



# EDMONDS COMMUNITY COLLEGE ctcLink CliffsNotes

Summer | Issue 9 | August 20, 2019

## CHANCE4CHANGE

### The Costs and Risks of Poorly Managed Change

We can look at the impacts of ignoring or mismanaging the people side of change from a few perspectives: costs and risks that play out on two levels - project level and organizational level.

#### Project-level Impacts:

##### Costs:

- Project delays / missed milestones
- Budget overruns
- Rework / loss of work by project team

##### Risks:

- Resistance (active and passive)
- Delays or project put on hold
- Resources not made available
- Unexpected obstacles
- Project fails to deliver results
- Project is abandoned / lost investment

#### Organizational-level Impacts:

##### Costs:

- Productivity plunges
- Loss of valued employees
- Reduced quality of work

##### Risks:

- Impact on customers
- Efficiencies not gained
- Decline in morale, stress, fatigue
- Legacy of failed change or saturation

When we apply change management effectively, we can prevent or avoid costs and mitigate risks tied to how individual employees adopt and utilize a change.

Have questions, comments, suggestions? Contact the ctcLink Project Team: [ctclinkedmonds@edcc.edu](mailto:ctclinkedmonds@edcc.edu) OR

Visit our project site: <https://employees.edcc.edu/technology/ctclinkproject/>

## 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!

### JANETTE REILLEY | HR Consultant & ctcLink Human Capital Mgmt (HCM) Pillar Lead

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

**JR: I first became a Triton in 1975 as a student. In fact, I was the 'Student of the Month in December of 1976...or was it 75? So long ago I cannot remember! I worked on campus in the Business Division then, and also in the Library. After I graduated, I served on Edmonds CC Business Administration Advisory Board. Many, many years later in 2008 I joined the HR team part-time at the front desk. and in April 2009 I became full-time in my HR Consultant position.**

Q: Tell us about some of your favorites:

**JR: summertime activity - Getting outdoors  
hobbies - Researching family genealogy & reading  
book - Dr. Zhivago  
sports team - Go Mariners!  
dessert - Lemon Meringue Pie or a Lemon Tart  
pizza topping - Garlic Chicken  
color - Hunter Green**



Q: Can you tell us a fun fact about yourself?

**JR: My grandmother was a 1950's TV actress & my brother is a stage, film, & TV actor too!**

Q: What inanimate object best represents you and why?

**JR: Duct tape! I may not always have the complete and permanent solution, but I can hold things together for quite awhile until I do!**

Q: What excites you most about ctcLink?

**JR: To name a few, more information in one system, easier and more detailed reporting capabilities, employee and manager self-service.**

**"FREE YOUR MIND,  
& THE REST WILL FOLLOW!"**  
EnVogue



Karaoke by  
Beth Farley, Geni Teague,  
Heather Lyons, Shannon Bath,  
Leah Leggett & Ligia Cicos  
after the August SME meeting to slow  
down our excitedly engaged SME brains.

## UPCOMING

September 3 - 6

- Change Management Training for EDCC Leadership

September 18th

- SME Meeting

October 9th

- SBCTC Roadshow/SME Meeting

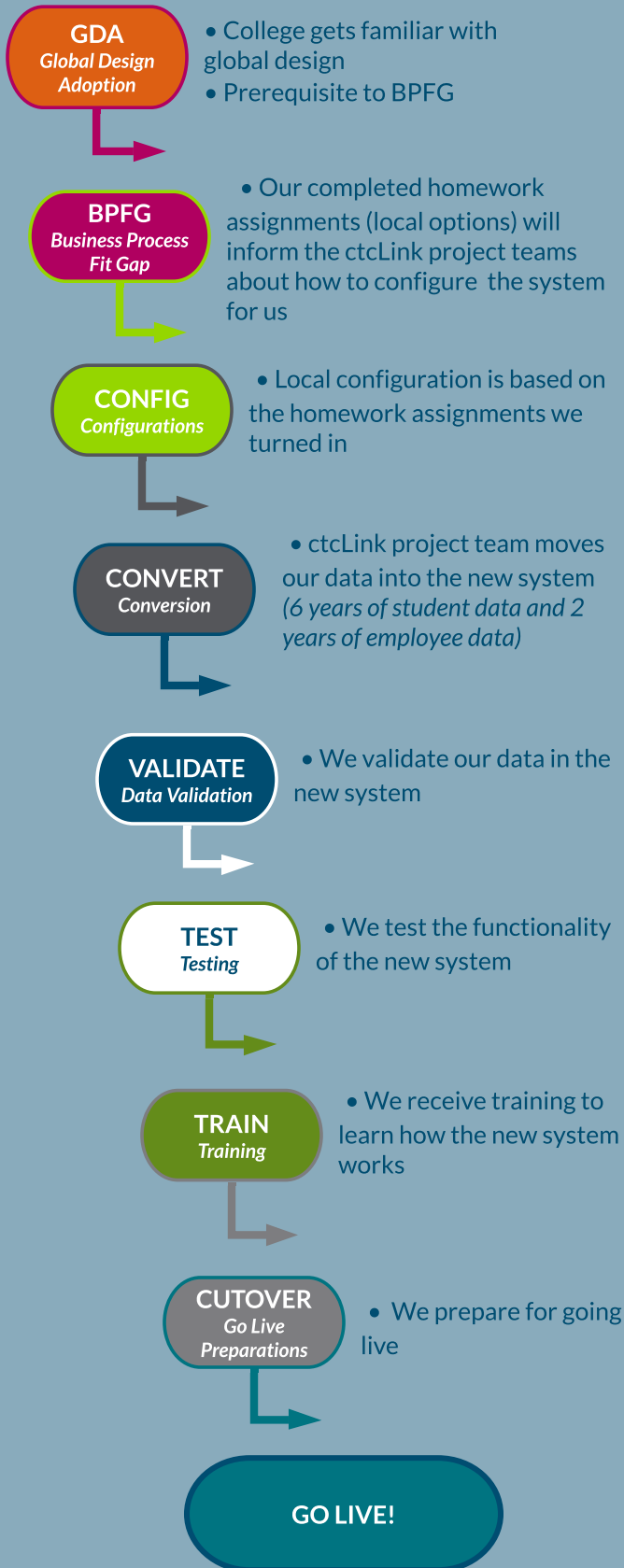
October 14th

- Implementation Phase Kickoff!

# HIGHLIGHTS

## Implementation Project Activities

Project Work Packages - One Thing Leads to Another:



# PLANNING FOR THE FUTURE

## Deployment Group 4 Peer Review

The five Project Managers representing the seven colleges in the DG4 Cohort (Centralia, Edmonds, Highline, Seattle, Wenatchee) all gathered at the end of July to discuss the project and review the status of each other's work.

Scores of one through three were given for the following categories:  
**1: nonexistent | 2: incomplete | 3: complete**

- ▶ College Project Charter
- ▶ Resource Plan & Budget
- ▶ Baseline MS Project Schedule
- ▶ Organizational Change Management Plan
- ▶ Change Impact Analysis Initiated
- ▶ Communication Plan
- ▶ Training Plan
- ▶ Risk Management Plan
- ▶ Data Cleansing Plan
- ▶ Legacy Business Process Mapping



The Edmonds Community College ctcLink Project Team is proud to announce that each of the fellow DG4 Project Managers ranked Edmonds' work with 3's in all categories!

The Project Team would also like to humbly thank all Tritons for putting your best foot forward during the Initiation Phase of the ctcLink project. Giving your time and energy to allow your current processes to be documented, attending monthly SME meetings, traveling to Common Process Workshops, helping with data cleanup, sharing what you know about this change with your colleagues, are all important steps in getting Edmonds CC prepared for this transformation. Let's keep up the good work and finish this!

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.

## PEOPLESPEAK

**Employee Self-Service (ESS)** - Every employee will have access to a service center that allows them to view or change their own personal data. Processes available to an employee in self service include viewing your paycheck, changing your mailing address, entering time, submitting travel & expenses, viewing a W-2, etc...

**Manager Self-Service (MSS)** - In ctcLink, all supervisors will have an MSS referring to the set of processes that allow them to look up, make changes to, or approve certain employee information.

Both services will be available 24 hours a day from anywhere in real-time.

**CHALLENGE!** Change by another name:

## PASIKEITIMAS

In which language does this word mean change?

Call in your answer to x1068

