Information Technology Commission

IT Commission Executive Team (2020-21)

Hedi Wasem, Chair　　　　　　　　　　　　　　　Pamela Jeter , Communications

Tim Rager, Chair-Elect　　　　　　　　　　　　　　Tim Wrye, Past Chair

April 22-23, 2021
<mark>Meeting Minutes</mark>
Meeting Summary

Decisions/Votes	<mark>**VOTE:**</mark>Approved February 2021 Minutes First: Rick Sparks Second: Tim Wrye <mark>**VOTE:**</mark> Communications Chair for 2021-22 is Jason Hetterle (WVC)
Action Items	<mark>**ACTION**</mark>: Need to figure out local security workflow and responsibility language regarding reported incidents <mark>**ACTION**</mark>: Carmen will send out MOU and Agreement to ITC for feedback by June.
Written Reports	

Thursday, April 22nd

8:30 am - Virtual Coffee and Conversation

9:00 am - Joint RPC-ITC Meeting

RPC Panel discussion surrounding *suggested* practices, lessons learned, challenges, and tools used.

- Types of Reporting
  - Research Reports vs Operational Reports
    - Strategic, limited lifespan, finding new discovery -> Research
    - Ongoing use, support day-to-day, such as weekly enrollment -> Operational
  - DataX in legacy and PS query in ctcLink
    - Reporting needs assessment -- Discovery of what is in DataX and investigation of whether they needed to be in PS Query. Attempted to pick queries that were in PSQ that may work / have similar functionality as reports from DataX
    - Were able to test reports post go-live.
    - Edmonds took similar approach. Considered older reports (2+ years). Shared approach with Data Governance. Used 500 DataX reports, password protected older ones. Used some of the report usage to update job descriptions.
  - DataLink @ State Data Warehouse
    - Spokane replicate 374 tables - 400 million records. Files usually have current quarter, but can get full data set from SBCTC if needed
  - SBMD Views
  - QARS
    - data quality monitoring - SBCTC often monitors and notifies institutions when there are errors

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- ■ data source - SBCTC master data views
- ■ considered public level data
  - ○ Existing data views/dashboards
  - ○ Enrollment reporting source/tools
  - ○ ctcLink global fields and local fields
- ● ctcLink Related Data Tools
  - ○ PSQuery
    - ■ Security access with ctcLink queries - handled at local level
      - ● PCD(testing, queries are written/developed here, migration request to SBCTC to move to PRD)) vs PRD(live) vs metaLink(data dictionary, can see common used tables, look up table/record info, desc. fields, primary keys)
  - ○ Datalink
    - ■ SYSADM_HCM, SYSADM_CS, SYSADM_FIN, WAREHOUSE_xxx (SBCTC data marts), SBMD (state board master data views)
    - ■ PS depends heavily on effective dating.
    - ■ Datalink will have latest quarter data and only select few will be full history

Datalink Panel Discussion
- ● Datalink replication pkg. V2 (similar to Golden Gate)
- ● Data not pulled down real-time; dataLink is local store/copy of board data
- ● Some subsets data is pulled down more frequently, but not all.
  - ○ Student registration, enrollment, hourly @ LCC & CCS
  - ○ Daily full pull, hourly deltas @ Edmonds
- ● BDRP -- multiple layers - Layer 0 is where data is initially pulled into.
- ● Cannot crosswalk data from ODS to dataLink
- ● Supplemental systems - e.g. bookstore data, need to be sent files instead of data feed.
- ● Base Data Sets- Nine tables outlined

Noon - Lunch

1:00 pm - ITC Business
- ● Call to Order
- ● Approve February 2021 Minutes First: Rick Sparks Second: Tim Wrye APPROVED
- ● Elections - nominations - email Heidi
- ● COVID Conversation coming on Monday, May 3 @ 1:00pm
- ● July in-person meeting discussion - up/down vote -
  - ○ Decision: will have in-person meeting
- ● Next Year Meeting Dates- Will secure Dates at July meeting.

1:30 pm - Committee, Commission, Council, Task Force, Workgroup Liaisons Reports - 3-5 minute

update per commission

- BAC (Brandon)
- CATO (Ward)
  - Working with Grant on ctcLink Accessibility
- Data Governance (Brandon, Eva)
  - Ability to view other college's ctcLink data: discussed concerns, seeking solutions
  - MOU (Presidents sign)
  - Elearning coding: IT reps abstained
- ELC (Brandy Long, Valerie Moreno)
- ETAG (Tim W)
  - Focused on collaboration of technology products. (App store would contain vetted resources)
- GPAC (Tim W, Heidi)
  - Possible need for working group to review docs and pull out IT relevant items (Eva)
- HRMC (Jason Hetterle)
  - Liaisons will be invited back once they are in person
  - HRMC IT Reclass Workgroup (Val)
  - ITPS Governance (Laura) - with a plan, the control will be turned back over locally
- IC (Pamela)
- ITSECC (Cameron)
- LLC (Leslie Potter-Henderson)
- RPC (Gavin Smith, Neal Parker)
- STAC (Brian, Eva, Grant)
  - Tim W - There is more to it than sliding STAC into the cELC; there is so much with ctcLink that the innovation portions of STAC will be over run by operational decisions for ctcLink
- WSSSC (Andrew)
- WACTC Ed Services (Mike Stocke)
  - Promising Practices exchange
  - Centers of Excellence Workgroup
  - iBest allocation model
  - Kevin Combs to take over as liaison to Ed Services
- WACTC Operating Budget (Rick)
  - Allocation Model Review – The committee finalized a draft allocation model review plan at their March meeting. The attached plan will be reviewed at the business meeting.
  - ctcLink and ERP Support Financing Future- Committee members received a brief update on the workgroup's progress. Presidents discussed the preliminary ideas

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for filling funding gaps and provided feedback to the workgroup on how to be successful.
- ○ Other business
  - ■ SB 5395 - Concerning use of state resources during periods where state employees are required to work from home.
  - ■ WACTC meeting, a college-level summary of each of the federal COVID relief awards and their expiration dates.

- WACTC-Tech (Tim Wrye/Heidi)

2:30 pm - Break

2:45 pm - Credit Card Processing Update (Mandy Kaplan, Treasurer's office)
- 50% have made it thru Merchant IDs
- Still a push to having everyone on by end of the this month (May 1)
- Nelnet is an odd situation, but colleges using them must work directly with them
- If you use analog dial-out, with a '9' you're good, but if there is a 9-pause you will need to let Mandy know asap. [same with an '8' preface]

3:15 pm - Microsoft renewal, A3 vs A5, A5 security, grant options (Taylor Kao, Nick O'Leary, Jessica Olson)
- Get packet back by May 5th, so they can get a quote together
- They would like to get everyone's quote to them by May 14th

3:45 pm - ctcLink Support Staffing Plan and updates from WACTC workgroup (Grant Rodeheaver)

4:30 pm - Okta deployment with ctcLink (/Kenn/Grant Rodeheaver)
- Okta access gateway has been installed and configured in non-production
- Working on login page
- 2-slide Summary link: **Okta Milestones**
- **Languages requested:** Spanish, vietnamese, Arabic, Thai, Chinese Traditional, Chinese Simplified, korean, Russian, ukranian, Somali, Pashto and Amharic

5:02 pm Closing business/General announcements and Adjourn

Friday, April 23rd

8:00 am Virtual Coffee and Conversation

8:30 am - Call to Order/Announcements

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8:30 am - ctcLink Support update (Dani Bundy, SBCTC)
- Dani working on better ticket tracking reports with other SBCTC staff
- 1600 incoming tickets in March. 1000 so far in April
- Workgroup looking at revisiting SLAs.

9:00 am - ctcLink Project update (Christy Campbell, SBCTC)

9:30 am - Live ctcLink College Updates
- Concerns around payment processing that is intermittent
- Registration issues with DG4 first term - went to mobile and it started breaking down. Reboot of the system finally resolved that.
- Many duplicate student IDs in the system (between the CTC's) which was a big problem that was difficult to track down. Need to work through what student account will be the final account for the system.
    - This is why it is important to have VERY well trained admission staff who are knowledgeable about the process
    - CTC's staff need to work with SBCTC for clean up of the duplicate student accounts
- Requisitions and travel docs are still a work in progress with approval chains
- Change in workflow is difficult and not everything delegates when approval people are on vacation
- Drop in workshops on campus to share among each other as you learn.

10:45 am - Break - Voting for 2021-22 Comms Chair - Voting closed

11:00 am - Data Governance (Carmen McKenzie, SBCTC)
- MOU and Data Privacy and Usage Agreement will be worked into the security training
- Carmen will send out MOU and Agreement to ITC for feedback by June.
- She will take back to SBCTC's AAG for approval
- ACTION: Need to figure out local security workflow and responsibility language regarding reported incidents

11:45 am - Announcements
- Election Results (!)
- COVID Conversation coming on Monday, May 3 @ 1:00pm
- General announcements/Adjourn

Next Meeting - July 28-29, 2021 location: Spokane