

# Information Technology Commission

## IT Commission Executive Team (2020-21)

Hedi Wasem, Chair  
Tim Rager, Chair-Elect

Pamela Jeter, Communications  
Tim Wrye, Past Chair

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## Information Technology Commission Minutes October 15 & 16, 2020 / Online Only

### Meeting Summary

Decisions/Votes	<ul style="list-style-type: none"><li>● Approval of July 29 &amp; 30, 2020 Meeting Minutes<ul style="list-style-type: none"><li>○ Vote: Approved</li></ul></li></ul>
Action Items	<ul style="list-style-type: none"><li>● <b>ACTION:</b> Kenn Nied to set up OKTA list-serv groups (ITSEC and DEV)</li><li>● <b>ACTION:</b> Heidi to share config to have a pop-up message stating to be sure to place in BCC field.</li><li>● <b>ACTION:</b> Dani will send a summary of these positions to ITC</li></ul>
Written Reports	See written reports on the <a href="#">ITC Sharepoint site</a> .

### Thursday, October 15th

8:00 am Virtual Coffee/Networking

8:30 am Call to Order/Introductions

8:40 am ITC Business

- [Approve Minutes](#) [July 29 & 30] Moved- Camella Morgan    Seconded- Kevin Combs
- Tim Wrye update on Adobe - SHI should be sending quotes soon.

9:00 am Key Bank Merchant Services transition (Mandy Kaplan)

- Current Cybersource relationship is an internal product. Keybank contracts with Cybersource as an external relationship.
- Colleges will get a direct Cybersource relationship.
- Timing for DG4 groups to implement is still being worked on.
- IT will create a new Cybersource instance, pointing to different servers. This includes new merchant accounts.
- PCI compliance: It's electronic now via Clover Security. Catered to the level of compliance needed for individual college Merchant IDs.
- Overall rates are slightly better with Key Bank. Chip/Pin rate per transaction can be discussed with Mandy
- 32 colleges need to be moved by June 30, 2021

9:30 am Okta Update (Kenn)

- Okta invitation - Robert Joynt (Cust Success Manager, Robert.Joynt@okta.com), Ben

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- Orencia (Sales), Jeffrey Abbot (ICSynergy - ctclink integration side)
- PHASE I: ctclink integration: ICSynergy will help with deployment.
    - Portal page will still look the same from the front end.
    - Password resets and Login only (including Mobile version), target date is in parallel with DG4. **Kickoff 10-20-2020**
    - New VPAT available in March-ish 2021
    - MFA - no desire to implement with DG4 at this point. Can implement in pilot groups, not all at once. SBCTC will work with each school on deployment.
    - Schools can build their instance now. It is independent from ctclink's instance and schools do not have to wait. It is the best way to start learning the product.
    - Developer Community has great documentation to help with Local installs.
    - ctclink deployment must be baked in first, then move on to Org2Org.
    - ITC has asked to have reps from a live DG, DG4 and a DG5/6 school involved with this planning.
  - Phase II: Org2Org: map local AD users to ctclink AD user.
    - If someone goes to more than one school, after logging in to the portal page, they will still select which College they want to access.
    - Can map multiple users together.
    - Several discussions will need to take place during this phase, since there are so many factors and ways each college does things.
    - School must deploy OKTA locally, which is encouraged to do so now in order to be better prepared for Org2Org implementation.
    - Imperative to use a service account during setup, rather than SuperAdmin account. (Prior to the agent installation)
  - Communication: limited resources to have multiple discussions with different groups.
    - Propose creation of OKTA SuperAdmin group **ACTION:** Kenn to set up OKTA list-serv groups (ITSEC and DEV)
    - Another group created for the Dev team to communicate and learn
    - Kenn to set up training sessions
    - Is Prof. Services to set up local instance worth the funds? Cost is based on how much support is needed, the \$15k was just an estimate. Current Documentation is enough to get you up and running. Recommendation is to assess where stumbling blocks are, then ask questions on list-serv or reach out to Ben or Robert before purchasing services. Using Prof. services all depends on your workforce availability, time, capacity to get up to speed on OKTA.

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10:10 am Break

10:30 am Zoom and re-allocations in k20 (Heidi)

- Waiting on word if 1700 license gap was filled by K20
- Many other colleges already transitioned to their own Tenant
- Grant asked for another two weeks extension.
- K20 has committed to increasing our count for the schools that are staying on K20 Zoom

11:00 am Top of mind round robin (Heidi)

- CPTC- Moving students from GMAIL to O365 and under a single MS Tenant
- Grays Harbor- DG5 work and what helpdesk will look like. Security surrounding remote workers and VPN access.
- Clark- Received Grant requiring MFA
- Highline/GRCC - move to MFA
- Culver worried about print reporting. What about from home?
- Mental health and Team building in a virtual world.
- GRCC- challenges with personnel completing daily work AND conducting ctcLink work on the side, when it is a full time job all by itself. Recently dinged for not meeting a deadline at State Board. Add in Covid impacts and it only exacerbates the problem.
- Tim Wrye, steering committee chair, wrote letter to Presidents / Commissions regarding issues Camella stated above.
- Exempt staff - are some colleges giving stipends? Wenatchee \$1500 stipend. What are the criteria for who gets a stipend amongst exempt staff?
- Legacy SBCTC staff -- can some of those staff help support future DGs?
- Every deployment - backfill suggested - but seems nobody is doing it. Difficult to do the work needed with layoffs, furloughs.
- Rodger - have some vacancies! 3 open positions, IT infrastructure, Director of Technology Support Services
- Chris McLain - ctcLink planning, SMEs, evaluating single points of failures, how do we retain folks? Technical programs transition to the virtual world.
- Andy Heiser/Rick Sparks/Gavin - cybersecurity, 2fa for all users, firewall upgrades. next gen antivirus. Going remote really changed help desk operations - creating a knowledge base, document procedures
- Jason - A3 upgrade from A1 O365. Can use MFA to reset password. MDM/InTune implementation.
- Brandon shocks everyone with the news that it doesn't get easier after you move to ctcLink. Capacity issue. Not enough manpower to complete projects.
- Tacoma CC- College Strategic plan is being used to create IT strategic plan. MDBR, external scanning and other resources available via CISA. MFA is on for external O365.

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Zero Trust concept: is this something others are moving towards? Finding InTune is not a good fit for TCC.

- Rager, Tim- Looking to open labs on campus. Still no approved budget.
- Pierce- Covid Forms and attestation process for returning to campus.
- Rip is doing a lot of security reviews. Desktop central to remotely manage machines.
- Emma Janssen- Internet access for all students via [Starlink](#)

12:00 pm Lunch and movement break

1:00 pm ITC Closed list serv discussion (exec team)

- **Membership?** Director + 1 (primary and secondary) maximum of 3 total/college
- Past issues with a director role forwarding messages to 15 other people.
- Past used to be only voting members.
- **What is the purpose of each list?** ITC and ITC-closed
- Option to forward an email to a limited internal IT group
- Participation requirement

1:30 pm DataLink governance and operational update (Rick/Vic)

- [DataLink Steering Committee Charter](#)
  - Pierce has package they built and offered it up to technical working group
  - Pierce has declined to join group, but is sharing information and solution
  - Pierce pkg. is a "set it and forget it" installation and is impressive
  - Do we want to offer two packages? All tables available in both packages.
  - Technical working group package has a bit more options and flexibility
  - Concern is splintering effect happening again if we support two packages
  - Functional difference: replication package controls timing, individual columns, tables.. Pierce package installation is smooth, but less control with timing, columns and tables. (20 minute data refresh intervals)
  - Merging of the two pkgs is not a fit right now, but over time this could change.
  - Partnership of Datalink committee with SBCTC, so if there is ever a problem supporting this pkg. would be the priority, as opposed to other package integrations.
  - Hope to have the final install package ready next week (will work with DG4 groups)

2:00 pm Committee, Commission, Council, Task Force, Workgroup Liaisons Reports

- BAC (Brandon)
  - Integrated Credit Card Workgroup status - Paul (RTC)
    - RFP review - State board approved to move forward with negotiations to determine statue of accessibility and impact on SB staff

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- Met Oct. 2nd. Review of allocation formula by Presidents this year.
  - Looking for long term ctcLink funding solution
  - State agency can implement furloughs if necessary
  - Healthcare cost increase
  - Guided Pathways money to be renewed or not to be renewed- make sure you spend GP money this year, so it will demonstrate the need for these funds.
  - High demand money to be renewed
  - Sick leave reporting and archive lacks a standard, so it is difficult to pull information. Paper records may be requested from colleges
  - 15% budget reduction requested
  - Enrollment reports could be customized in ctcLink, but changing the application would not produce the results they desired.
  - CATO (Ward)
    - SubGroup formed to evaluate OKTA accessibility
    - Reviewing VPAT and testing
    - Four testers are now testing the end user side and have found major accessibility issues. Joint call planned with OKTA to resolve these issues.
    - Working on trusted tester system
    - Real time captioning system under review
  - Data Governance (Brandon, Eva)
    - Several open positions
    - Forming a Bio-demo data sub-committee
  - ELC (Tim R, Brandy Long)
    - Setting up for committee's new year of work.
  - ETAG (Tim W)
    - Partnering with CATO to ensure accessibility of the app store. Compiling vetted apps into one store for selection.
  - GPAC (Tim W, Heidi)
    - Spend your GP \$\$
    - Across the board all the colleges are weak in how equity work is represented or sufficient
    - Tim looking for answers to equity as it surrounds technology, such as access and how technology is affecting learning across diverse populations.
    - HRMC (Jason Hetterle)
    - HRMC IT Reclass Workgroup (Val)- still 704 outstanding cases (14 cases closed in Sept. 155 have been completed since the start) Recommended to move this process to your own campus, so get folks trained in order to do this.

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- **ACTION:** Andy to share out documents or link to documents
  - <https://www.ofm.wa.gov/state-human-resources/compensation-job-classes/it-professional-structure>
  - ITPS Governance (Andy)- lost traction due to Covid and competing priorities.
  - IC (Pamela)- Zoom meeting on Oct. 22, 2020
  - ITSECC (Cameron)
    - Planning November meeting (½ day)
    - SFT and TEAMS integration speakers invited to share information
    - Kenn to share out on OKTA
  - LMDC (Leslie Potter-Henderson)
  - RPC (Gavin Smith, Neal Parker) - April joint meeting!
    - Discussion surrounding Meta-majors within ctcLink, which isn't going to happen, so how will this be achieved.
    - This issue is not going away, so a solution will need to be found.
    - Sub-plans has been turned on, which helps, but not an overall solution.
  - STAC (Brian, Eva, Grant)
    - WACTC approved the committee charter at their October meeting
    - Issue Brief for Okta
    - Integration of subcommittees: CATO and EdTech
    - Strategic planning - first priority is to get everyone on ctcLink
    - Will be focused on identifying Guided Pathways needs
    - [Website up and running](#)
    - Working on operations processes and communication templates
  - WSSSC (Andrew)
    - Meeting, but we still aren't invited
  - WACTC Ed Services **(Mike)Friday update-**
  - WACTC Operating Budget (Rick)
    - Starting to look at distribution model again; should it be redone?
    - No changes to FY 20/21 allocation model due to Covid downturn impacts as recommended by BAC.
  - WACTC-Tech (Tim Wrye/Heidi)
    - Executive Sponsor letter regarding ctcLink
    - STAC was also a topic

5:00 pm General announcements and Adjourn

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## Friday, October 16th

8:00 am Virtual Coffee/Networking

8:30 am Call to Order

8:30 am Opening/updates

- WACTC Ed Services (Mike)- [NOTES](#) (SAI document) [Draft meeting notes](#)

8:45 am ctclink first wave, DG 2 and 3 updates

- TCC- (5 years and going strong) Not perfect, but dealing with issues that arise. Waiting for update on security & permissions so enrollment staff at different colleges can't perform functions across colleges. From Clay's perspective, each subsequent deployment has gone better. ❤️gratitude!
- Where has the SLA document gone? Where is the governance once in operational status?
- Clark still chugging along. Data Warehouse still an issue, per yesterday's discussion. Moving phones off campus (soft phones) and also looking at outsourcing IT.
- Communication side, with ctclink support, is getting better.
- Cascadia- more aha moments coming from smaller working groups. Challenge is who do we talk to based on different issues: Operations, support? Payroll issue, is it support or a back-end data issue? Still have 40 open tickets, but this has stabilized.
- Deadlines and timelines have significantly changed from legacy timelines, still trying to adjust.
- Another tool will need to be found to display total cost of student course/ fees when registering. This is not a feature in ctclink, but is a requirement to show the student.
- Checkbox is defaulted on, which does not show all classes. Submitted ticket to default checkbox to "off". Still battling to get this basic change made so students can see all classes and filter on their own.
- DG3 to collaborate with DG4 on student onboarding surrounding ctclink.

9:00 am ctclink Support Update (Dani Bundy)

- Staffing- hiring 14 new staff members, across all pillars; 2 Functional analyst (FA) in FinAid, 2 FA in HCM, 3 in senior FA, College relations triage manager has been hired.
- Staffing above is primarily for DG4
- **ACTION:** Dani will send a summary of these positions to ITC
- 3-day Open WEb Ex, to help clean up payroll issues. Very productive activity.
- Currently planning for DG4 Go-Live: DG3 Cascadia helpdesk team triage all tickets prior to escalating to State, was helpful to take burden off support team at state.
- DG4 meet and greet before go-live to get to know support team members and

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- implement the same support structure as DG3.
- Working on post go-live schedule of daily activities
- Change Management board is prioritizing back-log of work tickets from prior deployments.
- Working on website that displays status updates
- Status of [SLA](#)- Dani has not been able to dig into it due to lack of time. Wants to include colleges on the review of the SLA. Working on ticket analysis and prioritization process.
  - Clay would like to see more movement in this area since there was a commitment made and a lot of work put into this document.
- Governance of support status- ongoing meetings? Not yet discussed, but recognizes this needs to be established.
- Numerous Commissions are pushing for more on what future support will look like, so discussions will continue in this area.
- How to structure the local service desk to work effectively with the state support team. Dani makes more of a recommendation, but hesitates on requiring a certain structure.
- DG3 plans to share out with DG4 what worked and what didn't work in this area, especially with a remote workforce.
- Remote working has improved the ability to recruit more people, with a stronger skill set than before Covid.

10:30 am Break

10:45 am [ctcLink Project Update](#) (Tim Wrye for Christy Campbell)

- Campus CE deployment integration Jan/Feb. 2021
- Highline going live with Campus CE next week and they are very happy with functionality
- DG4 will be going live with old Online Admissions Application (OAA), but will join DG5 when they go-live with ctcLink
- OAA will be available to "live" ctcLink colleges in January 2021
- New Budget Planning tool released to "live" colleges in January 2021
- In order to use the Budget tool, a college must have data in the system for a year.
- DG3 (Culver) asked about exact downtime dates that DG4 will go live and previous colleges will be down. These need to be posted and communicated to live colleges so they can communicate to their campus community.

12:00 pm General announcements and Adjourn

Next Meeting - December 3-4, 2020 via Zoom