Risks and Issues

Reuth Kim reviewed the [ctcLink Project Status Report \(April 11-22, 2022\)](#). There are only a few items remaining.

#### Risks

- Bates Technical College Course and Class Construction for Spring and Summer Terms: In progress – ctcLink team is facilitating these efforts with Bates TC.
- DG6 Remaining Critical Work Packages: DG6 PMs would like to keep this issue open until group C is live.
- DG6 Effectively Communicate & Timing for Items Outside of the Schedule: DG6 PMs would like to keep this issue open until group C is live.
- OAAP – Kastech VPAT: Will confirm status and next steps with Sandy Main, App Services Director.

#### Issues

- cDR (ctcLink Document Repository): Tool license has been extended to end of year 2022. Need to confirm transition plan for project closure.
- Weather, Electricity & Internet: This risk will be closed out after group C is live.
- OAAP Accessibility Testing: Will confirm status and next steps with Sandy Main.

### Moran QA Report, March 2022

Paul Giebel reviewed Moran's three main concerns:

- Staffing – There will continue to be a high risk for the colleges if they lose staff. The IT Support organization staffing is moving in a better direction as Project staff begins to move over.

- Bates Technical College – Thanks to the mitigation activities, the situation at Bates has improved, so Moran is feeling more confident about a successful go-live this weekend.
- Future post go-live governance – The operational governance concept has been approved, so hopefully that will be a good model going forward. He said they can always adjust based on how things work out as they go through the process, but he thinks it's a good starting point from a governance perspective.

Moran will deliver two more ctcLink reports: DG6-C go-live and a Project Closing report.

### **Agenda Items for Future Meetings & Meeting Closure**

- ctcLink Celebration & Short Meeting: 5/17/2022
- ctcLink Scope Discussion/Vote: 5/17/2022
- Lessons Learned Report: 5/31/2022 or 6/14/2022
- TSB Meeting Recap and Final Project Shutdown Status: 6/14/2022