

Information Technology Commission

IT Commission Executive Team (2020-21)

Hedi Wasem, Chair
Tim Rager, Chair-Elect

Pamela Jeter, Communications
Tim Wrye, Past Chair

Information Technology Commission

DRAFT MINUTES

December 3 & 4, 2020 / Online Only

Meeting Summary

Decisions/Votes	<ul style="list-style-type: none">● VOTE: Up to \$2000 Jira MEMBERSHIP :Rick motioned, Eva seconded / Approved!
Action Items	<ul style="list-style-type: none">● ACTION: Paul to circle back around to see if Integrated Credit Card group still makes sense with the new move to processor with the Treasurer's office● ACTION: Pat and Sindie to put together a meeting regarding processes used at Highline regarding accessing data prior to GoLive. Including prioritization strategies with 3rd party integrations. (held Dec. 11)● ACTION: Those interested in business reporting should reach out to Paul C. (Renton Technical) about starting a reporting conversation.● ACTION: Need to fill ITC rep role on Legislative and/or Equity Committees- If interested in participating on either committee, please contact Heidi Wasem
Written Reports	

Thursday, December 3rd

8:00 am Virtual Coffee/Networking

8:30 am Call to Order/Introductions

8:40 am ITC Business

- Approve Minutes - [October 2020 Meeting](#) [Kevin motioned, Camella Seconded]
- Update on [ITC and ITC-C List Servs](#)
- COVID Conversation coming on Monday, December 7 @ 1:00pm

9:00 am Committee, Commission, Council, Task Force, Workgroup Liaisons Reports

- BAC (Brandon) -next meeting is Dec. 4, 2020
 - Integrated Credit Card Workgroup status - Paul (RTC)

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- CATO (Ward) OKTA accessibility work and formed subgroup to test.
 - Sent notes on VPATS to OKTA and are now setting up meeting
 - Data Governance (Brandon, Eva)
 - Work on Facility IDs. An Issue Brief is being circulated.
 - Hybrid/Online coding needs to be standardized. A proposal from eLearning Council is being circulated.
 - ctcLink Data Sharing Agreement or Memorandum of Understanding. Going through the SBCTC AAG. Standard non-disclosure agreements may be needed.
 - Working on forming a standing Bio-Demo group to review data in ctcLink
 - ELC (Brandy Long, Valeria Moreno) - workgroups only
 - ETAG (Tim W) - subgroup to STAC, lots of crossover to other groups (E-learning)
 - Work on “app store” concept of approved, contracts and vetted eLearning tools colleges could review
 - GPAC (Tim W, Heidi) - no update
 - HRMC (Jason Hetterle)
 - HRMC IT Reclass Workgroup (Val)
 - ITPS Governance (Andy) - need a new rep. due to Andy’s retirement. Next meeting is Dec. 21, 2020
 - IC (Pamela) - meeting currently and will update once minutes are posted (N/A)
 - ITSECC (Cameron)
 - First ½ day meeting since pandemic
 - OKTA discussion- make sure to join listserv
 - Redhat demonstration
 - Telework roundtable; policies, laptop tracking, endpoint security
 - Cybersecurity Awareness and training
 - Webex team spun up for real time collaboration
 - Membership list updated (only 15 responses thus far, resending survey)
 - Subgroups continuing to meet; log group, O365 email security
 - LLC (Leslie Potter-Henderson)
 - Library leadership council deciding on meeting protocols
 - RPC (Gavin Smith, Neal Parker) - April joint meeting!
 - (ctcLink) Ticket resolution process - will need to resolve more tickets locally, prior to escalating to the State Board. Need to define parameters on what should be escalated.
 - Highline offered support on data link and bridging the gap between snapshot of data to GoLive.
 - Peninsula is going to work with By Request to see if they are able to get help

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with batch reporting for their finance reports in our ctclink environment

- STAC (Brian, Eva, Grant)
 - ETAG and CATO (sub committees of STAC) have been attending meetings providing reports.
 - Working Groups are getting decision processes and communication tools set up
 - The STAC Website ([STAC](#)) is up and running on SBCTC so we can post news, current projects, etc.
 - WACTC-Tech has asked that the STAC provide recommendations on how “Guided Pathways software” should be integrated with ctclink and how that will be governed.

10:30 am Break

10:45 am Continue Commission/Council Updates

- WSSSC (Andrew)
 - No WSSSC meeting invitations yet
 - Tim W did attend WSSSC & FAC meeting this morning
- WACTC Ed Services (Mike)
 - Nov. 19 mtg.- Building Best Practices repository
 - Txt Messaging (Signal Vine)
 - Presidents onboard to share best practices
 - Counselors task force
 - Manage year-round Academic calendar
 - Ed Services work plan
- WACTC Operating Budget (Rick)
 - End run policy- Colleges shouldn't go on their own to petition money from the state.
 - Impact of Covid on distribution of funds. Essentially, don't change anything just because of Covid.
- WACTC-Tech (Tim Wrye/Heidi)
 - CELC- (President level of ctclink steering comm)- Recommended roles for ctclink deployment, such Business Analysts for each pillar. Proven to have more success deploying ctclink on campus if these roles are filled.
 - Fiscal challenges in fulfilling these roles.
 - Importance of these roles continues to be a message to Presidents and above.
 - ctclink Accessibility- work continues to move forward.

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- OKTA deployment and college community support.
 - Guided Pathways software conversation- what is meant by GP software?

12:00 pm Lunch break

1:00 pm ctcLink Project Update (Christy Campbell) - [presentation slides](#) in the meeting share

- Continuing Ed needs to be a part of not only Campus CE, but also the ctcLink implementation/planning process.
- BPCS needs at least a year of data in the tool in order to make full utilization
- When it is UAT time, testers cannot wait until last week because there are dependencies for other users to get in and test.
- Financial Aid needs extra time, is a higher risk and more complex process for GoLive.
- Up to 25 hours of OT each week just to get work done.
- Roles had to be lined up to security permissions and UAT.
- DG4- Scope/time of Cybersource/Keybank project, since it is during the same time frame as ctcLink deployment for these folks.

2:00 pm ctcLink Support Updates (Dani Bundy)

- Hiring- status Yellow. Hired 10 for customer support
- Just posted for 2 pillar functional analysts (HCM and Finance)
- Communications: sharing out information with other commissions
- Just launched listserv today; campusce, financial mngmt, security and POCs

2:40 pm Break

3:00 pm DataLink Governance and Working Group Updates (Rick and Vic)

- Memo sent out to ITC yesterday which included charters of both groups.
- Where else should the Steering committee send updates regarding the DataLink package?
- 12 colleges as beta testers
- New repository name (changed from Data Warehouse)
- After a false start due to some changes, a new request for testers to download and review again.
- Jira tool to track and log bugs.
- **VOTE:** Up to \$2000 to Purchase Jira, Rick motioned, Eva seconds- MEMBERSHIP: Approved!
- Spreadsheet created to provide feedback and input regarding datalink package.

3:30 pm Live ctcLink College Updates

- Workflows for purchasing and finance were just activated, so tickets continue.

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- Not enough funds in budget code, no purchase allowed.
 - Issue with Chrome browser and paying tuition. Same issue for several quarters, still not resolved.
 - EMPL id duplication

4:20 pm General announcements and Adjourn

Friday, December 4th

8:00 am Virtual Coffee/Networking

8:30 am Call to Order

8:30 am Future ctclink College - questions and update

- Students have account activation trouble
- Centralia- a lot of retirement/changeover during this time. Workload continues to be a concern/challenge, especially for their small team.
- Centralia is also shutting down all PRs post Dec. 31 and contacting vendors to finish up processing for January prior to Go-Live.
- Security access in ctclink is a huge mindshift
- UAT- is exposure to a system and how it works, not a full user experience test from beginning to end for different processes.
- War room necessary?- Peninsula did use for small groups and to schedule some isolated time to actually complete the work without interruption. Highline found great benefit of having a community space to get together which facilitated discussions and completion of work.
- Homework time frame to complete is now up to two weeks, which is more flexible than in earlier groups.

10:00 am Guided Pathways Software (Heidi & Tim W)

- Concern about which application data is being entered in: ctclink or Starfish/EAB/Civitas.
- Ensure that features in ctclink are used and populated in the application to ensure the links to other areas work and have necessary information for activities needed down the road
- ctclink is our system of record

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10:15 am Break

10:30 am Okta Update (Kenn/Grant)

- OAG (OKTA Access Gateway) configuration is underway
- No longer going live with DG4
- Who is POC for communications out to the local college community?
- MFA will be implemented AFTER Okta has been deployed - done in stages
- OKTA integration with O365 - There is a one day training available
- STEPS: Authentication, then MFA, stabilize/streamline, and last step is Org2org

11:00 am Okta Community (Tim R & Pamela)

- Kick-off meeting (one time) set for Dec. 9th
- Moving forward; monthly meeting will be set for discussions, Q & A, progress checks etc.

11:30 am Remaining business (TBD)

- K20 billing conversation (Rick)
 - Freeze bill on an annual basis, as opposed to usage which fluxuates.
 - There is stability and consistency in providing in one summary line
- Update on Adobe Contract (Tim)
- Guided Pathways Software Inventory Survey with WSSSC and RPC & discussion on our Inventory tool
 - Looking for a Gen2 version of our Inventory spreadsheet
 - Requested SBCTC provide central space for this to happen
 - Part of Comm Chair tasks to manage drive and Inventory DB
- Pat & Sindie - DG4, DG5, & DG6 data developers, PMs, and business analysts meeting
 - DG3 school volunteer to discuss
 - DataLink/Replication
 - Supplemental systems approach- willing to share
- (Added today) What are the online solutions that have been implemented for Counseling services – now that they fully remote due to COVID
- (Added today) DAS solution vendors being used?

12:00 pm General announcements and Adjourn

Next Meeting - February 18 & 19, 2021 via Zoom