# ctcLink Logo

# Working Group Meeting Minutes

## March 02, 2022 [WebEx](https://sbctc.webex.com/recordingservice/sites/sbctc/recording/2240a2847c81103abff70050568f2e04/playback)

### Tara Keen, Facilitator

## Meeting Participants

### Voting Members

Kathy Disney, Tacoma

Pat Daniels, Highline

Krista Francis, Peninsula

Beth Farley, Edmonds

Sabra Sand, Clark (Absent-Char vote)

Chantel Black, Spokane

Christyanna Dawson, SBCTC

Ana Ybarra, SBCTC (Absent-Dani has vote)

John Henry Whatley, SBCTC

Shon Dicks-Schlesinger, SBCTC (Absent-Dani to confirm)

Brian Lanier, SBCTC (Absent-Dani to confirm)

Sanjiv Bhagat, SBCTC (Absent)

Sandy Main, SBCTC

Venkat Gangula, SBCTC

Carmen McKenzie, SBCTC (Absent-Sandy has vote)

### Non-Voting Members

Christy Campbell, SBCTC

Tara Keen, SBCTC

Cheryl Fritz, Wenatchee

Charlene Rios, Big Bend

Dani Bundy, SBCTC

Roger Curry, SBCTC

(Absent)

Janelle Runyon, SBCTC

Reuth Kim, SBCTC

Kelly Barton/Alexa

Mercado-Curtis(Absent)

Ivy Brant (Carmen’s ears)

## Meeting Minutes

Meeting was called to order at 10:00am

### Review & Approve Meeting Minutes from January 05, 2022

There were no additions or corrections to the January 05, 2022, meeting minutes, they were approved by consensus.

### Enhancement Requests (ER)

Webex Recording Time 5:55 – 7:39

No new Enhancement Requests.

Tara made group aware of one that is in the works. They are in the process of doing a Risk Assessment on a security vulnerability relative to and ID lookup for those folks whose masking is set to none. It does not limit the visibility on the search results pane to the institution, it allows with masking set to none to see a clear text SSN for all employees and students in the system. There is a way to suppress that, it was implemented during the DG6 Go Live and removed. A Security Risk Assessment as well as a Business Process Analysis will be coming to WG in our next meeting with an ER to address the vulnerability concerns that were expressed by colleges regarding this look up prompt. In a process of drafting a solution that is delivered versus a solution that is customized and that will be part of our conversation at the next WG meeting

### ctcLink Customer Support Production Updates

Webex Recording Time 7:53 – 18:35

### DG6-A Support/Overall Live College Support

Things are going pretty smooth. Holding pillar Webex’s for the next two weeks. There has been a lot of participation and good questions. Payroll has a tight turn around, Support and Project HCM Teams are working with the DG6-A Go Live Colleges to make sure that we are able to meet the quick turnaround. All in all, things are going smoothly.

**Security Safe Room**:

There were a few situations where an employee worked at a college and that employee was not properly offboarded by that college. They ere able to create a support desk ticket and get that employee record cleared off. There were a couple of DOB errors which was a simple fix to get them activated using the date that was in the system and then follow up with HR to make sure that their birth date aligned to their actual DOB.

Being that there was a tight payroll turnaround and timesheets had to be submitted right after Go Live, there were some issues being reported about the user experience in different browsers and what tiles they see on the employee homepage for timesheet submission. Folks were encouraged to submit those as a Service Desk Ticket to drive out any browser related issues.

Overall, colleges have said that it’s been fairly smooth.

**Solar Winds:**

A request came in from ITC to open up Solar Winds for specific folks at each institution to be able to see all tickets from all colleges. Dani reached out to the PM’s and applicable responsible parties and asked for the staff that they wanted to have that access. There is not a filter that allows them to sort it down to location, we have asked for that enhancement in Solar Winds, but we’re going to have to wait for this. As of now, folks have shared access. The other peace to this was that it was requested, regarding onboarding and offboarding processes at the colleges, is that the LSAs know who their colleague is at the other institutions. Dani shared the Security Google Sheet with the security folks and they have been sending her updates, now the security folks at each institution can see who their colleague is at other institutions and if they have any onboarding or offboarding questions they know who to contact.

Agency Updates

Webex Recording Time 18:52 – 36:42

#### 2022 Release Calendar – Discussion & Approval from Working Group

Sandy shared two documents related to the 2022 Release Calendar, one is an excel version with a lot of details and the other one is a word document summary which has the dates.

She went over the calendars and gave an overview and process that was used to create them: (Please see two documents that Sandy provided for review of what she discussed)

* Looks at critical release dates that are coming out; those time releases that come out from Oracle for each pillar.
  + This gives them an idea of when they can expect an image to come out or tools updates.
* Take a look at activities that are happening across the system
  + **HCM**
    - Windows of when payroll is happening
    - Tax updates
  + **FIN**
    - When is month/year end
  + **CS**
    - Start/End of quarters
    - 10th day
* Lay out several options for each pillar, give them different type of scenarios that they could move forward
  + Take those recommendations to each pillar lead and work with them on what their needs are, what will work for them and their resources
* Take feedback from the pillar leads to the Change Management Board and look at the calendar as a whole
  + Talk through how this all plays together
  + Put all related pillar information in a column
  + Do a review and see what should be implemented during that image
  + Do internal integration testing
  + Do some sort of UAT
  + Then deploy it

Webex Recording Time 36:47 - 47:06

#### Environments

**Upcoming Downtimes:**  DG6-B and DG6-C Deployment and Bio Demo Conversion and Go Live. You can find out information regarding these downtimes on the support website.

#### Accessibility

Next forum is next Tuesday, March 8, 2022. Will be providing updates this afternoon or early tomorrow morning on the website. Please remind and encourage folks to attend, participate, and learn from our peers at the colleges.

#### Security –

**ctcLink Shared Accounts**

Sheila went over setting up a procedure for institutions to be able to run job scheduling up under shared accounts.

**Purpose**

Shared Accounts are beneficial for colleges to use for scheduling jobs that run at a predefined time and can also be helpful for group email notifications. If the colleges use their employee ID accounts for job scheduling and that person goes on vacation, it poses a risk for cancelling, restarting, troubleshooting the job if issues occur. Also, any job notification would only go to that individual user based on the email address on their user profile. The Shared Account could have a college group email address assigned to it so that a group of individuals are notified if there are any issues with the jobset. It is critical from an audit perspective to define the responsibilities and audit controls around this type of account.

**SBCTC Responsibilities**

The SBCTC central security admin team will be responsible for:

* Creating the local shared accounts
* Maintaining a standard naming convention
* Updating role assignment for the shared accounts
* Auditing the role assignments for the shared accounts
* Conducting biannual recertification

**College Responsibilities/Limitations**

Shared Accounts for each institution should be limited to no more than two shared accounts

The Local Security Administrator (LSA) will be the accountable party for controlling the account once established from a usage standpoint. Meaning, they are to control the password resets and processes, and they are responsible for auditing the usage of the account.

* Submit requests for the Shared Account (See Process)
* Respond to biannual recertification request from SBCTC
* Should not modify role access at any point for these Shared Accounts

**Process**

LSA’s submit request through the ticket system for a shared account to be created and send in the following information with each request. <https://servicedesk.sbctc.edu>

* Detailed business requirements for what the Shared Account will be used for
* Access the account will need
* Name of LSA responsible for Shared Account
* Process by which you will monitor usage of Shared Account to include how often you will reset password

**Questions:**

Pat: We ran into an issue related to the Financial Aid process, people having their accounts associated with jobs. Wondering if there are other kind of functions where this has been useful for campuses in the past?

Sheila: For notification purposes, if you’re trying to email, the generic accounts are useful for that but they’re not a great tool from an audit perspective. But if you’re just sending about email notifications and they really wouldn’t need a role assignment, so that is probably something that we could look into in the future.

### Governance Post ctcLink

Webex Recording Time 47:20 – 1:22:23

Tara shared her ***ctcLink Governance: The Way Forward*** presentation slide deck that showed what the current Governance structure looks like, how the WG functions within that current Governance structure, what the plan is for the new PMO, and what things as we move forward evolving from a somewhat entrepreneurial implementation phase of our program to a more sustainable, long term, operational approach for managing our program from a Governance perspective.

**Groups Involved in the ctcLink Conversion**

* Strategic Technology Advisory Committee (STAC)
  + Here to advise the WACTC Presidents on system wide technology planning, selectin and investment decisions, more of a strategic view, long term vision of technology and our college system for which ctcLink is a part
* ctcLink Project Executive Leadership Committee (cELC)
* ctcLink Project Steering Committee (SC)
* ctcLink Project Working Group (WG)
  + These are the three official layers of Governance
  + They provide three layers of Governance that work mid-level things like system impacts to budgets, major enhancement requests, significant schedule or scope change, essentially responsible for big picture decisions, overall budget approvals, major schedule shift or system wide risk mitigation that has a large-scale impact to the colleges
* SBCTC Change Management Board (CMB)
  + Responsible for getting processes or decisions through and executed out into production
  + Serves to discuss functional and technical work priorities and manage release scheduling, making sure that the different pillars are talking to each other about specific items
* Systemwide Commissions and Councils
  + Address common issues, develop uniform business procedures, and work with SBCTC or various Stakeholders to make sure that we as a Federated System are aligning our business processes as best we can to perform the work that we do as a system
  + Key contributors to submitting Enhancement Requests to WG
  + Liaisons from Councils and Commissions that serve within the Governance process but are not considered part of the governing body
* College ctcLink Project Managers
  + Heavily engaged whether they’re already live or going live
  + Heavily engaged in the support dynamics and providing that PM perspective and cross college collaboration, both early in the Common Process Workshop work and trying to help colleges get through the business process adoption and alignment across the system
  + Not a governing body
* Data Governance Group

**Primary Focus**

* Discuss in detail and take action on proposed changes, impact, needs for successful adoption

**Meets Every Other Week to Discuss**

* Submitted Enhancement Requests
* Status of Enhancements
* Upcoming mandated changes, environment outages, PUM Releases
* Status updates on initiatives (e.g. CampusCE, PBCS, OAAPP)

Gave a workflow for Enhancement Request, using the Council and Commissions Role in the Enhancement Request Process as an example of how we do our business

**Gaps in Current Governance**

* Broad Stakeholder Participation
* Iterative prioritization by College SMEs
* Channels to decision: Code Enhancements vs. Business Process Alignment

**Vision for the New ctcLink Project Management Office (PMO)**

* Major Initiatives
  + Academic Structure, redesign/integration development to support Guided Pathways
  + Security tools delivery, comprehensive material improvements, automation, standardization of business practices
  + Finance Pillar: material improvement, gap resolution for reporting needs; delivery of de-scoped adoption of Strategic Sourcing and Supply Chain Management
  + Human Capital Management Pillar: material and process improvements to provide direction for common business processes; how to utilize TAM
* Minor Initiatives
  + Service Desk Ticket reviews for common issues to identify areas for minor business process alignment, training and material improvements and/or deferred requests
  + Unresolved remediation gaps outstanding from the Independent Validation and Verification Plan
  + Develop and maintain long-term product sunset maps for strategic planning
  + Continuous review of prior, current and future PUM releases for targeted smaller initiatives to improve user productivity that can be addressed outside of the general PUM delivery schedule for a more graceful release and adoption
* Team Staff
  + PMO Director
  + Project Manager (3)
  + Technical Project Manager
  + Project Coordinator
* Resource Pool
  + SBCTC Resources from Customer Support, Training, Application Services, Data Services, Contracted Resources for funded projects
  + College Task Forces created for specific initiatives or council/commission sub groups, e.g. Financial Aid Systems Team for requirement definition design sign offs and User Acceptance Testing
  + Governance-to provide guidance, input and approval of major or minor initiatives
* Vision for PMO Success
  + Effective channels for sourcing and sorting current system needs
  + Means to collate input and secure actionable requirements
  + Clear prioritization balancing college desires with SBCTC resources
  + Transparent communication of “How and When”
    - Process for expressing system needs
    - Defining and maintaining prioritization
    - Refining requirements and solution design
    - Status of all requests, activities and expected outcomes
  + Clear ownership of decisions, authority and accountability

**Change Horizon**

* Move to have councils follow the FAST model and define a sub-team for system technology
  + Admissions & Registration Council (ARC) and Advising and Counseling Council (ACC) have already made this choice
  + More technically-minded college SMEs for quick response on requirement definition, solution design vetting, providing valuable input for successful delivery and UAT
* College PMs lead Business Process Review discussions similar to Common Process Workshops
  + Focus on ensuring colleges follow good business practices with greater alignment in system usage to help clarify where SBCTC effort is needed vs where college usage issues exist

**Governance Change Response**

* Review current governance process effectiveness
* Determine necessary adjustments to address gaps
* Improve overall communication processes for process clarity and status transparency
* Assess stakeholder engagement for clear and fair distribution of input and authority

**College Change Response**

* Local campus change management to coordinate issue escalation through council and commissions
* Engage in System-Wide Business Practice Review/Alignment to raise up issues for holistic resolution by SBCTC
* Develop effective System-Wide Prioritization Methods
* Establish System Technology Sub-Groups to collaborate on major/minor initiatives for improved delivery adoption

### Steering Committee (SC) Relevant Updates

Webex Recording Time 1:22:35 – 1:37:47

#### DG6-A Go Live Updates

Christy: This past Go-Live was a big accomplishment, very successful, and non-eventful! Colleges are a bit more prepared, they’re taking the Lessons Learned and information shared with them from prior colleges and they’re building upon that to have a better, more prepared, successful Go-Live. We knew that we would see efficiencies and more maturity in the methodology in the deployments with both the Project and Colleges. It’s very rewarding to see the colleges at a great position for Go-Live and their readiness to be in support as well as the Project Team being able to deploy and now being able to focus most of the resources on the next groups that will Go-Live.

Tara: Combined appreciation for the level of skill of our Technical Team to be able to weather such huge resource losses for folks that have been on the project since 2013 and to lose two primary pillar experts, we were still able to be successful. Amazed and appreciative of people she works with and could not be more proud of them. The dedication and drive that the colleges invested in the success of their own Go-Live and the dedication and support that the prior DG’s have provided to this group of colleges show why she’s worked in the system as long as she has. Everyone truly cares about the success of their colleagues in the system.

### Action Item Review/New Business/Closing:

Webex Recording Time 1:37:56 – 1:39:11

No Action Item Review/New Business/Closing

Next WG meeting is scheduled for March 16, 2022

Meeting was adjourned at 11:40am

**Agenda Item for Next Meeting:**

| **Item** | **Description** | **Person** | **Date Open** | **Status** |
| --- | --- | --- | --- | --- |
| Future Meeting Agenda Topics: |  |  |  |  |