



CTCLINK GO-LIVE REPORTING RESOURCES

DATA SERVICES

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Purpose

The purpose of this document is to provide a “one stop” informational repository for Reporting Leads and Query Developers upon go-live.

Things to Remember

Because there is such a flurry of information swirling around at go-live, we have compiled this list to refer back to if you have a question.

- Always, always, always search first for a query before developing a new one; if a new query is needed follow the conventions in the [ODLC](#).
- The link to PCD is not included in this document as it is not available publicly. **The link to PCD is sent via email to the Reporting Leads and Query Developers right before go-live.** If you need the PCD link, please email Paula McDaniel at pmcdaniel@sbctc.edu to request it.
- There is a LOT of information available on the [Data Services ctcLink Reporting](#) website. Up to this point everything has been theoretical, and it's a lot to take in. Now that you are going live on ctcLink, I suggest going back and looking at all of the information available to you there, starting with the [FAQ](#) at the top of the page.
- Query Developers are the front line for query development and modification requests at your college. If you do not know the process by which you will receive requests from your college end users, talk to your Reporting Lead to find out what it is.
 - End users will not submit service desk query development/modification requests to Data Services, instead the Query Developers will define the query requirements for the end user and submit the request.
- It is required for all queries to have a secure prompt which will allow for the selection of a specific institution.
- Production (PRD) is not where you will have Query Manager access. You will only have Query Viewer in PRD.
- Production College Development (PCD) is where you will have access to Query Manager if all requirements have been completed.
 - Requirements are:
 - Signed Non-Disclosure Agreement (NDA) turned in
 - Passed the ctcLink PeopleSoft Query Development Life Cycle (QDLC) course with a score of 80% or higher
 - Passed the ctcLink PeopleSoft Query 101 Basics course with a score of 80% or higher
- If you need help you can always ask us. Please submit a service desk ticket and we will do our best to assist you.

Resources

There are many, many resources to help you in your query development journey. These are:

- [metaLink](#)
 - Data Dictionary – find ctcLink metadata.
 - Search Tool – search for queries, reports and pivot grids as well as SQL script used in the creation of Views.
- The [Data Services ctcLink Reporting](#) website – find a plethora of information and training on reporting and query development
- The [ctcLink Reporting listserv](#) – ask a general reporting question.
- The [ctcLink Query Development listserv](#) – ask a specific query development question.
- The [ctcLink Reference Center](#) – anything and everything ctcLink related (including ALL of the information provided on the Data Services website).

Production (PRD)

Production is where daily activity in ctcLink occurs. You will not have access to Query Manager in PRD as query development is not allowed there. This is to protect all of the colleges from potential negative impacts.

Environment Availability

The PRD environment is available 24/7.

Production College Development (PCD)

PCD is the environment in which Query Developers will have access to Query Manager for developing and modifying queries. It is refreshed monthly from PRD so that data will be fresh enough to use to determine if the query is producing correct results.

Environment Availability

The PCD environment is available Monday – Friday from 7 am to 7 pm.

When will new colleges have access to PCD?

New colleges going live will not have access to PCD the morning of go-live. There is a system refresh that happens to PCD the morning of go-live, and that must complete before you will be able to log in. Updates on the status of the refresh will be given via the ctcLink qry_dev listserv, but the refresh should be complete by early afternoon the day of go-live, if there are no issues.

Query Manager Access in PCD

If you completed all requirements for Query Manager access prior to go-live:

- Once the refresh is complete, you will have access to Query Manager in the PCD environment only.

If you did not complete all requirements for Query Manager access prior to go-live:

- Query Manager access will be given once all requirements have been completed and you have sent [Paula McDaniel](#) an email requesting Query Manager access in PCD.

Logging into PCD

You will use the "New User" link to log into PCD the first time. It is suggested to use the same user ID and password as PRD because at the next refresh of PCD, your logon info will be overwritten with your PRD logon info.

If you have any problems logging into PCD, please submit a Service Desk ticket to your college's Security Team so you can get help.

If you need the link to PCD to log in, please contact Paula McDaniel at pmcdaniel@sbctc.edu.

Production Common Process (PCP)

PCP is where query development training takes place. Use this environment to practice developing and running queries as well as other tasks in ctcLink.

Environment Availability

The PCP environment is available Monday – Friday from 7 am to 7 pm.

When will colleges have access to PCP?

It is available to everyone in the ctcLink system including all upcoming deployment groups as well as colleges live on the system.

Logging into PCP

PCP is not refreshed frequently, and it has caused confusion in the past when people log into PCP and don't see a tile for their college to use. When you log in, you will only see tiles for colleges live on ctcLink as of the last refresh of PCP. If you don't see your college tile, then use any of the other colleges that display. You will not be seeing actual data so it is fine as this environment contains only scrubbed data. On the same note, when running a query in PCP, do not use your own college code unless your college is in PCP. If you use your college code to run a query and your college is not yet in PCP, then the query will not return any results.

Instructions for logging into PCP, including the link, are included in every Canvas course produced by Data Services.



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Washington State Board for Community and Technical Colleges