# ctcLink Logo

# Working Group Meeting Minutes

## March 30, 2022 [WebEx](https://sbctc.webex.com/recordingservice/sites/sbctc/recording/086d143e9279103a9dfa0050568137ed/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

John Henry Whatley, SBCTC

Shon Dicks-Schlesinger, SBCTC

Brian Lanier, SBCTC

Sanjiv Bhagat, SBCTC (Absent)

Sandy Main, SBCTC

Venkat Gangula, SBCTC

Carmen McKenzie, SBCTC

### 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

Shelia Sloan

Rebecca Clayton

Johnathan Rider

Teri Sexton

## Meeting Minutes

Meeting was called to order at 10:00am

### Review & Approve Meeting Minutes from March 16, 2022

There were no objections to the March 16, 2022, meeting minutes, they were approved by consensus.

### Enhancement Requests (ER)

Webex Recording Time 6:16 – 37:39

**Follow Up on New Enhancement Requests (ERs) – EMPLID Look Up Masking – voting deferd, testing needed prior to vote.** Testing results and material developed were discussed by Tara and testing participants.

Tara opened the floor to the folks that were involved in testing the EMPLID Look-Up Masking, which is the Masking of the SSN when clicking on the look up field.

For **full details** of discussion **please listen** to [**Webex from 6:16 – 37:39**](https://sbctc.webex.com/recordingservice/sites/sbctc/recording/086d143e9279103a9dfa0050568137ed/playback)

* **Sheila** (facilitator of the testing)
  + Held three different sessions, then set the masking in effect in PCD
  + Environment was open all day for testers to go in at their convenience
* **Pat**
  + Results are much the same as Beths
  + Did quite a bit of testing in both and took screenshots of things
  + Date of Birth if the year was there it would be important
  + Uses Student Services Center to troubleshoot stuff before escalating it to SBCTC and have been able to resolve issues
  + Doesn’t recall running into transposed numbers or incorrect SSN, lots of mistyped DOBs
  + Add update was not masked, went in and changed masking options and checked each one out
* **Beth**
  + Not happy with having to hit edit to see full masking
  + Concern that an extra layer of permissions has to be given to somebody to be able to edit
  + Limited number of people on campus that have capability of mask-none, but without mask-none you can’t go into edit mode
  + Fixed a lot of student’s SSNs
* **Chantel** (had several staff test too)
  + No heart-burn issues
  + Individuals wished DOB would also include year, sometime they need to quickly differentiate between a Jr or Sr (Sheila clarified that this has been updated and you will see partial date)
  + Not sure what settings staff were testing; tested in student service center
  + We typically discourage using SSN as a way of verifying identity outside of Admissions processing or Financial Aid who all have SSN view access
  + We encourage DOB instead for first glance when using search
  + Let students type their SSN in the keypad at our front desk and we never see it
* **Cheryl**:
  + Did not get an email to test, no notification
  + Sandy looking into why she wasn’t invited to test
  + Very few people have access to edit national id at college
  + All have mask-none
* **Pauline Marvin** (Krista)
  + Doesn’t work as expected, I tested with SBCTC and where I’m supposed to see the SSN I cannot and have to add an additional click to view it
  + SBCTC said there will be a fix to that issue in the future but right now this is how it’s going to work, FERPA side of things I think it’s ok to move forward
* **Kathy**

**Conclusion** (Tara): For those that are able to see birth date (to include year), they are requesting that it be unmasked. Tare will ask Bhuvana to modify the update to the DDA, pass that to Sheila and have her apply that to the test environment and then have Sheila host one more testing session to confirm whether that works for folks, then bring it back to WG for a final vote. WG agreed on this.

### OKTA MFA (Multi-Factor Authentication) Implementation

Webex Recording Time 37:51 – 50:21

Deploying OKTA helped improve security around the user authentication process and provide a more user-friendly password reset option.

The end goal of implementing OKTA was to address the issue that we wanted to implement a form of MFA. This is putting multiple or various types of authentication on user’s identity. So, when you’re logging in it’s doing more than one check, there will be a secondary screen following the standard login asking for a secondary level of authentication. Examples are security question that only you will know the answer to. There is also a dropdown arrow that will bring up a list of other types of factors that you can authenticate (examples: text message where you get a one-time password or PIN Number, etc.).

MFA is set at the user level, not the college level. To enable the MFA, LSA’s will assign a role in ctcLink to those individuals that they choose to have MFA enabled (HCM for employees, CS for Students). The MFA will be disabled for an individual when the role is removed from their profile

The next steps are to deploy code to production to complete validation and develop user documentation. SBCTC will continue to work with Information Technology Commission (ITC) to define OKTA factors (SMS, email, voice, security questions, etc.). Then the timing will need to be determined for when it’ll actually be rolled to the system. There is no firm date when this will be done, but hoping to get the code into production so the validation and documentation can be wrapped up.

Pat asked if there are colleges involved in testing or just SBCTC. Sandy replied that she thinks there are plans to work with a core group to test when the time comes for that to be done.

### ctcLink Customer Support Production Updates

Webex Recording Time 50:51 – 53:12

Things are going wonderful. With so many colleges being deployed, they get to a certain point where there are activities that they are doing for the first time and there are ongoing learning experiences for everyone, but over all it has been going pretty well. Prepping for DG6 B&C and will be having their Meet & Greet on April 14, 2022.

The Support Teams are working on their day-to-day activities with all of the colleges that are live, answering tickets, and holding Webex’s. Pillar weekly work sessions are back up and running. The dates/topic areas can be found on the website.

Agency Updates

Webex Recording Time 53:18 – 56:53

#### Environments

**Upcoming Downtimes:**

## Bio-Demo Conversion

Thursday, April 21, 2021, 9:00 pm – Friday, April 22, 2021, 5:00 am – DG6B

Thursday, May 5, 2021, 9:00 pm – Friday, May 6, 2021, 5:00 am – DG6C

## Weekend Conversion

Friday, April 22, 2021, 3:00 pm – Monday, April 25, 2021, 7:00 am – DG6B

Friday, May 6, 2021, 3:00 pm – Monday, May 9, 2021, 7:00 am – DG6C

#### Accessibility

Sandy encourages people to participate in the Monthly Open Forum and to also send messages out to staff about the forum listserv to enroll and get information.

The next forum is scheduled for April 8, 2022, 11:00am – 12:00pm.

#### Security

Shelia was happy to inform WG that they have hired Lisa Garcia as the new PeopleSoft Security Analyst. She has over 18 years experience in PeopleSoft and has tremendous experience in Campus Solutions and fantastic Customer Service skills.

A PeopleSoft Financial Security Training was held yesterday for the colleges during the Financial Work Session. Preparing to support the project team for the DG6 B lockouts and DG6 C unlocks and there is an upcoming training on batch users and job sets. Last night they applied security views to over 50 components in CS to restrict them down to business unit data.

### Governance Post ctcLink

Webex Recording Time 57:09 – 1:08:35

Tara wanted to make folks aware that herself, Pat, and Beth are all involved in working with STAC on defining the new Governance process. Two meeting ago we worked on a visual representation of the layers of Governance and thought it would be an opportunity for us to talk about what has been going on in the STAC Subgroup. A task force stood up to work on editing all of the Governance related artifacts.

Share STAC Recommendations:

* Conversation about redefining the guiding principles
* Looking at language around the STAC Charter
* Colleges have more voice and are more involved and take ownership and responsibility of more things and can help around the processes
* Formalization of a college collaboration group that would consist of folks that have been PMs through their implementation process or other designee that has responsibility as well a duty within their college to be all things ctcLink
  + This group would come together collectively to do that collaborative work with SBCTC and have representation on a new WG configuration as well as representation to STAC
  + Work together to come up with what we’ve been doing recently to look at things like Enhance Requests, things that are concerns that all colleges have
  + Work with SBCTC to determine solutions and do testing
  + Operate as the POC for the college, spokesperson on the college’s behalf
  + Well received by the Presidents – it was presented to them as a proposal last week and then WACTC-Tech took it to all the Presidents
  + Beginning of formalizing a group then having the presentation go forward into what now becomes a new Governance Model as it rolls out for Post Go-Live of all colleges

Tara shared the below ctcLink Operational Governance Model slide that showed and defined the scope of the long-term process and discussed each level.



### Steering Committee (SC) Updates

Webex Recording Time 1:09:28 – 1:17:30

**Project Closeout Activities: CampusCE**

* De-Scope from Phase 3 (Go-Live DG6C)
* Remaining Scope to be completed by SBCTC IT for the CampusCE project:
  + OEE Classes
  + Contract Payment Type
  + Use nested data Update
  + Use TM page
  + Take to Search Match

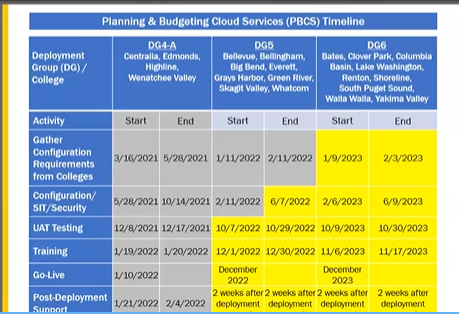
Any additional new requirement requests will need to flow through the new governance process

**Planning & Budgeting Cloud Services (PBCS) Timeline**

A timeline was built that has been reported for the past 6-12 months in regards to when the DG4, DG5, and DG6 colleges can expect to engage in the project and when they can expect to deploy and be able to use the system as part of their budget planning.

In the below picture, the grayed-out areas are the areas that have already been completed, but with the ctcLink PBCS Timeline, this remaining work does not fit into that timeline or into that budget. Christy asked the SC to de-scope that work that is in yellow. The PM responsible for this work is staying on with SBCTC in another role as well as the Functional Technical Resource that works with the colleges on the requirements, configuration, SIT, and post-support of UAT. The SC is being asked to de-scope this work from ctcLink Project, but looking to stay with the current timeline but have the responsibility of this project fall under SBCTC IT.

The PBCS will be put back in front of SC on April 5, 2022, and CampusCE with an adjusted timeline for the April 19, 2022, meeting.



**SC Meetings:**

* April 5, 2022 - DG6B Readiness Meeting is looking for SC approval to approve the colleges to move into production on April 25, 2022
* April 19, 2022 – DG6C Readiness Meeting is looking for SC approval to approve the colleges to move into production on May 9, 2022

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

Webex Recording Time 1:17:47 – 1:18:35

Next WG meeting is scheduled for April 13, 2022

Meeting was adjourned at 11:19am

**Agenda Item for Next Meeting:**

| **Item** | **Description** | **Person** | **Date Open** | **Status** |
| --- | --- | --- | --- | --- |
| Future Meeting Agenda Topics: | Take a vote on the EMPLID Look-Up Change Masking after testing is completed |  |  |  |
|  |  |  |  |  |