CTCLINK GOVERNANCE PROPOSAL TO WACTC

Executive Summary for WACTC — Approved April 28, 2022

ctcLink has already brought lasting change to the way our colleges do business and structure themselves across departments, as well as across the entire college system. As we approach the cusp of 34 colleges live in ctcLink, the Strategic Technology Advisory Committee (STAC) subcommittee was tasked with developing a governance model for ctcLink sustainability and collaboration. This model requires WACTC approval of guiding principles, governing charters, and formation of a new systemwide ctcLink Collaboration group.

Request for Approval

- Revised ctcLink Guiding Principles
- Each college will designate a primary ctcLink leader to (a.) serve as the primary liaison with SBCTC for all ctcLink matters and (b.) to participate in the ctcLink College Collaboration Group
- ctcLink Program Governance

Governance Goals

The proposed new governance model is designed to close gaps in the implementation phase governance process to meet the following goals:

- Engage in decision-making and business process alignment across our system with the designated ctcLink leader at each college
- Broad stakeholder participation in decision-making
- Ensure college subject matter expert input to prioritize changes and maximize limited system resources
- Establish transparent communication channels for clear processes and activity status

Governance Documents

DOCUMENT	COMMENTS
ctcLink Guiding Principles	Sets forth 10 overarching principles to guide ctcLink decision-making and investments, as well as ensure our work aligns with the mission, vision, values and goals of WACTC and SBCTC to prioritize equitable access to technology resources for students across the college system.
Strategic Technology Advisory Committee (STAC) Charter	The STAC Charter was revised to incorporate the new College Collaboration Group as a subcommittee and to establish its leadership role for ctcLink shared governance. STAC serves as an advisory resource and coordinating body regarding system-wide technology planning, selection and investment decisions.
ctcLink Working Group Charter	The Working Group Charter was revised to reflect a post-implementation governance model to provide guidance and support for ctcLink Operations throughout the life of the product, enable ctcLink system support and enhancement decisions, and maximize the overall business value of the ctcLink environment while ensuring the reliability and maintainability of system functions.
ctcLink College Collaboration Group & ctcLink College Leader	Each college is required to name a college ctcLink leader to serve as the primary contact and participate in the ctcLink College Collaboration Group. Titles may vary by campus (e.g. ctcLink Lead, ctcLink Coordinator).
ctcLink Governance Transition Plan	The current ctcLink Working Group will continue in its role until the new governance body is in place. This plan will be developed after approval of the governance structure.

Proposed ctcLink Program Governance

ctcLink Operational Governance Model

WACTC - Tech
* Determines if issues escalated by STAC require Full WACTC approval
* Take Decisions forward for Full WACTC Vote
* Monitor STAC Advisements and Alignment with Strategic Planning

Decision Scope:
Escalated Decisions Requiring
College Financial Commitment

Strategic Technology Advisory Committee
* Determines if decisions escalated by WG require WACTC-Tech
* Monitors status of Working Group decisions & PMO Project Status
* Represents and Facilitates Communications to Commissions/Councils
* Monitors Technology Change Horizon, Advises on Strategic Direction

Decision Scope:
Escalated for Resource or
Prioritization Decision

ctcLink Program Working Group
* Detail Decision Making Body, Determines Decisions for Escalation
* Monitors Status of All Enhancements and Initiatives
* Staffed by College Collaboration Group, Council Members, State Board
* Confirmation of College Provided Prioritizations

Decision Scope:
Enhancements w/in Resources
Mandate Solution Guidance
Business Process Adoption

Formal Enhancement Requests

Mandated Solutions

Standardized Business Process

College Collaboration Group*

College ctcLink Leaders

Data Governance*

College and State Board Data Stewardship

Commitment to Transparent Communications:

Visibility of Governance Decision Submissions, Approval Status, and Decision Reasoning

Publicly Accessible Change Release Progress to Deadline

Develop Methods to Define, Measure and Report on Return on Investments:
Outcome Impact to Productivity

* Groups that bring items through ctcLink Program Governance.