



STEERING COMMITTEE MEETING MINUTES

May 31, 2022 – Webex & SBCTC Olympia

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

May 3 and May 17, 2022 draft minutes were approved as submitted.

Final ctcLink Program Status

Overall Status

The Overall status is green for the first time since 2019, as are Schedule and Budget. Scope will be green as soon as the Steering Committee approves the RTM review and transfer of the 250 items to Support. See [ctcLink Project Status Report \(May 9 - 20, 2022\)](#) for details. Christy expressed pride in the colleges, the Project team and Support team for getting all the colleges live.

April Budget Summary

Christy said the Project is still tracking under budget. We expect to be about \$500,000 under budget at project closeout once all payments and employee payouts are complete. The PMO will have a final meeting with OCIO to confirm final Gate 7 deliverables are complete and final payment holdback is paid out prior to the project closeout.

Tim thanked Christy and her team for tracking this throughout the project. Choi said he and his staff are working on aligning the expenditures with the OCIO's project dashboard. There are incongruities on the dashboard and AFRS, but this is not a funding/money issue; rather, it's a coding issue.

Rich said he appreciated the work everyone has been doing to close out the Project. He does not have any budget closeout concerns.

Moran QA Report – April/May 2022

Paul noted all the project categories are green due to the project closeout. This is due to everyone working together to make this project successful. Going forward, there are 34 colleges and SBCTC agency to support, so there is some trepidation to say "all green," but overall, Moran thinks the Project and Support are in a great spot. To take a huge project like this and come in under budget is a tremendous feat! He gave kudos to Christy, Tysha Tolefree, and the team for accomplishing that.

Christy noted that Moran has been a great partner. She said we have taken the QA feedback from Moran very seriously. I'm proud of the partnership we have had and I hope it is a model other projects will use.

Project Scope Transfer to SBCTC PMO – ACTION

Christy reviewed the need to transfer to SBCTC IT/PMO the 250 items identified in the RTM that have not been implemented for various reasons. The Steering Committee reviewed the items prior to this meeting.

Tim said he had a conversation with all the voting members in attendance today and everyone agreed they liked this approach as it provides SBCTC the flexibility and opportunity to look at and process these items.

Rich Tomsinski said it's not unusual to see items transitioned or transferred to Operations at the close of a project.

Project Closeout Agreement with SBCTC IT/PMO: Transfer 250 Of 2488 Requirements from Project Scope

The final review of the ctcLink Project Requirements Traceability Matrix (RTM) revealed 250 requirements that were either 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). To close the ctcLink Project by June 30, 2022, the 250 items need to be removed (de-scoped) from the ctcLink Project Investment Plan and transferred to SBCTC IT/PMO for a more in-depth review and assessment of the 250 items as outlined in the [RTM Final Request to Descope 250 of 2488 Requirements](#) spreadsheet.

Following transfer of the 250 items to SBCTC IT, the PMO will work with the ctcLink Working Group to review the 250 items and determine which requirements are not needed and which ones need to be addressed as future enhancements and fixes.

Signed by Grant Rodeheaver to certify that the ctcLink Project Sponsor/SBCTC Deputy Executive Director of IT approves the transfer of the 250 items from Project to SBCTC IT/PMO for further review and action by SBCTC PMO and ctcLink. [Project Closeout Agreement with SBCTC IT/PMO - Transfer 250 of 2488 Requirements from Project Scope](#)

Action

Grant moved and Choi seconded the motion, which passed with 7 votes (including Chad Stiteler's proxy):

- Officially descope from the ctcLink Project the 250 of 2,488 items identified in the RTM and transfer those items to SBCTC IT/PMO for re-evaluation and prioritization by ctcLink governance as outlined in the signed Project Closeout Agreement with SBCTC IT/PMO.

Project Closeout with Washington State OCIO

- Moran QA Final Project Report – Paul said the report would be ready by June 10.
- Technology Services Board – Final project presentation will be June 14, 2022.
- Post Implementation Review (PIR) Report – Is underway and on track.
 - Project Closeout Report, Final Budget Report, etc.
 - Lessons Learned and Recommendations

Lessons Learned

Susan Maxwell gave an overview of the process of gathering and publishing Lessons Learned.

The *ctcLink Project Lessons Learned* report will be shared with Steering Committee this afternoon and posted at ctcLink webpage. Lessons Learned findings and recommendations across all deployment groups will be integrated into the Project Post-Implementation Review (PIR) package due later this month as part of the OCIO/TSB closeout.

The [ctcLink Project Lessons Learned Final Report](#) and [DG6 Lessons Learned Report](#) have been distributed and posted online. Reports for all deployment groups and the [ctcLink Post-Implementation Report](#) (survey of DG2-DG5) are online in the Lessons Learned tab at the [ctcLink Project](#) main page.

SBCTC ctcLink Support Organization

Customer Support Update

Dani reported with all the colleges now live, they are back in the routine support mode via ticketing and regular meetings. They are working closely with some of the colleges that have lost team members; striking a balance between training them on system functionality versus their local processes. They have been working with college PMs about the new governance model and moving through the cyclical activities in Finance and Campus Solutions. Overall, things are going well with no major issues. The Training Team is working on developing new training opportunities for colleges.

Application Services

- Sandy reported that CampusCE, which was transferred from Project to Support, is in its Phase 2 work. The second round of changes are in system integration testing and should be wrapped up soon.
- The Planning and Budgeting Cloud Solution (PBCS) resource from the Project will transition over to Support on June 1. The teams will begin to set the groundwork for this ongoing effort.

Accessibility

- Sandy said a number of updates were made to the Online Admissions Application Portal (OAAP) to wrap up a few remaining accessibility issues.
- Just installed Highpoint HCX (mobile) software updates and are going through accessibility review for changes coming in October. They will report back to CATO.

New ctcLink Governance Update

Grant said STAC met last week with the ctcLink College Collaboration Group taskforce members and Tara Keen, Project Management Office (PMO), to talk through onboarding and recruitment for the ctcLink College Leaders and ctcLink Working Group.

The Working Group will carry over six returning members and is recruiting for three additional positions. Self-nomination forms, signed by college president/chancellor are due by July 1.

STAC created a taskforce to develop the ctcLink College Collaboration Group Charter by the end of June to align with the goal to implement the new governance in July.

Grant said Tara presented about how the ticketing system will be used to review, track, and dashboard the 250 items descope from the Project, as well as the other pending requests.

Tim encouraged Steering Committee members to go back to their campuses and encourage the right, committed people to respond to the calls for nominees to do this important work.

Agenda Items for Final Meeting – 6/14/2022

- TSB 6/14/2022 Meeting Recap
- cELC 6/2/2022 Meeting Recap
- Project Shutdown Status