ctcLink

WORKING GROUP MEETING MINUTES

February 7, 2024

Meeting Recording:

https://sbctc.webex.com/webappng/sites/sbctc/recording/af706398a810103cbfbfca10681ec618/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, Absent
- ☒ Donald Denney, Skagit Valley/Accessibility
- ☒ Jill Hammitt, Highline/Data & Reporting, CS, SF
- ☒ Kathy Disney, Tacoma/CS
- ☒ Samantha Orth, Lower Columbia/HCM, Payroll
- ☒ Pat Daniels, Highline/IT, Security, PM
- ☒ Rachelle Russell, Skagit Valley/ CS, Financial Aid

SBCTC Voting Members

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

Ex-Officio/Advisory

- ☒ Kyrsten Catlin, CS Core
- ☐ Ana Ybarra, Financial Aid, Absent
- ☐ 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
- ☒ Christyanna Dawson, PM0 FIN
- ☐ Bhuvana Samraj, Technical PM, Absent
- ☒ Sherry Nelson, IT Comms

Welcome, Roll Call (00:00 – 00:04 min)

Welcome and roll call.

Meeting Minutes for January 17, 2024 (00:04 – 00:05 min)– approved by consensus

SBCTC Updates (00:05 – 00:22 min)

- **Customer Support**: Dani reported the following:
    - **Campus Solutions (CS):**
        - ER 166 CampusCE Search Match Parameter
        - College UAT in progress through Feb 13
        - Apprenticeship Coding Changes
        - CS Support is updating college apprenticeship academic plans on a college-by-college basis.
        - Applicable colleges can expect a Solar Winds ticket assigned to them with more information.
        - Fraudulent Application Sub-Group is meeting Feb 8 to review Kastech Security Controls
    - **Financial Aid (FA):**
        - Internal testing and planning with Oracles release of PRP with FAFSA Simplifications
        - Meeting with on colleges on Aid Year Rollover Activities
    - **Finance (FIN/FSCM):**
        - ER 189 – Stale dating checks
        - In progress, working with Business Operations
        - Team worked to add new buildings and room locations to Asset Management – deployed 1/30/24
        - Working with SF team on Second Journal Set - ER 193
    - **Human Capital Management (HCM):**
        - Supported 01B Payroll
        - HCM ER 154 – Faculty Workload (FWL) Future Effective Dated Hire Row
            - Development is complete and system integration testing will begin soon.
        - I-028 ESD Quarterly Interface – required code update for out of state reporting
            - Communication when out 01/26/2024 to HCM listserv
    - **Student Financials (SF):**
        - Second Journal Set enhancement:
            - Migrating to production the night of Feb. 8, 2024
    - Last week the State Board voted to approve the 24-25 Tuition rates.
        - Following this, the SF Team will work with the Business Operations division and will proceed to break down the rates into specifics that the SF Team will utilize for updating.
    - **Training:**
        - Tracking and reporting on training attendance
        - Continue to update QRGs
        - Creating training content for new trainings to be offered in 2024
    - **ctcLink Prioritization Proposal and Process (00:08- 00:09min):**
        - Give the ctcLink College Collaboration Group (cCCG) official standing in the ctcLink operational governance structure. This proposal is going to STAC February 16th for approval and then move forward to cCCG for prioritization of ER's we have out there in the que.
            - All Enhancement Request would go through cCCG
        - Establish three Production Support prioritization queues:
            - In-Flight (3 Items per pillar) - with ETD for deployment
            - Next Up (5 items per pillar) - with ETD for deployment
            - Future Work (ranked 1-10) – (no ETA for future work)
        - Implement a brief "ER Freeze" to prioritize enhancements already submitted which
            - Will be discussed at STAC on Friday, February 16, 2024.
            - Will then be discussed on February 21, 2024 WG Meeting to move forward with plan.

Customer Support slide deck is below:

Customer Support
updates 02072024.pp

- **Application Services:**

- **Environments/Activities –** Ray Gartner reported the following:
  - PCD Refresh completed Monday, February 5, 2024
  - HCM Tax Update 24-A scheduled for Thursday February 8, 2024
  - TRD Environment Refresh scheduled for Friday, February 9, 2024
  - FA Regulatory PRP 1.3 FAFSA Simplification- scheduled for late Jan 2024 – dev began 1/22/24
    - Began SIT testing and validated that Oracle bugs exist, plus there are very few ISIRs provided to test with provided by DOE, which limits the test scenarios to find any other bugs. Determined that the PRP is not ready for viable testing and release into Production. Complicated by the PeopleTools upgrade release in conflict with PRP, so the poor release quality delaying the PT upgrade will need to be discussed on Friday 2/9 for a decision on how to proceed.
- **Security** – Shelia Sloan presented the following:
  - SASI Project – Still in the Business Process Gap Review Phase; Met with Advisory Team and covered transfers/Offboarding. Internally we're meeting to start discussing Solution Design documents.
  - Tax Update in HCM – Security Support
  - TouchNet Project Involvement
  - Loading MFA data for Students in Progress, sending counts to impacted colleges prior to each load. Alumni Loads On hold for a while.
  - Security Question Removal as option for MFA – LSA can begin to assign that role for the limited group of uses who must still have the security questions.
  - HCM Security lead working with HCM team to support HCM Onboarding project (HR onboarding not security).
  - Student Institution Set Issues in Testing, where the value is getting wiped out periodically.
    - Team found a section of code that might be the source of the issue but can't replicate the issue. Meeting internally and testing thoroughly to ensure the code change to ensure it won't have impacts on NelNet and HCX.
  - LaunchPad Changes in Testing. Hoping to release in early March (3rd or 5th)
  - PeopleTools Project Support
  - Name for Reset User Account update in testing
- ***Question Posed to Shelia from Chantel @Spokane*** – In the Testing Center students aren't allowed to have cell phones or email access during testing. Since student won't have security questions as a reset option this could pose concerns for students who can't use one of the two allowed factors for MFA.
- **Accessibility/HCX -** Christopher Soran reported the following:
  - Highpoint is hiring a 3rd party to do an accessibility audit on Highpoint Campus Experience (HCX). They anticipate the audit to be complete in March. Of the 4 items that they support with exceptions (Highpoint VPAT section 1.3.1, 1.4.1, 2.4.3 and 4.1.2), they plan to fully support 2 of them in the December 17th, 2023 release and the rest in the February 9th, 2024 release. We will deploy the latest HCX version in October 2024.

Application Services slide deck is below:

Application Services
Update - Working Gr

Enhancement Requests – (00:22 – 00:23 min)

Formal ER's

Jason Volk on Behalf of Dr. Brian Lee, Clover Park Technical presented the following (00:22- 00:43 min): Denied by Consensus – new Enhancement Request may be submitted if determined this is global; otherwise will work with SBCTC production team if local to determine options, if any) –(see attached votes from chat below):

- **Counted Vote Table for ER 222**

Voter Name	Vote	As written in chat:
Dani Bundy	Denied	I vote to decline this request.
Jill Hammitt	Denied	I would vote no at this point. I would like to see this have multi-college input for fields to copy, process, etc.
Kathy Disney	Denied	Voting no at this point.
Teri Sexton	Denied	Decline
Pat Daniels	Denied	My vote: Due to complexity and amount of work involved, I vote No
Carmen McKenzie	Denied	I vote No.
Charlene Rios	Denied	No
Chantel Black	Denied	As it is currently presented, I would vote no.
Rachelle Russell	Denied	As in my vote would be no as the complexity, maintenance/risks outweigh the benefits.
Sam Orth	Denied	Decline
Teri Sexton	Denied	No
Don Denney	Denied	No
Beth Farley	Denied	I vote to decline.
Tara Keen	Denied	Decline

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- 📄 ER 222 - Copy Travel Authorization Request to Other Users

Shon Dicks-Schlesinger, SBCTC presented the following (00:43: 00:47 min)- <u>Approved by Consensus</u>

- 📄 ER 258 - Make BU a Required Field on Billing Interface Screens

FYI/Mandated ER's

Carmen McKenzie and Brian Lanier, SBCTC presented the following (00:47 - 01:00min)

- 📄 ER 264 - (Mandate) Employee Personal data redaction indicator in ctcLink HCM

ER Prioritization, ER Freeze Period & Working Group Mtg Schedule- Dani, Pat, Beth, Tara Being approved 2/16 by STAC (01:00 – 01:09 min)

Dani covered the plan in SBCTC Updates regarding getting approval on the prioritization of Enhancement Requests. This discussion was added as an agenda topic to talk about if the plan is approved by STAC on

February 16th and the prioritization path goes through which results in an ER freeze. What does that look like for us in WG?

Do we want to reduce our WG meeting schedule to once a month during the freeze? We won't have a lot waiting for review, but we might have other information we need communicated or updates such as Mandated ER's, PUM updates, along with Production Support updates, Security etc.

These are not items we vote on, but are kept apprised of, so Dani and teams will work with Amy, Chantel and Tara to communicate on the off weeks to WG. Working Group will have a regular communication distributing information on the off week we would typically be meeting. Essentially, there will be bi-weekly information. As little as it may be some weeks, we will keep it consistent. Beth and Pat will continue to keep cCCG updated on WG information shared.

Dani expressed this ER prioritization resulting in an ER freeze is expected to be approved on February 16, 2024 by STAC who will then provide the recommendation to WACTC to be discussed on February 29, 2024 who will then communicate during the March 1st business meeting to the large group (WACTC.) From there, colleges will need to be communicated with about the freeze and what it entails along with details of dates/timeline. Once all the pieces have been placed, cCCG will be working through the 70 outstanding ER's as far as prioritizing. They still need to work through what this process looks like.

During the 2/21 WG meeting, we will set the new March, April and May dates according to the freeze.

PMO Update – Christyanna Dawson (001:09 – 01:18 min)

- **SASI**
    - Accomplished:
        - Security Administration Requirement Definition
    - In Progress:
        - Review of Business Processes for Remaining Gaps in Productivity (90% Complete)
        - Solutioning to Resolve Gaps (Security Team in Progress)
- ***For more information, please contact:***
    - *Shelia Sloan, ssloan@sbctc.edu or Tara Keen, tkeen@sbctc.edu*

- **TouchNet**- the product that was chosen as solution for ER 41 to address PCI compliance
    - TouchNet Vendor Discussions
        - Proof-of-Concept Test Plan Draft Completed
        - Sharing Test Plan Draft with TouchNet Thursday, February 8, 2024
        - **Next Up**: Schedule Development for Project
    - TouchNet SBCTC & College Team Activities:
        - College Advisory Group provided Test Scenarios for Testing in test environment. Met with group Tuesday February 6, 2024 with updates
        - Establishing Test Instance Interface to Vet Product Features in Multi-Campus, Single Instance System in February
        - 6 Colleges have volunteered to 'model' various levels of feature adoption to vet student experience.
        - **Next Up**: Define Pilot Release and Select Pilot(s)
        ***Note: Marketplace has been brought up for non-student transactions like athletics. Marketplace is out of scope for the proof of concept testing. We are not in a production track test environment. We are focused on how the TouchNet product works and how it

will work in our multi-campus, single instance setup. Marketplace is an add-on feature which is outside the scope of what we bought and we need to make our initial scope is priority to fulfill that obligation.

***For TouchNet Information, please refer to https://ctclinkreferencecenter.ctclink.us/m/PMO_Info/l/1706898-touchnet-project-information-guide or contact Christyanna Dawson at cdawson@sbctc.edu.

- **PBCS**- Planning and Budgeting Cloud Solution
  - College interest from previous deployments
    - Meeting with those colleges individually to get them the latest updates
  - In process
    - Determining the Next Deployment Group Schedule
    - Remaining colleges are Shoreline, Yakima, Columbia Basin, Lake Washington Tech, Renton Tech, Bates Tech, and Clover Park, Seattle Colleges, and Whatcom
    - Next deployment group is planned go live in January 2025
  - Resources
    - Email Saket Bihari (sbihari@sbctc.edu) so team can setup access/security and be provided the Webex information.
- **LACES** (WABERS REPLACEMENT)
  - In Progress:
    - Review requirements with Vendor, referred to as "vendor discovery"
    - Collecting values to confirm with colleges
    - Assessing necessary project decisions
    - Drafting an initial Training Plan to work into a Schedule with May 6, 2024 implementation goal with training opportunities to follow June through September. ***Need to solidify the configuration data exchange and implementation schedule first to ensure May 6th is viable.
  - Up Next
    - Map relevant data field for LACES
    - Explore Test instance of LACES to verify requirement FITs
    - Develop Project Timeline
  - Resources
    - Please email Scott Toscano at Stoscano@sbctc.edu or Tara Keen Tkeen@sbctc.edu

Please see slide deck presented below:

WG PMO Project
Update 02_07_24.ppt

Mindful Minute (01:18 – 01:19 min) N/A

Action Item Review/New Business/Closing

Future Meetings: February 21, 2024 and March 6, 2024

Future Business: Will discuss future meeting schedule on 2/21