



ctcLink

Working Group

Charter

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ctcLink Working Group Purpose

The Working Group provides guidance and support throughout the life of the PeopleSoft software utilization, to enable decisions on the support and enhancement of the ctcLink system and to maximize the overall business value of the ctcLink environment while ensuring the reliability and maintainability of system functions.

Authority and Decisions

The Working Group is responsible for:

- Decisions regarding enhancement requests, global business process adoption and issue resolutions that impact multiple pillars, any business function within a pillar, and/or any external integrations with PeopleSoft.
- Decisions on proposed release schedules that do not impact any approved budget or overall timeline;
 - Oracle PUM Release Schedule(s)
 - Oracle New Functionality Adoption Releases
 - Major and/or Minor Project/Initiative Releases (including prioritization)
 - State/Federal Mandate Solution Design and Release Review (FYI)
 - Major Enhancement Request Releases (including external integrations)
 - Rollout of Global Business Process changes
- Authority to approve reasonable timeline adjustments if higher priority (mandated/system critical) initiatives are deemed necessary to release in advance of an approved initiative, with obligation to notify the Strategic Technology Advisory Committee (STAC) of changes and reasoning.
- Addressing appeals to Working Group decisions.

The Working Group will escalate to the Strategic Technology Advisory Committee (STAC):

- Enhancement requests that require additional resources such as software acquisition costs, vendor integration, ongoing support costs, contract resources, etc.
- Decisions determined to be unresolvable by the Working Group
- Appeals of Working Group decisions, per the Appeals section of this charter.

Approach

Consultative communication channels will be established and maintained, as needed, with stakeholders at colleges and the SBCTC, to receive and communicate relevant ctcLink related information. On an annual basis, the charter and Working Group composition will be reviewed by a designated sub-committee and membership reviewed by the Working Group co-chairs.

Working Group Composition

The ctcLink Working Group comprises the following:

Voting Members

College Voting Members (9) representing the broad spectrum of ctcLink expertise in the following functional areas and a variety of college types:

- College ctcLink Leads (Two College point of contacts)
- Campus Solutions (Financial Aid, Student Financials, CS Core (Admissions/Enrollment, Instruction, Continuing Education, Academic Planning))
- Human Capital Management (Human Resources, Payroll/Benefits)
- Finance
- Information Technology, ctcLink Security
- Accessibility
- Reporting and Data

State Board Voting Members (6) representing areas listed below:

- Customer Support Organization
- PMO Representation
- Application Services
- Data Services
- Business Operations
- Education Services

Ex-officio non-voting members

Ad hoc members may be invited to participate based on agenda and needs.

Working Group Member Roles and Responsibilities

ctcLink Working Group Members represent the interests of all colleges, not limited to a specific organization, and are responsible for eliciting input from subject matter experts and varying points of view in order to make informed and equitable decisions.

The ctcLink Working Group provides guidance to the overall operations of ctcLink and ensures that decisions are made in a timely and efficient manner related to ctcLink issues and proposals that have been escalated to the Working Group. The issues and proposals escalated to the Working Group usually involve solutions that could not be resolved by the SBCTC and/or have a ctcLink system-wide impact.

Thus, individually, the Working Group members should:

- Attend all scheduled meetings;
 - If an individual member is regularly unable to participate in scheduled meetings, it may become necessary to identify a replacement for those who cannot attend consistently.
 - If needed, action will be taken based on recommendation of the co-chairs and a vote by the full committee.
- Review available materials if provided before meetings, and be prepared to discuss and vote;
- Work to develop collaborative decisions;
- Participate in sub-committees as necessary.

In practice, this means the members:

- Make decisions within the Working Group’s Scope of Authority;
- Coordinate with Data Governance Committee on state and federal reporting and other system-wide solutions;
- Provide oversight on changes to configurations;
- Identify and help mitigate risks;
- Provide oversight and feedback for elements of projects related to training, communications, Organizational Change Management (OCM), and global configurations;
- Prepare escalated decision packages regarding functionality or changes to the implementation schedule for review and decision by the ctcLink Steering Committee;
- Prepare completed decision packages for communication to stakeholders and for filing in the issue and decision log.

Committee Member Selection

Committee membership will be reviewed every two years, and College voting members will be selected using the following process:

- Requests for nominations to fill any vacant positions will be communicated to the Community and Technical Colleges community through various channels.
- Nominees may submit an application at any time that consists of a nomination form signed by the nominee’s college president, acknowledging the responsibility and the time commitment required to serve.
- A Working Group Selection Committee will review all nominations and forward selected members to the Strategic Technology Advisory Committee (STAC) for confirmation.
- All applications are reviewed and members selected by a sub-group of the Strategic Technology Advisory Committee and Working Group Co-Chairs.
- Selection of nominees will consider alignment with the functional area representation described in the Working Group Composition section of this document.
- If there is an existing pool of confirmed nominees, this will be given priority consideration to fill vacancies as they occur.

A member may also serve on the STAC, but cannot be a voting member of both governance bodies.

Committee Leadership

The Working Group will be co-chaired by the SBCTC ctcLink Project Management Office Director or designee, and a college voting member who has served on the ctcLink Working Group for a minimum of one year and voted in by other committee members. Preference of co-chair selection should be given to a College Collaboration Group member to assure cross-pillar alignment with system-wide college needs.

Working Group Meetings

Initially, the Working Group will meet every other week for two hours. The Working Group meeting frequency may be revised as needed. Special meetings will be scheduled, as needed. Agenda and meeting materials will be provided to committee members the Friday prior to the next meeting.

The Co-Chairs, or their designee, facilitates the meeting and agenda. Committee attendees should be present at the designated meeting location or online for those who cannot attend in person. Minutes from the meeting should document any decisions that are made.

Quorum

This Working Group is composed of 15 voting members. Ten voting members in attendance constitutes a quorum, of which six must be representative of the colleges

Voting

In general, the ctcLink Working Group will strive for consensus as it engages in decision-making and issue resolution. However, it may not be possible to attain 100% consensus on all topics and alternatives. If consensus cannot be reached, votes will be taken by the Co-Chairs, or their designee, as required. Votes are distributed as defined under the Working Group Composition section. A two-thirds majority vote of the quorum will constitute a final decision.

Proxy Voting

If a voting member is unable to attend a meeting, they may review the meeting materials and cast their vote by proxy. Proxy voters may be any attending Working Group member, either voting or advisory, trusted by the voting member to represent their interest in the meeting. Proxy voting rights may not be given to anyone outside the Voting or Ex-Officio/Advisory members of the Working Group.

Meeting Agenda

Agenda items for the meeting will originate from the ctcLink Working Group.

Appeals

Appeals of decisions by the Working Group can be brought to the Working Group by a sponsor:

- ctcLink College Collaboration Group
- Commissions (Chairs)
- Data Governance (Co-Chairs)
- College President or designee
- SBCTC (Deputy Executive Directors)

The appellant must provide written documentation via the sponsor, to include:

- Why the appeal is compelling.
- Any budgetary and cost/benefit impact of the appeal.
- Why alternatives are not possible and why reconsidering the decision is the only available option.

The written appeal goes to the co-chairs of the Working Group. It will be placed on the next agenda for discussion and the person appealing will be invited to attend. An appeal may be approved, denied, or escalated.

Appeal decisions that are not approved can be escalated to STAC and will follow the STAC appeal review process.

Communications

The meeting minutes and decisions will be recorded and will be distributed to the committee for review and approval at the next meeting. Approved minutes will be posted online in a public location. Decisions from each meeting will be communicated to stakeholders that originated specific agenda items addressed at the meeting, and to other stakeholders, based on the nature of the decision, through the ctcLink Issue and Decision Log.

APPENDIX: Change Log

Date	Author	Change Reference
Feb. 6, 2023	Amendment approved by ctcLink Working Group, Jan. 27, 2023 STAC approve, Feb. 6, 2023	Proxy Voting: If a voting member is unable to attend a meeting, they may review the meeting materials and cast their vote by proxy. Proxy voters may be <u>any</u> attending Working Group member, either voting or advisory, trusted by the voting member to represent their interest in the meeting. Proxy voting rights may not be given to anyone outside the Voting or Ex-Officio/Advisory members of the Working Group.
April 15, 2022	ctcLink Governance Task Force	Final draft for submission to WACTC-Tech. Changes made to reflect transition to ctcLink production governance.
May 28, 2019	Amendment approved by Working Group	Added to Approach Section: On an annual basis, the charter and Working Group composition will be reviewed by a designated sub-committee and membership reviewed by the Working Group chair.
May 28, 2019	Amendment approved by Working Group	Revision to Composition Section: Original: Application Services Director – Technical and Development (one vote) – assigned Revision: Application Services Director (assigned) and ctcLink Project Technical and Development (designated) - (one vote)
May 28, 2019	Amendment approved by Working Group	Working Group Member Roles and Responsibilities: Add: Participate in sub-committees as necessary. Revision: Provide oversight and feedback for elements of the project related to training, communications, and Organizational Change Management (OCM), and global configurations;
May 28, 2019	Amendment approved by Working Group	Committee Member Selection: College voting members will be selected using the following process: Request for nominations will be sent to colleges to fill a vacant position. Nominees will submit an application that consists of a nomination form accompanied by a letter of support from the college executive sponsor, acknowledging the applicant's

		<p>responsibility and the time commitment required to serve.</p> <p>Applications are reviewed and members (including alternates) selected by a sub-group of the ctcLink Steering Committee and the Working Group Chair.</p> <p>Add: A member may serve on multiple ctcLink governance groups concurrently; however, they may only be a voting member of one committee/group at a time.</p>
May 28, 2019	Amendment approved by Working Group	<p>Quorum</p> <p>Original: This Working Group is composed of eleven voting members. Seven of the eleven voting members constitute a quorum.</p> <p>Revised: This Working Group is composed of 15 voting members constituting 11 votes. Seven of the 11 votes constitute a quorum, of which four must be representative of the colleges.</p>
May 28, 2019	Amendment approved by Working Group	<p>Voting</p> <p>If consensus cannot be reached, votes will be taken by the Chair, or their designee, as required. Votes are distributed as defined under the Working Group Composition section. A two-thirds majority vote of those attending (with a minimum of seven votes required for a quorum) will constitute a final decision.</p>
October 5, 2017	Final draft charter	First Approved by WACTC-Tech Governance Sub Group