



## WORKING GROUP MEETING MINUTES

August 2, 2023

### Meeting Recording:

<https://sbctc.webex.com/recordingservice/sites/sbctc/recording/000611181384103cbfddea747c91380e/playback>

Co-Chairs: Chantel Black & Tara Keen

### Meeting Participants

#### College Voting Members

- Chantel Black, Co-Chair & Spokane Community College/CS
- Beth Farley, Edmonds/CS, Security, PM
- Charlene Rios, Big Bend/FIN
- Donald Denney, Skagit Valley/Accessibility
- Jill Hammitt, Highline/Data & Reporting, CS, SF, Absent
- Kathy Disney, Tacoma/CS
- Samantha Orth, Lower Columbia/HCM, Payroll
- Pat Daniels, Highline/IT, Security, PM, Absent
- Rachelle Russell, Skagit Valley/CS, Financial Aid Absent

#### SBCTC Voting Members

- Tara Keen, Co-Chair
- Carmen McKenzie, Data Services, Absent
- Teri Sexton, Business Operations
- Dani Bundy, ctLink Customer Support
- Ray Gartner, Application Services
- Will Durden, Education Services

#### Ex-Officio/Advisory

- Kyrsten Catlin, CS Core
- Ana Ybarra, Financial Aid
- Brandon Reed, Student Financials, Absent
- Shon Dicks-Schlesinger, Finance
- Brian Lanier, HCM
- Roger Curry, Customer Support
- Shelia Sloan, Security
- Ivy Brent, Data & Reporting
- Tami Whitney, QA (Testing)
- Christopher Soran, App Svcs/Ops
- Amy MacNeill, PMO Coord. & WG Facilitator, Absent
- Reuth Kim, PMO CS, Absent
- Christyanna Dawson, PMO FIN
- Sanjiv Bhagat, PMO HCM
- Bhuvana Samraj, Technical PM, Absent
- Sherry Nelson, IT Comms

## Welcome, Roll Call (00:00 – 00:03 mins)

Welcome and roll call.

## Meeting Minutes for June 19, 2023 (00:03 – 00:4 mins) – approved by consensus

### SBCTC Updates (00:4 – 00:17 mins)

- **Customer Support:** Dani reported the following:
  - **Campus Solutions (CS):**
    - Testing Ongoing:
      - CampusCE phase III descoped items
      - Image 29/HCX Updates – August 12
      - Legacy Transcript Tool
  - **Financial Aid (FA):**
    - WCG – Bridge Equations in production
    - SAP S & P – UAT testing will begin on August 9th
    - Mass packaging for CBS for BA degree – UAT kick off will be on 8/15
    - ER 137 – FA Keywords – currently in System Integration Testing
  - **Finance (FIN/FSCM):**
    - Currently in Testing:
      - FYI 185 – Combo Edit Rules Update and
      - FYI 211 – Restrict Accounts use in certain funds – currently in testing
      - ER 200 – PO Auto Sourcing – Business Unit Required Default
  - **Human Capital Management (HCM):**
    - Prepping for Payroll Confirmation Webex Friday August 4th
    - Testing for upcoming Image 46 – August 26
    - ER 156 – FWL Productivity Improvements – currently in System Integration testing
  - **Student Financials (SF):**
    - ER 193 - Second Journal Set Redesign – currently in System Integration testing for the automation of the process
      - Estimated go live timeline is September
    - Working with the Security Team on review of college Item Type Security
  - **Training:**
    - Provided 9 different cyclical/workshop type trainings, partnering with all functional teams and professional development
    - Continue to update QRGs
    - Continue to create training content for new trainings to be offered throughout 2023

Customer Support slide deck is below:



Customer Support  
updates 08022023.ppt

- **Application Services:**
  - **Environments/Activities** – Ray Gartner reported the following:
    - PCD Environment Refresh scheduled for Monday, August 14, 2023
    - CS Image 29 and HCX is scheduled for Saturday August 12, 2023
    - HCM Image 46 is scheduled for Saturday, August 26, 2023
    - Oracle CPU Updates scheduled for Saturday, August 12, 2023

- Sentinel Security Updates scheduled for Saturday, August 12, 2023
- Sunset Legacy HP-UX on Thursday, August 31, 2023 (**please be sure to communicate broadly across campuses**) \*Recording minutes 00:10- 00:14
- **Accessibility** - Christopher Soran reported the following:
  - CS 29, HCX 22.3, and HCM 46 Accessibility IOVDs will be published later this month.
  - W-2 PDF year-end forms were not accessible prior to Image 46. In Image 46, Oracle added the functionality to support accessible W-2 PDF year-end forms starting year 2022 for single page W-2 PDF form as well as W-2 PDF Form with an overflow.
- **Security** – Shelia Sloan presented the following:
  - MFA - Have a few colleges left that need to implement for employees then the role will be applied dynamically.
  - Working with internal members on Sentinel Project Plan and Documentation
  - HCM and CS Image Support Underway
  - Supporting Legacy Application Security Tickets
  - Working on process for push notifications archiving
  - Working on Internal processes for Duplicate Id's between pillars
  - Internal Project Support for Security on Several projects that are underway

Application Services slide deck is below:



Application Services  
Update - Working Grc

## Enhancement Requests – No ER’s Presented

### Sentinel Project Update (Tara Keen) – (00:17- 00:24)

- [Sentinel Project Information Guide](#)
- **Sentinel College Advisory Group**
  - Communication went out July 25 soliciting nominations
  - Nominations are open July 25 through August 7 [Sentinel Advisory Group Nomination Form](#)
  - Looking for 15 members across our college community to participate
  - Have 11 nominees as of morning of 8/2/23 that have been provided for review and inclusion in this group (listed below in order of Tara’s screen share)
    - Big Bend
    - Centralia
    - Lake Washington
    - Wenatchee
    - Everett
    - Shoreline
    - Whatcom
    - Bellevue
    - Walla Walla
    - Bates
    - Seattle Colleges
      - Note- Colleges can nominate more than 1 person but only 1 person from a college will be selected to participate.
  - Group Responsibilities include:

- Participate in Semi-Monthly (Tuesday afternoon) to give feedback on project activities or questions
- Be available for Ad-Hoc Feedback Loops (as needed) on College Business Practices
- Participate in Requirement Clarification Sessions
- Provide Early Feedback on Solution Design Materials
- Participate in Solution Design Feedback Sessions as Change Champions and Thought Leaders
- Respond to Surveys for Solution Design Decisions
- Provide Input on Testing and Training Plans
- Participate in User Acceptance Testing
- Reaching out to their connections via their Council and Commissions and other Group affiliations to broadly communicate what is happening within this project along with updates the Security team provides.
- Periodically provide updates to the College Collaboration Group.
- Solution Design Review and Sign-Off
- Action Plan- Next Steps
  - Solicit Sentinel College Advisory Group nominations - (July 25 to August 7, 2023)
  - Sentinel Project Leader Team to select advisory group members from nominees and send notices to selected members by August 14.
  - Sentinel College Advisory Group Member Kick-Off (orientation session) - Thursday, August 24, 2023
  - First two Sentinel College Advisory Group regular meetings -
    - Tuesday, September 12, 2023 (2 pm - 3 pm)
    - Tuesday, September 26, 2023 (2 pm - 3 pm)
  - Sentinel Project Leadership Team - Develop Sentinel Product demonstration materials for initial product review sessions and review of discovery and decision list items (August).

## TouchNet Project (Christyanna Dawson) – (00:24 – 00:33)

- **History**
  - [Enhancement Request #41:](#)
    - Colleges were not in compliance with PCI (Payment Card Industry) requirements for taking Credit Cards at the cashier window and able to return payments back to original credit card. Must support PCI Point-to-Point Encryption (P2PE).
    - Working Group Approval and Escalation to Steering Committee May 1, 2019
    - Steering Committee Approved to Pursue RFP on May 7, 2019
  - Request for Proposal (RFP):
    - Vendor Evaluation & Scoring Team (VEST) rated the three vendors that responded and named TouchNet as the apparent success vendor.
    - VEST Decision on October 1, 2020
  - Contract with TouchNet for Services:
    - Replacement of Online Tuition Payment System (SF Student Accounts), Cashier Station Credit Card Payment Processing via Card Reader and Replacement Payment Plan Provider.
    - Signed December 2022
- **TouchNet Demonstration Meeting**
  - A Demonstration\* was held during the Accounting Tips and Tricks scheduled meeting time, with over 160 in attendance
  - TouchNet College Advisory Group was presented as a next step
  - After the meeting it seemed best to postpone the project schedule until after year end close
- **TouchNet College Advisory Group Nominations**
  - Nominee request for 13-15 members with expertise in at least one of the following areas:

- Four (4) individuals in the Cashiering areas:
    - Two (2) Head Cashiers
    - Two (2) Representing Cashiers
  - Four (4) individuals representing the Business Office (controller or person in charge of posting, and or reconciliation of student financial accounting lines).
  - Two (2) members from the Enrollment Services area with a perspective of student's enrolling in classes and handling payments.
  - Two (2) members from college IT technical area with an integration perspective.
  - Business Analyst Individual with background in Student Finances.
  - Individual with background in data/reporting.
- **TouchNet College Advisory Group Responsibilities**
  - Participate in Semi-Monthly (Tuesday morning) to give feedback on project activities or questions
  - Be available for Ad-Hoc Feedback Loops (as needed) on College Business Practices
  - Participate in Requirement Clarification Sessions
  - Provide Early Feedback on Solution Design Materials
  - Participate in Solution Design Feedback Sessions as Change Champions and Thought Leaders
  - Respond to Surveys for Solution Design Decisions
  - Provide Input on Testing and Training Plans
  - Participate in User Acceptance Testing
- **TouchNet Project Leadership Group**
  - This group will work in partnership with the TouchNet College Advisory Group.
  - This group is comprised of SBCTC stakeholders from:
    - PMO, Student Finance Support & Finance Support, Business Operations
    - Application Services (including Security)
    - Quality Assurance (Testing)
    - ctcLink Training
- **Next Steps for TouchNet Project**
  - Nominations for Advisory group will be accepted until:
    - Thursday, **08/10/23**
    - Nominees must have college leadership support for participation
  - Advisory Group will be selected via peer voting, starting:
    - Monday, **08/14/23**
  - Notices to selected group members will be sent by:
    - Monday, **08/21/23**
  - Kick off Meeting is scheduled for:
    - Tuesday, **08/29/23**
- **Resources**
  - Link to the: [Nomination Form](#)
  - Link to the: [TouchNet Project Information Guide](#)
  - For more information, please Contact Christyanna Dawson, [cdawson@sbctc.edu](mailto:cdawson@sbctc.edu)
- Christyanna's slide deck is below:



TouchNet - Update  
WG 08022023.pptx

## Legacy Migration Projects Update (Sanjiv Bhagat) – (00:33- 00:54 min)

- **LegacyLink Application Access**

- Legacy Link Application access provided to all colleges – June 30, 2023 – Completed.
      - Read-only application developed to provide secure access to users to a limited subset of screens and batch reports needed to continue critical business.
        - Financial Management System (FMS)
        - Payroll/Personnel Management System (PPMS)
        - Student Management System (SMS)
    - Second Release - We are currently working on implementing fixes and enhancements. – In Progress
- **Copy of College Legacy Data File**
  - Copy of College Legacy Data file to be provided to the colleges based on your college's [Legacy Data Snapshot File Transfer Appointment](#).
  - The college POC will be given access to the Legacy Data Migration Space (Shared drive) from where they will be able to download the Microsoft SQL bak file (backup file). They need to restore it in SQL file server.
  - **Note:** The data back-up snapshot was taken on May25th 2023. So, any changes in the legacy HPUX system after this date will not be available in this back-up file.
  - Status of the colleges need to sign the “Data Protection Guidelines” and agree to take ownership and responsibility for the data they received.
- **Legacy Projects Timeline- Slide 6**
  - Upcoming dates to note:
    - Legacy Transcript Validation Sessions- August 3 and 8
    - Legacy Transcript Data Validation Form Sign-Off Due Date- August 18
    - Legacy Transcript Go-live Window- August 21-31
    - HP-UX Legacy Sunsets- August 31
- **Legacy Transcripts Update**
  - Legacy Transcript - We are **postponing** all go-lives scheduled for the weeks of Aug. 1-4, Aug. 7-11, and Aug. 14-18, and **rescheduling** for Aug. 21-25 and Aug. 28-31.
    - Several colleges took advantage of the July soft launch to test-drive and validate the new Legacy Transcript application, submitting service desk tickets with their findings. Most of these have been resolved, but to increase confidence, we are asking all colleges to participate in a validation activity.
  - **Note:** This delay **does not impact** the [LegacyLink](#) application, or your college's [Legacy Data Snapshot File Transfer Appointment](#).
  - We have assigned colleges new go-live dates: [Legacy Transcript Application - REVISED Go-Live Date Slots](#)
    - You do not need to be present during this go-live process.
    - **Note:** Please **do not make any further changes** to the original [Legacy Transcript Application - Go-Live Date Slots](#) schedule.
  - Legacy Transcript Validation Sessions
    - Session 1: Thursday, August 3, 1pm to 3pm
    - Session 2: Tuesday, August 8, 10am. to 12pm
- **Legacy Transcript Application Go-Live Date Slots \*see slide 8**
- **Application Post-Production Support**
  - New Request Type values added to the Helpdesk ticket system - Which will help assign the tickets related to Legacy Link and Legacy transcript application issues to the correct support team.
    - See slide 9 for visual
- **Legacy Project Documentation**
  - Reference Center under Resources choose *Legacy Access* to reach the following page: <https://ctclinkreferencecenter.ctclink.us/m/117648>



LEGACY Migration  
projects - Update WG

### **Mindful Minute (00:54 – 00:58 min)**

William Durden shared the Council for Basic Skills is putting together an Enhancement Request (ER) to look at how our Basic Education for Adults (BEA) and High School Completion Programs (High School+) display transcript-like information to students. They are working with an RCW with certain features that are expected to display for those programs which aren't currently there. The ER is almost complete and they are working on Executive Sponsorship through the Instruction Commission.

Kyrsten Catlin asked for the ER and further details be shared to be able to go over with CS team as a heads up as they will be the ones to work on it. Will is emailing information now and then the ER once complete. The expected timeframe is before end of fall term, possibly closer to beginning.

Pat Daniels asked to be cc'd on the communication to Kyrsten to review for possible College Collaboration information sharing. It may be just an FYI but will know the direction to take upon receiving further details.

### **Action Item Review/New Business/Closing (00:58– 01:01 min)**

#### **Action Items:**

**Future Meetings: Voted to skip September 6, 2023 meeting. Next meeting is September 20, 2023**

**Future Business (none)**