CTCLINK CELEBRATION PROGRAM

Tuesday, May 17, 2022, 12:15 to 1 p.m.

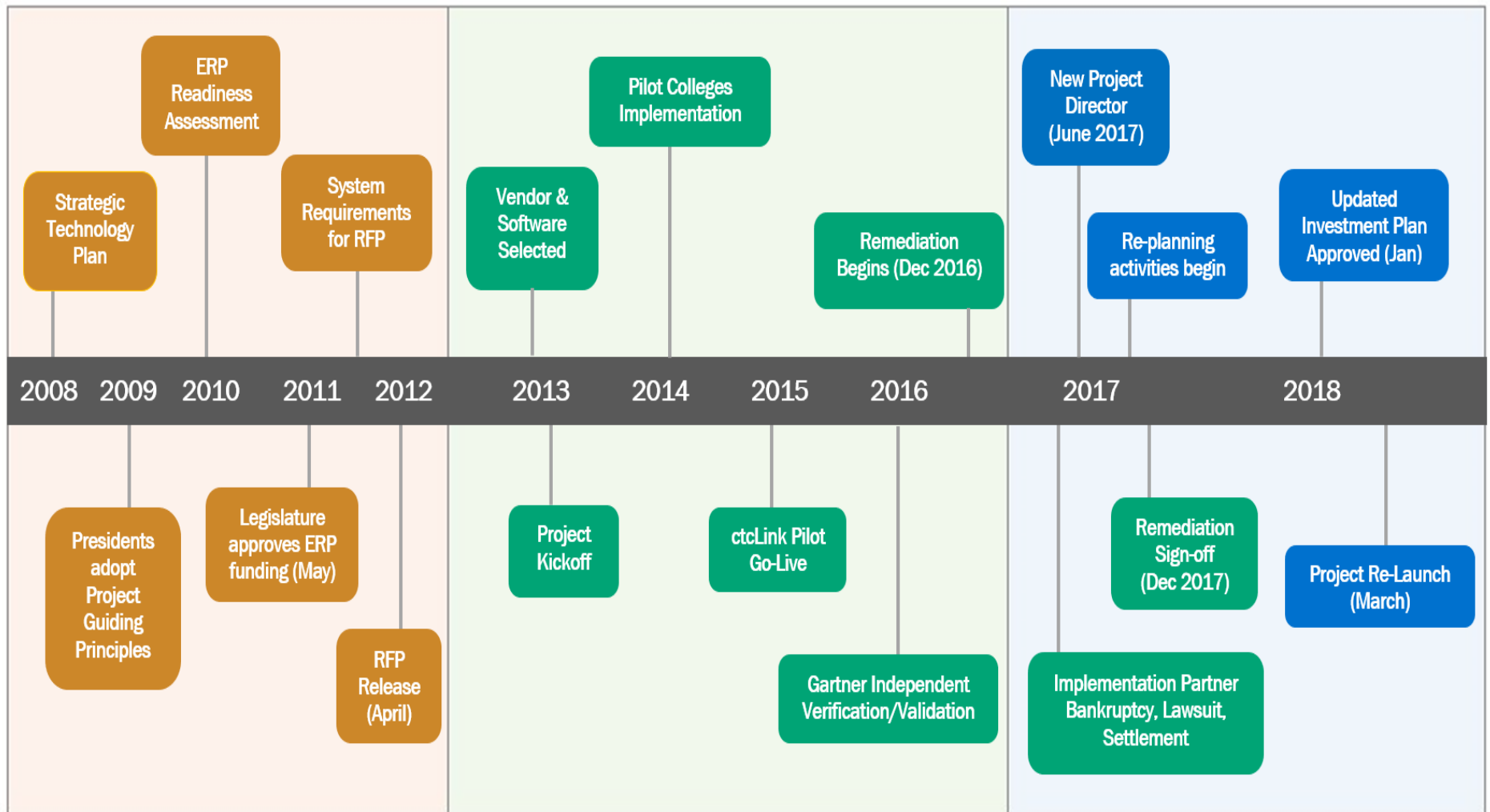| SPEAKER	REPRESENTING
Christy Campbell	Project
Grant Rodeheaver	IT Support & Legacy
Jan Yoshiwara	SBCTC/System
Jay Reich	State Board Chair
Paul Giebel	Moran Technology Quality Assurance
Dr. Joyce Loveday	cELC/WACTC-Tech/Presidents
Tim Wrye	Steering Committee/Executive Sponsors
Tara Keen	Working Group
Christy Campbell	Closing

GETTING THE CTCLINK CAR OUT OF THE DITCH CIRCA 2017
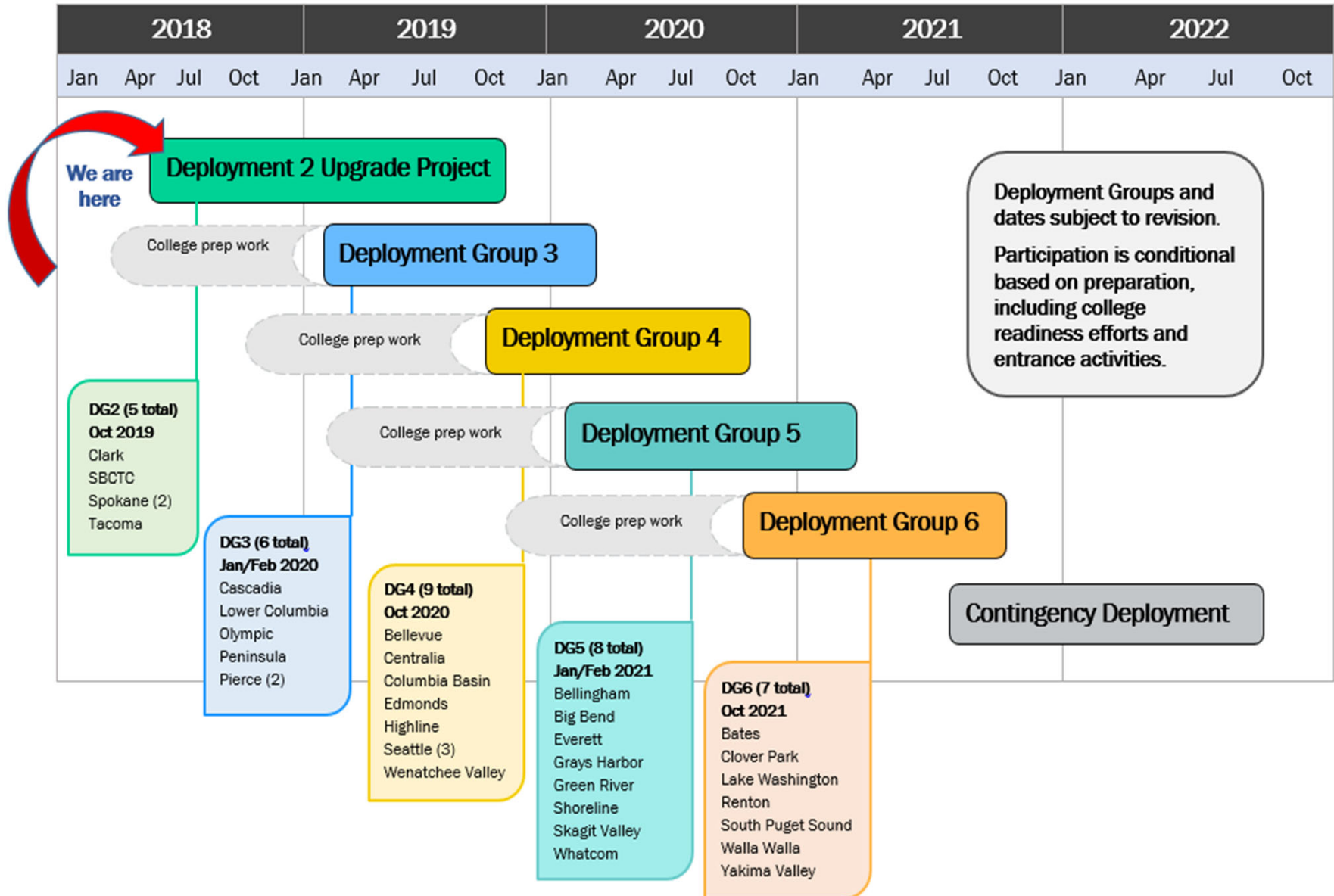
CTCLINK PROJECT EVOLUTION 2008 - 2018

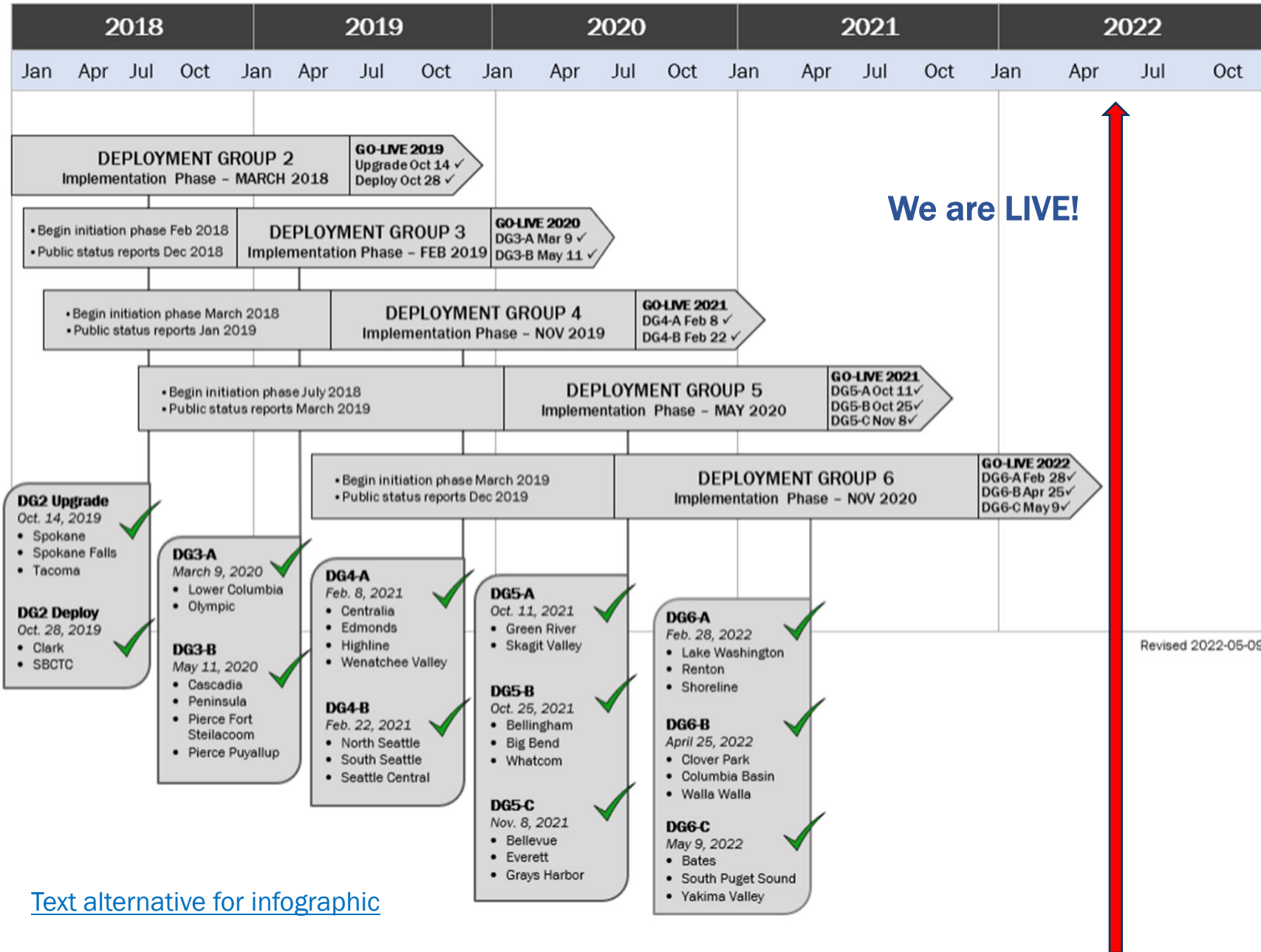**ERP Project Planning**

ctcLink Project Implementation

ctcLink Project Re-Start

ERP Readiness Assessment

Strategic Technology Plan

System Requirements for RFP

Pilot Colleges Implementation

Vendor & Software Selected

Remediation Begins (Dec 2016)

New Project Director (June 2017)

Updated Investment Plan Approved (Jan)

Re-planning activities begin

2008 2009 2010 2011 2012 2013 2014 2015 2016 2017 2018

Presidents adopt Project Guiding Principles

Legislature approves ERP funding (May)

RFP Release (April)

Project Kickoff

ctcLink Pilot Go-Live

Gartner Independent Verification/Validation

Remediation Sign-off (Dec 2017)

Project Re-Launch (March)

Implementation Partner Bankruptcy, Lawsuit, Settlement

DEPLOYMENT GROUP TIMELINE: MAY 2018

2018	2019	2020	2021	2022
Jan Apr Jul Oct	Jan Apr Jul Oct	Jan Apr Jul Oct	Jan Apr Jul Oct	Jan Apr Jul Oct

We are here

Deployment 2 Upgrade Project

College prep work

Deployment Group 3

College prep work

Deployment Group 4

College prep work

Deployment Group 5

College prep work

Deployment Group 6

Deployment Groups and dates subject to revision.

Participation is conditional based on preparation, including college readiness efforts and entrance activities.

Contingency Deployment

DG2 (5 total)
Oct 2019
Clark
SBCTC
Spokane (2)
Tacoma

DG3 (6 total)
Jan/Feb 2020
Cascadia
Lower Columbia
Olympic
Peninsula
Pierce (2)

DG4 (9 total)
Oct 2020
Bellevue
Centralia
Columbia Basin
Edmonds
Highline
Seattle (3)
Wenatchee Valley

DG5 (8 total)
Jan/Feb 2021
Bellingham
Big Bend
Everett
Grays Harbor
Green River
Shoreline
Skagit Valley
Whatcom

DG6 (7 total)
Oct 2021
Bates
Clover Park
Lake Washington
Renton
South Puget Sound
Walla Walla
Yakima Valley

CTCLINK DEPLOYMENT GROUPS & TIMELINE

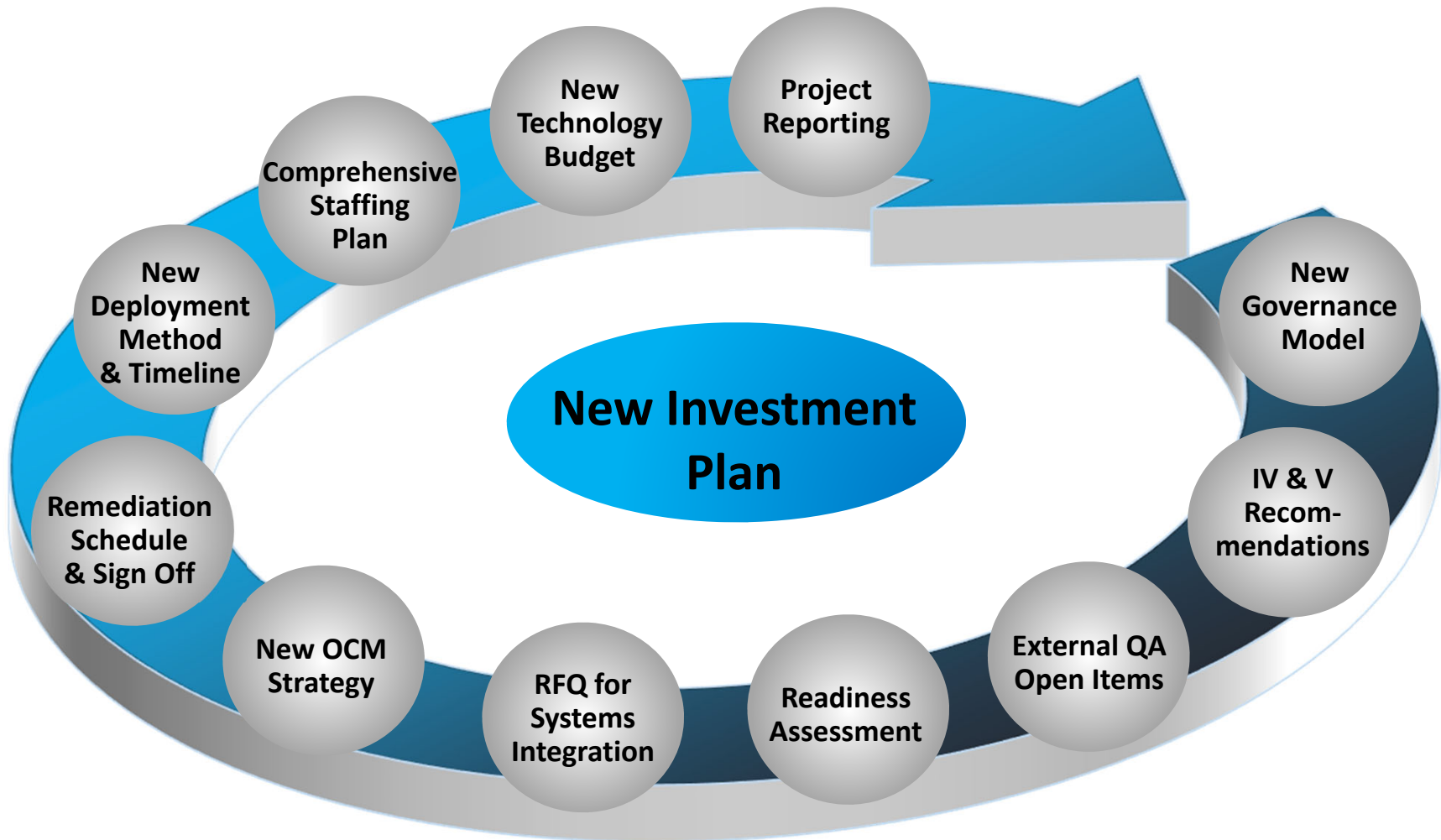Text alternative for infographic

CTCLINK PILOT REMEDIATION

After the Aug. 2015 pilot college (Tacoma, Spokane, Spokane Falls) implementation, an independent analysis was performed to ensure ctcLink was meeting the 2,488 new-system requirements in the original RFP. Approximately 375 gaps in functional/technical requirements were originally identified, verified and categorized as critical, urgent or high. This resulted in the agreed-upon ctcLink Pilot Remediation Scope.

Date	Total Open Items	Open Items	Open items tied to a Replacement Solution	Closed items re-opened as part of Remediation scope agreement
11/29/2017	195	101	10	84
12/13/2018	41	29	10	2
4/01/2019	22	11	10	1
12/1/2020	15	5	10	0
4/1/2021	10	5	5	0
5/3/2022	0	0	0	0

CTCLINK PROJECT TEAM 2022

Project Management

Christy Campbell
Alexa Mercado-Curtis
Amy MacNeill
Angela French
Anna Rankin
Dani Bundy
Dennis Colgan
Eli Hayes
Janelle Runyon
Kelly Barton
Ray Gartner
Reuth Kim
Roger Curry
Sherry Nelson
Susan Maxwell
Tara Keen
Tysha Tolefree

CS Financial Aid

Stephanie Casino
Connie Burrow
Rachelle Russell

Technical

Bhuvana Samraj
Arjun Geeready
Ashwini Mahadevasetty
Chandan Goel, emeritus
Cibichandar Karnan
Jarmanjit Singh
Veeraiah Gorantla
Venkat Gangula
Mark Waggoner
Don Wheeler ❤

Campus Solutions Core

Rebecca Clayton
Jill Hammitt
John Henry Whatley
Karen Erickson
Kyrsten Catlin
Matt Sargent

Human Capital Mgmt

Sanjiv Bhagat
Dennis Sargent
Harsha Narayan
Indraneel Renukuntla
Manoj Rajabhather

Finance

Christyanna Dawson
Bala Singh
Greg Dunn
Kari Twogood
Sabit Gottipati
Saket Bihari
Yogish Shivakumar

CS Student Financials

Charles Velasquez
Charles Sapien
Jared Jakeman
Spencer Egbert

SBCTC DIVISIONS ... LINKED, TOGETHER

- ## Educational Services
  - Research, Student Services, Workforce Education, Transfer, Basic Education for Adults, Educational Resources and Innovation, Accessible IT, eLearning, Tribal Relations

- ## Business Operations
  - Human Resources, Accounting and Business Services, Payroll, Capital Budget, Operating Budget

- ## Information Technology
  - IT Support, ctcLink Support, Infrastructure, Data Services, Legacy Support, Application Services, Network Services, Infrastructure

- ## Executive Director
  - Legislative Relations, Trustees Association, Communications, Equity & Diversity

CTCLINK PROJECT MANAGERS 2018-2022

Bates	Beth Cummings, Nick Lutes
Bellevue	Maria Rivas, Mary Kay Wegner
Bellingham	Nat Reilly, Curtis Perera
Big Bend	Patrick Steele, Angela Garza
Cascadia	Pat Marek, Scott McKean, Brian Culver
Centralia	Carrie Powell, Karie Jorgensen, Bill Storms, Frances Mayfield
Clark	Mirranda Saari, Susan Maxwell
Clover Park	Brian Lee, Danielle Hawkins, Pamela Jeter
Columbia Basin	Jeff Angus, Brian Dexter, Juri Tikerpuu
Edmonds	Beth Farley, Leah Leggett, Ligia Cicos
Everett	Sindie Howland, Will Frankhouser
Grays Harbor	Jason Lake, Andrew Glass
Green River	David Ortega, Sherry Felchlin
Highline	Patricia Daniels
LWTech	Lauren Heller, Kaytlyn Hoch, Jeff Steffans
Lower Columbia	Nichole Seroshek, Kara McElroy, Eli Hayes

Olympic	Richard Lunden
Peninsula	Pauline Marvin
Pierce District	Paula Henson-Williams
Renton Technical	Lia Homeister, Paul Corigliano
SBCTC	Choi Halladay, Evelyn Williams, Christine Salvador, John Boesenberg
Seattle Colleges	Derreck Pressley, Daniel Cordas
Shoreline	Joe Chiappa, Stuart Trippel
Skagit Valley	Benjamin St. Germain
South Puget Sound	Missy Yates, Lori Casile
CCs of Spokane	Brent Munoz, Rick Sparks, Matt Connelly
Tacoma	Clay Krauss
Walla Walla	Lisa Chamberlin, Kevin Combs
Wenatchee Valley	Jason Hetterle, Andrew Hersh-Tudor
Whatcom	Matt Connelly, Nathan Langstraat, Kenneth Bronstein
Yakima Valley	Clarissa Wolfe, Kraig Michels

DEPLOYMENT GROUP 2

DG2 | PeopleSoft upgrade Oct 14, 2019	DG2 |Deploy/Go-Live Oct 28, 2019
Community Colleges of Spokane Spokane Community College	CLARK COLLEGE EST. 1933
Community Colleges of Spokane Spokane Falls Community College	COMMUNITY AND TECHNICAL COLLEGES Washington State Board
TACOMA COMMUNITY COLLEGE	

DEPLOYMENT GROUP 3

DG3-A	March 9, 2020	DG3-B	May 11, 2020

DEPLOYMENT GROUP 4

DG4-A	Feb 8, 2021	DG4-B	Feb 22, 2021

DEPLOYMENT GROUP 5

DG5-A	Oct 11, 2021	DG5-B	Oct 25, 2021	DG5-C	Nov 8, 2021

DG5-A | Oct 11, 2021: Green River College, SVC Skagit Valley College

DG5-B | Oct 25, 2021: Big Bend Community College, Bellingham Technical College, Whatcom Community College

DG5-C | Nov 8, 2021: Bellevue College, Everett Community College, Grays Harbor College

DEPLOYMENT GROUP 6

DG6-A	Feb 28, 2022	DG6-B	April 25, 2022	DG6-C	May 9, 2022

CTCLINK & IT SUPPORT 2022

App Services	Data Services	ctcLink Support	
Sandy Main	Carmen McKenzie	Dani Bundy	Jerry Lambert
Christopher Soran	Adam Fauth	Adrian Hill	Karen Ebert
Bradley Reeves	Douglas Zeno	Agnieszka Pederson	Kelly Forsberg
Doug Brower	Ed Lusby	Alan-Michael Alston	Kyrsten Catlin
Josh Giha	Emily Mullins	Alec Risk	Laurel Anderson
Laurie Thomas	Ivy Brent	Amanda Hoover	Linda Mellott
Mark de Guzman	Lou Sager	Amanda Velasquez	Mandy Mineard
Maureen Kwant	Lucy Peterson	Amy Lanser	Maria Sultan
Mia Porter	Monica Peper	Ana Ybarra	Marissa Baker
Michael Hilty	Paula McDaniel	Brandon Reed	Marjorie Facio
Padmaja Villalon	Ping He Harman	Brandy Eismon	Michele Rockwell
Daniel Hupp	Steve Marx	Brian Lanier	Michelle Kuwasaki
Brian Arotca	Tami Morrill	Britney Corbitt	Parminder Kaur
Robert Drake	Terry Davenport	Corinne Taylor	Ryan Jackson
Jyothsna Ravuri		Deborah Englehardt	Shon Dicks-Schlesinger
Shelia Sloan		Dhilipkumar Muthusamy	Sonali Bihari
Sarah Sullivan	**Infrastructure**	Eric Messelt	Sopheth Nong
Jay Parker		Gretchen Fulmer	Tamara Allen
Lisa Garcia	Johnathan Rider	Irena Marinova	Tanjagay Martin
Bill Ramirez	Dave Cull	Jedidiah Lara	Venkat Thati
Tami Whitney	Gorffu Kassa	Jennifer Smith	
Sean Cardoza	Jim Henderson		

Legacy Support

	Infrastructure	Legacy Support	
	Melinda Houghtaling	Ray Gartner	Jennifer Werry
	Peter Savin	Anne Sinnes	Joni Reichmann
Network Services	Wilson Wong	Becky Phillips	Laura Stern
		Ben Geertz	Marla Coan
Kenn Nied		Eric Messelt	Ryan Jackson
Jesse Mendiola		Jacqueline Thoms	Sarah Whetzel
Sam Benz		Jay Gallagher	Terry Davenport

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A SALUTE TO THE HP3000

CTCLINK: IT'S FOR EVERYONE!

"We DO already know HOW to do this; the only difference is in HOW we do it now." ~ *Sherrie Warren, Yakima Valley College*

"I feel like I'm about to get everything I ever wanted for Christmas! I just have to get through all the instructions on how to put my new toys together. It feels like an IKEA project on steroids." ~ *Petra Perkins, Clover Park Technical College*

THAT WAS THEN

Washington community college software system ctcLink now two years behind schedule, $10 million over budget

Tue., Sept. 27, 2016

NEWS > WA GOVERNMENT

Troubled software for Community Colleges of Spokane on 'pause' as vendor files for bankruptcy

UPDATED: Tue., April 11, 2017

16 famous ERP disasters, dustups and disappointments

CIO MAR 20, 2020 3:00 AM PDT

 # 8. Washington system: When third parties flop

THIS IS NOW

"We are actively using the ctcLink project for other state projects to look at. It's a marvelous case study for some of the significant IT efforts currently underway across the state." ~ Sue Langen, OCIO Deputy Director for Strategy & Management, 2021

"You've created a 'Lazarus' here. You've snatched victory from the jaws of defeat."
~ Butch Leonardson, OCIO Technology Services Board member 2021, comparing ctcLink pre-2017 to the relaunched effort

"This was an incredibly complex project we pulled off together, despite challenges along the way. It wasn't easy, but we're hopeful this new system will realize benefits in the long run." ~ PM, Lessons Learned 2022

"It takes great leadership and it's obvious that is in place."
~ Bill Kehoe, TSB Board Chair and State CIO, 2021

CTCLINK EXECUTIVE LEADERSHIP COMMITTEE (CELC)

2021-22

Joyce Loveday, Clover Park Technical, Co-Chair
Amy Morrison, LWTech
Shouan Pan, Seattle Colleges
Rebekah Woods, Columbia Basin
Lin Zhou, Bates Technical

2020-21

Kevin Brockbank, Spokane CC, Co-Chair
Ed Brewster, Grays Harbor
Joyce Loveday, Clover Park Technical
Shouan Pan, Seattle Colleges
Lin Zhou, Bates Technical

2019-20

Chris Bailey, Lower Columbia, Co-Chair
Kevin Brockbank, Spokane
Amy Morrison, LWTech
Shouan Pan, Seattle
Julie White, Pierce Fort Steilacoom

2018-19

Joyce Loveday, Clover Park, Co-Chair
Kevin Brockbank, Spokane
Marty Cavalluzzi, Olympic
Ivan Harrell, Tacoma
Denise Yochum, Pierce Fort Steilacoom

2017-18

Luke Robins, Peninsula, Co-chair
Joyce Loveday, Clover Park
Chris Bailey, Lower Columbia
Ivan Harrell, Tacoma
Kevin Brockbank, Spokane

Non-Voting Standing Members

Jan Yoshiwara, SBCTC, Co-Chair
Christy Campbell, SBCTC ctcLink Project
Grant Rodeheaver, SBCTC IT
Tim Wrye, Highline, Steering Committee
Choi Halladay, Pierce Steering Committee, past

THANK YOU, CTCLINK SUPERHEROES!
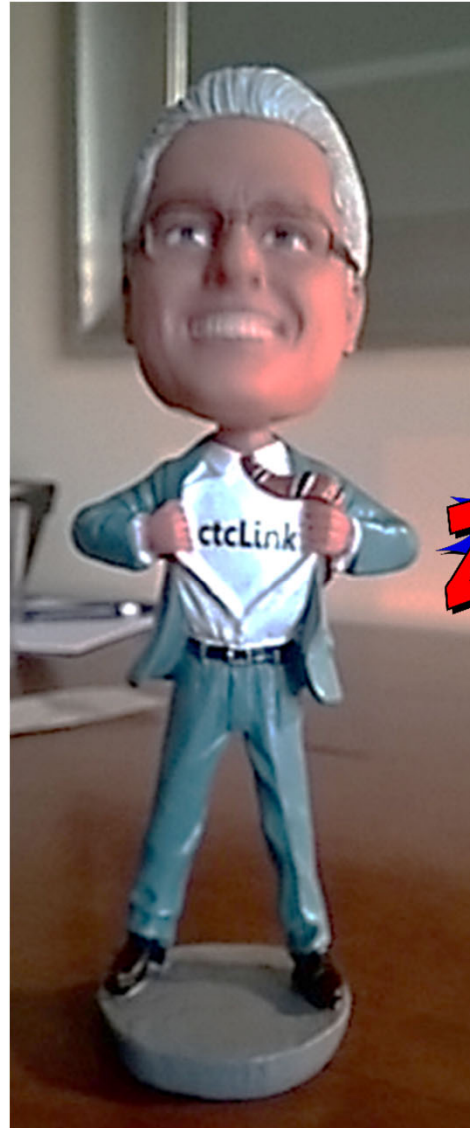
DERWORD

Faulty computer system comes to Highline fall 2017

By Tiffany Thompson
Staff Reporter

Highline will be adopting a new computer system that caused 11,000 students at Tacoma Community College to not receive financial aid this fall.

The new system is in a test phase in Spokane and Tacoma community colleges and both are undergoing related problems and delays.

Tacoma and Spokane ran into glitches that caused problems like registering for class, getting financial aid packages approved, and getting money applied to tuition during the Fall Quarter of 2015.

Tacoma changed over to a new computer system called CTC that replaced their 30-year-old system.

The Associated Press reported that CTC is a $100 million computer system designed to improve record keeping at Washington's community colleges.

The Community Colleges of Spokane has spent at least $1.3 million in extra staff costs to get it up and running, the Associated Press reported.

Tacoma is one of the 34 schools in Washington that is will receive this new system.

Because of the issues, State Board for Community and Technical Colleges has postponed implementing the new system by a year for all 34 community and technical colleges, said the Associated Press.

"The system at Tacoma didn't crash per se. The Financial Aid issue was due to a problem in the communication between the system and a third-party vendor Tacoma uses for aid disbursement called Higher One," said Tim Wyre, executive director of information and technology services at Highline.
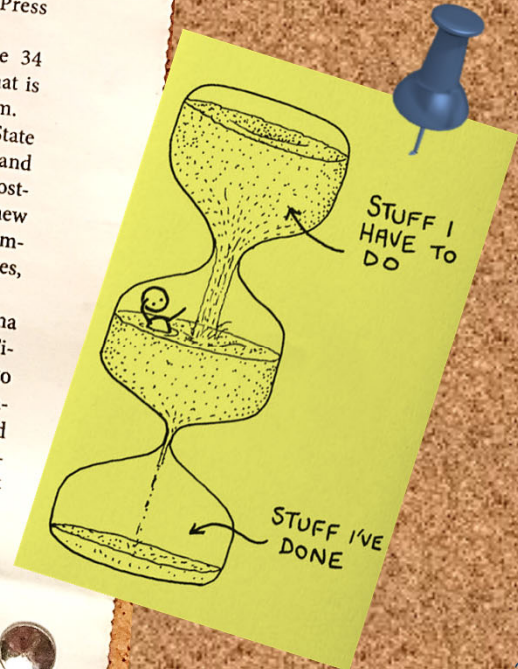
CTCLINK STEERING COMMITTEE 2018 - 2022

Voting Members

- **Tim Wrye**, Highline, Committee Chair
- **Choi Halladay**, Pierce and SBCTC, Founding Committee Chair
- **Carolyn Tucker**, Skagit Valley
- **Chad Stiteler**, Bellingham
- **Ed Jaramillo**, Skagit Valley
- **Kurt Buttleman**, Seattle Colleges
- **Lisa Hjaltalin**, CCs of Spokane
- **Reagan Bellamy**, Wenatchee Valley
- **Rodger Harrison**, Bellevue
- **Shanda Haluapo**, Clark
- **Grant Rodeheaver**, Deputy ED for IT
- **Carli Schiffner**, Deputy ED of Education
- **Choi Halladay**, Deputy ED Business Operations
- **John Boesenberg**, Deputy ED Business Operations, past

Non-Voting Members

- **Christy Campbell**, SBCTC Chief Technology Officer – ctcLink Program
- **Paul Giebel**, Moran Tech Consulting
- **Rich Tomsinski**, OCIO Consultant
- **Chris McLain**, LWTech Exec Sponsor
- **Clay Krauss**, Tacoma Project Manager
- **Brian Lee**, Clover Park Project Manager

Non-Voting Commission Representatives

- **Peter Lortz**, North Seattle VP for Instruction, Instruction Commission
- **Ruby Hayden**, LWTech VP of Student Services, Washington State Student Services Commission
- **Carly Haddon**, Pierce College Data Solutions, Research and Planning Commission

CTCLINK EXECUTIVE SPONSORS 2018-2022

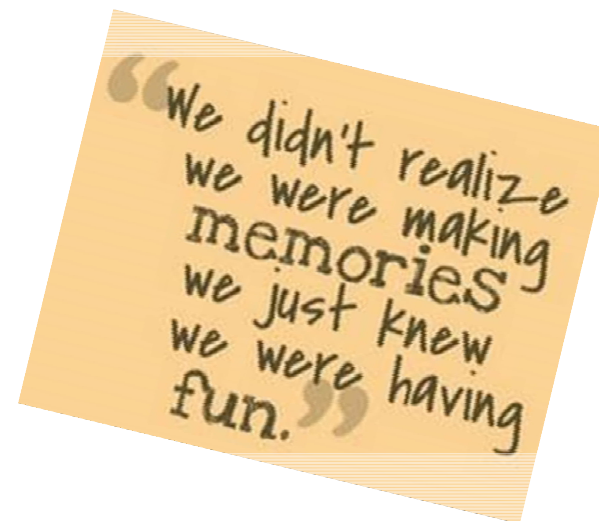|				
Bates	Nick Lutes, Beth Cummings, Agnes Figueroa Martinez, Pat Taylor	**Olympic**	Evelyn Hernandez
Bellevue	Rodger Harrison, Mary Kay Wegner	**Peninsula**	Carie Edmiston
Bellingham	Chad Stiteler	**Pierce District**	Darrell Cain
Big Bend	Linda Schoonmaker	**Renton Technical**	Jacob Jackson
Cascadia	Jashoda Bothra, Terence Hsiao, Eric Murray	**SBCTC**	Choi Halladay, John Boesenberg
Centralia	Bob Mohrbacher	**Seattle Colleges**	Kurt Buttleman
Clark	Michele Cruse, Shanda Haluapo	**Shoreline**	Phillip King, Stuart Trippel, Cheryl Roberts
Clover Park	Lisa Wolcott, Larry Clark	**Skagit Valley**	Carolyn Tucker, Ed Jaramillo
Columbia Basin	Rebekah Woods, Tyrone Brooks	**South Puget Sound**	Rip Heminway, Albert Brown
Edmonds	Eva Smith	**Spokane**	Rick Sparks, Lisa Hjaltalin
Everett	Tim Rager, Pat Sisneros	**Tacoma**	Patty McCray-Roberts, Ivan Harrell
Grays Harbor	Darin Jones, Andrew Glass	**Walla Walla**	Chad Hickox, Davina Fogg
Green River	Camella Morgan	**Wenatchee Valley**	Reagan Bellamy
Highline	Tim Wrye	**Whatcom**	Nathan Langstraat
LWTech	Chris McLain, Bill Thomas	**Yakima Valley**	Teresa Rich
Lower Columbia	Nolan Wheeler		

WORKING GROUP MEMBERS 2018 - 2022

Voting Members

- Kathy Disney, Tacoma CS SME
- Pat Daniels, Highline PM
- Krista Francis, Peninsula HCM SME
- Beth Farley, Edmonds CS SME
- Sabra Sand, Clark FIN SME
- Chantel Black, Spokane CS SME
- Shon Dicks-Schlesinger, FIN Customer Support
- John Ginther, FIN SBCTC
- Christyanna Dawson, FIN Project
- Emmett Folk, FIN Project
- Ana Ybarra, CS Production
- Scott Copeland, CS SBCTC
- Joe Carl, CS Project
- John Henry Whatley, CS Project
- Rebecca Clayton, CS Project
- Brian Lanier, HCM Customer Support
- Sanjiv Bhagat, HCM Project
- Sandy Main, Application Services
- Venkat Gangula, Technical Project
- Carmen McKenzie, Data Services

Non-Voting Members

- Cheryl Fritz, Wenatchee Valley Financial Aid SME
- Charlene Rios, Big Bend FIN SME
- Dani Bundy, Customer Support
- Roger Curry, Customer Support
- Janelle Runyon, Communications
- Jason Gordon, Support
- Tara Keen, Facilitator
- Christy Campbell, Chair
- Reuth Kim, Support
- Kelly Barton, Support
- Alexa Mercado-Curtis, Support

"We didn't realize we were making memories we just knew we were having fun."

Thank You