

CTCLINK PRIORITIZATION PROPOSAL OVERVIEW

Background

The ctcLink Operational Governance model currently lacks an inclusive prioritization mechanism for ctcLink Enhancement Requests (ERs). This has led to competing priorities, resulting in resource fatigue and unclear expectations for the SBCTC ctcLink Production Support Group (PSG) teams responsible for implementing approved ERs.

While ERs generally target one specific area, they have cross-pillar and cross-functional/technical impacts due to relational table structures, testing, and configuration within ctcLink, thus requiring all PSG teams' involvement to implement each ER.

It is crucial to have the colleges' voices at the table, including any commission and council priorities, when shaping priorities for ctcLink. The established ctcLink College Collaboration Group (cCCG) has representation from each college and broad expertise across functional areas. Empowering the cCCG to recommend priorities is an essential step to a more collective, streamlined, and effective process.

Proposal Objectives

This proposal aims for a more efficient use of SBCTC resources, allowing teams to focus on managing the workload to complete those enhancements deemed most important by the college system.

- Establish a ctcLink Prioritization Process aligned with [ctcLink Guiding Principles](#).
- cCCG and ctcLink Production Support Group will commit to decision transparency, providing colleges with access to view prioritization queues and easily accessible notes on priority decisions.
- The prioritization process will be evaluated at least annually and modified as needed.

Highlights

- **Officially define the role of the cCCG in prioritizing ER work in the ctcLink governance structure.**
 - cCCG was established to ensure colleges have a voice in ctcLink decisions and help prioritize requests for systemwide changes while adhering to [ctcLink Guiding Principles](#), including common processes.
 - Each district president or chancellor has named a [ctcLink College Leader](#) (Point of Contact) for this important role representing the system. Each ctcLink College Leader has one vote in the cCCG.
 - cCCG consists of the primary ctcLink College Leaders approved by each college's president/chancellor as well as college business analysts (or similar representatives).
- **All ERs would go through cCCG for system prioritization with the understanding critical patches or mandates may jump the ER queue.**
 - In Flight Queue = 3 per pillar area CS, FA, SF, HCM, FIN, ALL (security, portal, etc.)
 - Next Up Queue = 5 per pillar area CS, FA, SF, HCM, FIN, ALL (security, portal, etc.)
 - Future Work Queue = Unlimited - 1 to 10 ranked, all others in order of receipt
- **Define guidelines and exceptions for the ctcLink Prioritization Process.**
- **Implement a brief "ER Pause" to allow time to prioritize enhancements already submitted.**

Timeline and Next Steps

The Strategic Technology Advisory Committee (STAC), IT Commission, WACTC Technology Committee, and ctcLink College Collaboration Group (cCCG) have previewed the concept during recent meetings. The cCCG will meet Jan. 24, 2024, to discuss further. Feedback will be shared with STAC for consideration to make a final recommendation to the WACTC-Technology Committee.

Detailed Supporting Documents

 [ctcLink Prioritization Proposal](#) |  [ctcLink Prioritization Process](#) |  [Simplified Process Flow](#)