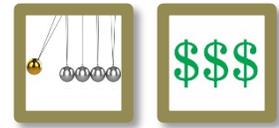Technology Services Board – Project Synopsis

Agency: State Board of Community and Technical Colleges (SBCTC)

Project: ctcLink

Description: Implement a single, centralized system to provide students, faculty and staff 24/7 access to a modern, efficient system for all 34 community and technical colleges and the State Board. SBCTC initially contracted with Ciber as the system integrator, to customize and deploy the PeopleSoft Enterprise Resource Planning suite. Three colleges went live on the new system in August 2015.

Purpose of Attending December 11, 2017 TSB:

- SBCTC will present their go-forward plan, including proposed scope, schedule, & budget
- OCIO will seek advice/feedback on the plan from TSB members

Approved Budget	
Implementation Cost	$ 60,900,000
Software	26,200,000
Travel, Training, etc.	4,500,000
External Quality Assurance	2,500,000
Equipment	3,000,000
Sales Tax	2,900,000
Total Project Cost	**$100,000,000**

Project Schedule Baseline
Project end date 12/31/17

Timeline	Key Event/Action
2/12/14	SBCTC presented project background at TSB meeting
8/13/14	Original pilot go-live date (delayed one year).
8/24/15	Tacoma CC; Spokane CC; Spokane Falls CC; Spokane District Office go-live as "pilots"
2/11/16	Project presented status update at TSB meeting; Directed to provide updated investment plan and to contract for IV&V with Gartner
11/3/16	SBCTC project executive sponsor put future deployments on hold
11/15/16	Gartner issues final IV&V report; Project presented findings at TSB meeting; Project directed to apply all resources to the remediation process
3/29/17	SBCTC submits draft amended investment plan with implementation details to be developed by new project director after remediation

4/10/17	Project contractor Ciber files bankruptcy (and later files a lawsuit against State of Washington)
4/18/17	Project presented remediation status to TSB Sub-Committee; Presented status of new project director on-boarding; Project directed to focus all work on remediation
5/11/17	Project presented remediation status to TSB Sub-Committee; Updated on status of new project director on-boarding and status of investment plan
6/29/17	Project presented remediation status to TSB; Introduced new project director and investment plan strategy for post remediation
7/1/17	New SBCTC Executive Director/Project Executive Sponsor hired • OCIO sends letter to new Executive Director reiterating what is required *(see letter dated 7/19/17)*
7/20/17	Ciber lawsuit is settled
8/10/17	Project presented remediation status to TSB Sub-Committee
9/14/17	Project remediation status presented to the full TSB
10/30/17	Moran completed readiness assessment *(see report dated October 2017)*
11/9/17	Project remediation status presented to the TSB Sub-Committee

OCIO Required Item	OCIO Assessment	Comments
New Governance Model	✅	3-tiered model defined that fits HigherEd
Address IV&V Findings	✅	Posted to the Project Dashboard
Respond to QA Findings	✅	Posted to the Project Dashboard
Conduct Readiness Assessment	✅	Completed; risks identified
Replace System Integrator	⛔	Changing approach; no integrator planned; will present approach and discuss with the TSB
Org. Change Mgmt. Strategy	✅	Comprehensive strategy & plan developed
Remediation Sign-Off	➕	In process; expected in December
New Deployment Timeline	✅	Completed; also included in MS Project plan
Staffing Plan	➕	Staff needs identified; not yet hired
Technology Budget	✅	Completed (still must be approved by OFM)
Project Status Reporting Plan	➕	Planned; but no evidence of actual execution yet