



# EDMONDS COMMUNITY COLLEGE ctcLink CliffsNotes

Summer | Issue 8 | July 16, 2019

## CHANCE 4 CHANGE

### What Is Change Management?

Change management is the discipline that guides how we prepare, equip and support individuals to successfully adopt change in order to support organizational success.

While all people are unique, decades of research shows there are actions we can take to help them in their individual transitions. Change management provides a structured approach for supporting the employees in organizations to move to their own future states.

While it is the natural psychological and physiological reaction of humans to resist change, we are actually quite resilient creatures. When supported through times of change, we can be wonderfully adaptive and successful.

Individual change management requires understanding how people experience change and what they need to change successfully. It also requires knowing what will help people make a successful transition: what messages do people need to hear, when and from whom, when the optimal time to teach someone a new skill is, and how to reinforce new behaviors.

Change management draws on disciplines like psychology and neuroscience to apply actionable frameworks to individual change. At Edmonds Community College we are committed to help our employees develop their ability to embrace change and adapt to an ever-changing world.

## UPCOMING EVENTS

**July 17th & 18th**

- CPW HCM Time & Labor  
Administrative Tasks, Olympia

**July 29th & 30th**

- DG4 Peer Review

**August 12th & 13th**

- CPW Payroll Processing &  
Maintenance, Olympia

**August 14th**

- SME Meeting, SNH 338



*"I don't know how we're expected to get anything done, when all we do is go to meetings about how to get things done?!"*  
-Beth Farley, Business Analyst, IT-ADS Department

## PILLAR LEAD SPOTLIGHT

*This Summer, the three pillar leads will be spotlighted. Keep an eye here to see what they enjoy when not working to make this a smooth transition for all Tritons!*

### GENI TEAGUE | Director of Accounting & ctcLink Finance (FIN) Pillar Lead

Q: When did you become a Triton and what was your job then?

*A thirsty hummingbird enjoying Geni's garden*

GT: *I started here as a part-time custodian in 1996 or 97...?*

Q: Tell us about some of your favorites:

GT: summertime activity - **gardening**  
hobbies - **riding motorcycles with my husband**  
sports team - **Dynamo (Ukrainian Soccer)**  
pizza topping - **Forget pizza! Bring me a Sonic burger & shake!!**



color - **Green, like plants, & money...I am the Director of Accounting after all.**

Q: What inanimate object best represents you and why?

GT: **A leaf! I love plants. I have a vibrant & colorful personality like the fall leaves. I'm easy-going (swaying in the wind), yet am strong and will hold my ground like a leaf holds to its branch in a storm. Every individual leaf is complex and different. Last but not least, I believe in change and new growth.**

Q: What excites you most about ctcLink?

GT: **The ability to access information from anywhere at any time and have a single source of accurate, real-time data.**

## GET IN THE KNOW!

For some, the work slows down a bit during the summer. If this applies to you, now is a great time to learn more about this critical campus project by enrolling in the Canvas course PeopleSoft Fundamentals! **Click now to self-enroll if you already have a Canvas account!**

# PLANNING FOR THE FUTURE

CEMLI is an acronym that loosely translates to “additional work” (you’ll see why below). Any requirement to our new system that cannot be met by the Out of the Box (OOTB) functionality is being tracked and referred to as a CEMLI.

**C = Conversion.** For conversions, the vendor comes to the table with a stock set of processes that pick up data values from a template and convert it into the proper values, in the proper order. This portion of the work is largely a technology effort.

**E = Extension.** These are a higher cost work effort to ‘develop/design’ custom code to support business processes, but these are typically large coding and testing efforts. While these do not involve digging into the PeopleSoft code itself, it is a long-term commitment to support custom code. Often these are called ‘bolt-ons’ in the Oracle vernacular.

**M = Modification.** These are the most costly and highest risk changes. These are changes being made directly in the PeopleSoft code. They have the greatest long-term cost. Our aim is to avoid these types of changes if possible.

**L = Localization** (not used). Localizations are related to making the PeopleSoft application work for a specific country. We will not need this for ctclink.

**I = Interface.** These are all the interfaces cited in our RFP that will be needed moving forward. We will be evaluating these to ensure they are still needed given the new functionality in PeopleSoft that might replace this need with PeopleSoft out-of-the-box processes.

**Reporting** is also included in the list of items that warrant a CEMLI, though it does not have a letter in the acronym, all work associated with changes needed to develop reports that are not delivered out of the box will also be tracked as a CEMLI.

Any time within the project a CEMLI is identified it translates directly into hours. Those hours within the project are to generate Functional Design Documents, Technical Design Documents and testing processes. The [ctclink Project Principles](#) tell us that we are to limit changes to the system to only those most critical for our success. As the team works through the CEMLI lists, both current and long-term costs will be evaluated for each one on the list.

## PEOPLESPEAK

*Much of the terminology from CEI+ will be updated in PeopleSoft to something our Project Team refers to as PEOPLESPEAK. This section will highlight a few key words each month.*

**Effective Dating** - No, this has nothing to do with finding the love of your life; however, when you learn more about this feature within ctclink and what it can do, you’ll want to get to know it better!

Effective Dating is used throughout the ctclink system. It can predate information to add historical data to the system, or postdate information to enter it before it actually goes into effect. By using effective dates, values are never deleted.

Here’s just one example of how this would work with the self-service module: Using the future effective date feature, a student, faculty or staff member can enter a summer address where they want to receive mail and indicate when they want it to go into effect. In addition, they could enter an address they intend to use when they return in the fall and enter the effective date for that address change as well.

**Effective Dating Categories:**

- **Current:** Information (think of a row of data) with the most recent effective date that is closest to today’s date, but not a future date. Only one row is the current row.
- **Historical:** Information that has effective dates before the current data row. There could be multiple Historical data rows.
- **Future:** Data rows that have effective dates that are after the current date (today’s date). There could be more than one future row.

# HIGHLIGHTS

## Project Phases & Gates

Preparatory work and readiness activities are required of each college and SBCTC in advance of beginning its deployment phase toward Go-Live. Activities and deliverables are checked at each Quality Gate against predefined criteria and metrics. A college cannot proceed to the next gate until the previous gate is assessed.

Edmonds will be passing through the first of the five gates at the end of this month when the Project Team attends the DG4 Peer Review.

### GATE 1

#### INITIATION

Project Planning  
(Checklists &  
Templates)

Start Change Impact  
Analysis & Change  
Action Plan

Build PeopleSoft  
Environments

Organizational  
Change  
Management  
Assessments Begin

GATE 1 PEER  
REVIEW