

Information Technology Commission

IT Commission Executive Team (2020-2021)

Heidi Wasem, Chair
Tim Rager, Chair-Elect

Pamela Jeter, Comm Officer
Tim Wrye, Past Chair

Information Technology Commission Minutes July 29 & 30, 2020 / Online Only

Meeting Summary

Decisions/Votes	<ul style="list-style-type: none">● Approval of May 14, 2020 Meeting Minutes<ul style="list-style-type: none">○ Vote: Approved
Action Items	<ul style="list-style-type: none">● ACTION: Heidi to send out survey to finalize monthly day/time for Covid Conversations● ACTION: Val to send out survey regarding HRMC IT Reclass workgroup● ACTION: Eva to share out presentation of STAC goals● ACTION: Grant to share out Zoom license totals spreadsheet
Written Reports	See written reports on the ITC Sharepoint site .

Wednesday, July 29th

8:00 am Virtual Coffee/Networking

8:30 am Call to Order/Introductions

8:40 am ITC Business

- Approve [Meeting Minutes](#) - pause and approve tomorrow
- 2020-21 meetings discussion
 - Proposed Dates
 - All dates are normal day and half time frame
 - October 15-16 (Zoom/virtual only)
 - December 3-4 (Zoom/virtual only)
 - February 18-19 - Everett?
 - April 22-23 - Bates? RTC?
 - July 28-29 - Spokane
- COVID Conversations - move to monthly Dates TBD
- ITC Treasurer update - Tim Wrye
 - No collections this year
 - Tim to follow up with individual college non-payment
- Brief Adobe update from Tim re: status of group numbers and contract negotiations

9:00 am ctclink Updates/discussion (Christy Campbell)

- Book to bank- still in remediation
- Campus CE- integration in progress
 - Reporting customization- complete

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- State moving away from CyberSource, so colleges need to decide if they start with Campus CE if they want to wait until Key Bank is in place for services
- Online Admissions Application
 - ITC member to sit on workgroup for OAA (contact Tim W. or Heidi)
 - International Student and Basic Ed Admission- little requirements were provided. Admission procedures/forms individualized across different colleges prove challenging
- Budget Planning
 - Budgeting tool availability: DG 2/3 January 2021 DG 4/ 5- Jan-2022 DG 6 Late 2022
 - Need to populate finance data in Peoplesoft before forecasting tool can be utilized
- DG4 - Big Win: sandbox and security design is in place, so the system can be tested using each college's own data!
- DG6 colleges pass Phase I gateway, with limited remediation
- Top risks- state and local budget constraints, furloughs, burnout, Covid-19 impacts

10:15 am Break

10:30 am DG2/DG3 college updates

- TCC- Going well. OAA, Budget Planning, and subplans/metamajors deployments are next on the radar.
- Spokane- "what it looks like to be operationalized" is the discussion at Spokane. At the very least, each college still needs to have a contact person moving forward.
- Clark- Highland (document management system), two systems are not integrated between ctLink and local document management containers
- Value of what was promised with ctLink and what has been delivered. Lacking (3-Cs; Communications, Checklists, Comments) tools inside of ctLink. Tools are there, however, implementation and support to utilize are not available.
- Spokane Falls had a person focused on implementing 3-Cs to get it functional.
- DG 3 Support side- IT helpdesk workload tripled once ctlink deployed. Two months into implementation- still double of what is normal, with ticket increase surrounding ctLink.
- ctLink finder tool, web based tool to help with reducing basic trouble tickets. (Lower Columbia suggestion?) Emma Janssen stated this tool was priceless. Also building instructional videos for use in Fall.
- Batch Processing question from RTC- Does ctLink provide something that can function similarly to byRequest. Culver states that this is being discussed and researched by an informal workgroup of DG 3 colleges. Have only had one meeting, more to come.
- No crosswalk for tasks/reports; ie Position A, which would run report X, should now run Report Y in ctLink. [Organizational Change Management]

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- Biggest issue is resistance to change. Not because of learning software, rather, it is the impact of having to change processes/procedures and to integrate those into the big picture across departments.
- Are students getting any benefit? A: Yes!!

11:00 am DG4 Q&A of previous DGs (Tim/Eva)

- UAT will not cover all scenarios. Each college should think of their own unique scenarios and go through these on their own. Including Student UAT.
- ctcLink Steering committee now has Technical College representation
- 3rd party systems- how long to get these up and running after deployment? No data is in the system until “go-live”. Therefore, you do not have any data to pull and populate into 3rd party systems. It will be a manual process until you can get through each integration. These applications will need to be prioritized as to which one will be worked on first. Pierce College offered up his team to answer questions about how to get data flowing between applications, such as StarFish and Tableau.

11:30 am DataLink governance update (Rick/Vic)

- [DataLink Steering Committee Charter](#)
- LCC has offered up their data to work with during this project.
- Edmonds (Brad & team) working on putting together the installation package
- Meeting on Aug. 11 to turn over this initial package to LCC
- Working on multiple threading to improve process

12:00 pm General announcements and Adjourn

Thursday, July 30th

8:00 am Virtual Coffee/Networking

8:30 am Call to Order

- Reminder to approve [May 2020 meeting minutes](#)

8:30 am Adobe Licensing Update - Tim Wrye

- In a loop: Adobe wants numbers before a contract is in place and we want a contract in place before providing numbers.
- Tim W. to send out a data collection link to fill in IF you want to take advantage of the contract pricing.
- Student license numbers for students attending remotely
- E-Sign is a part of contract (50 per FTE, pooled together)
- Can opt-out of contract 30-days prior to annual renewal, even though contract is a 3-year contract

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- You can always be added to contract -- even mid-year
- Contract to officially start in November. This will be prorated if your college is on a different renewal date.
- \$45/FTE based on Microsoft FTE count / Student same price

8:45 am Budget Mitigation Strategies

- Overview of budget from BAC if applicable (Brandon)
 - Colleges to work on 15% cut scenario
 - Workforce Investment Act, including Guided Pathways funding, are being revisited
 - Additional CARES act money may be coming to us from the state, the amount has not been determined
 - Still tracking Covid costs, even though most institutions have already spent most Cares act funds.
- College discussion
 - FEMA grant funding has specific guidelines, but is available to used towards financial impacts of Covid
 - Furlough days are being implemented at several Colleges; [Shared Work Plan](#) - HR dept. has to submit and set this in motion

9:15 am Fall Operation Strategies

- Heidi Wasem- still primarily online. EMT, Welding, Nursing programs that need hands on will return for labs. Following social distancing and using masks. Proactively looking at webcams for every classroom for those students that still need to quarantine from home.
- Renton (Paul)- invested in online simulation software for automotive (zspace), redeveloping curriculum for online learning. Nursing is using Vsim software to virtualize scenarios. Making adjustments from initial thinking that this would be a “short-term” situation, to the longer extension thru December. Purchasing monitors so students/staff don’t have to use a small laptop screen, that sort of thing.
- Val (Clark) to present on hybrid model they are putting in place to demonstrate a variety of resources available to faculty to create successful online learning environments.
- <https://data.usac.org/publicreports/CompaniesNearMe/Download/Report> Resource to search your local area for companies providing discounted internet access

10:00 am Break

10:15 am Committee, Commission, Council, Task Force, Workgroup Liaisons Reports

- BAC (Brandon)

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- Integrated Credit Card Workgroup status (looking for a rep)- Paul (RTC)
- CATO (Ward)
- Data Governance (Brandon, Eva) *No summer meeting*
 - SOGI info for students data structure released
 - questions about qualification as Cat4 data and concern about ctcLink security and access to this data
 - FERPA directory proposal: AG office modified to state Students need to “opt in” on each individual piece of data
- ELC (Tim R, Brandy Long)
 - Meeting [Agenda](#) / Notes
- ETAG (Tim W)
 - still talking about app store function, crossing over to Accessibility (CATO)
 - College response to Covid discussions
 - Honorlock?- requirements gathering right now
- GPAC (Tim W, Heidi) *have not met*
- HRMC (Jason Hetterle)
 - HRMC IT Reclass Workgroup (Val)- **ACTION:** Val to send out survey
 - ITPS Governance (Andy)- last meeting canceled, next meeting is Aug. 18.
- IC (Pamela) - canceled summer meeting
- ITSECC (Cameron)
 - Next Meeting: August 6th at 1:00 PM
 - meeting monthly- 1 hour
 - Attendance: 22-25 members
 - Covid discussions surrounding parking lot wifi, contact tracking, virtual lab demo
 - Compromised data: Blackbaud services, Proctor U (new threats)
 - Looking for discoverable communication tool not hosted
- Library Leadership Council - LLC (Leslie Potter-Henderson)
 - August 5th- Regular meeting
 - Digital Equity goal aligned with other commission goals
 - Curbside pickup for library resources and print jobs
- RPC (Gavin Smith/Matt Edwards). Meeting [agenda/notes](#).
 - New President of RPC group
 - New Query requests will be going out to colleges
- STAC (Brian, Eva, Grant)
 - Charter drafted- now at WACTC for approval
 - **ACTION:** Share out presentation of STAC goals (Eva)
 - Bring in CATO and ETAG reps for collaboration
- WSSSC (Andrew)
 - Title IX discussions: proposal to fund position at AG level to relieve college from

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needing additional training and a law degree

- WACTC Ed Services (Mike) *not met*
- WACTC Operating Budget (Rick) *forwarded notes from last meeting*
- WACTC-Tech (Tim Wrye/Heidi)
 - STAC presentation

11:15 am Zoom licensing and Okta proposal (Grant)

- ZOOM licensing status- Colleges added to buyer list for same rate as K20. A couple of minor tweaks that should be resolved relatively quickly, but don't quote Grant on that. Extend the contract to all Colleges. \$5.25/license per year
- Zoom Pro licenses won't have to be "redone", rather just moved over to new contract. Free allocation will continue via K20, College only pays for additional licenses needed.
- How will we find out how many FREE (K20 purchased) licenses each college has as of today? **ACTION:** Grant to share quantity for each college
- Zoom cloud storage- College would have to purchase additional storage if needed. (Recommendation: use Panopto storage, already paying for that application storage)

OKTA

- Issue brief on multi-factor authentication presented to College Presidents at retreat. Primary driver is for ctcLink security for staff and student access and data.
- Self Service Password reset, multi-factor authentication and SSO, as it surrounds ctcLink application
- In two weeks President's will vote
- Then take to BAC for distribution and payment method (estimated payment is \$15,000/college. Could be more, or could be less based on college size.)
- Security Council is still working on vetting/researching the solution functionality
- Overall feeling of quick turn-a-round on Okta.
- Okta is rated high for interoperability with other products; Duo, etc.
- Okta to be implemented this fiscal year, in terms of the primary focus of ctcLink security.
- Per Agnes, less than 2 weeks for implementation
- Is this true Single sign on, or is it "same-sign on" - depends on setup
- API security into an "app", not included, but would be deeply discounted

12:00 pm General announcements and Adjourn

Next Meeting - October 15 & 16 - Online Only