



ctcLink Remote Work Plan



The following is an outline of responsibilities and expectations and how we plan to support you if you need to remotely. Please note, in the event of an office closure, if you have a telework agreement in place, the expectation will be that you will be able to work on ctcLink project activities from home.

The plan is broken down as follows:

- Preparation before we are home & for day 1
- Info if you are creating process maps
- Info if you are attending mapping sessions
- Completing Business Process Maps
- Additional Project Activities
 - Reviewing Common Process Workshops
 - Peoplesoft Fundamentals Training
 - Data Cleanup
- Additional Support Resources

If you have any questions, please reach out to your supervisor or Joe or Stephanie from the Project Team, who can help answer any questions.

Preparation

- **Before we are Home:**
Starting the week of 3/9, Q&A Sessions will be offered in person to staff with questions about what they need to work from home, including questions about using Zoom from meetings, Lucid Chart for mapping, accessing Canvas or the resources on our ctcLink SharePoint Site. We can also answer questions about the content you are working on.
- **When we are Home:**
On the first day we are home, if you are already scheduled for a Business Process Mapping Session, you will receive an invite to attend the meeting via Zoom. During the beginning of the session we will use the time to test the software, answer questions and determine how you will best be able to participate depending on your access. If you do not have a session scheduled, we will invite you to a test session during the day so you also have the opportunity to ask questions and begin to get comfortable.

Please keep in mind that we will be here to support you throughout the process and help you find the best way to contribute.

Creating Process Maps

- Currently we are in the Business Process Mapping phase of the project. If you have been assigned maps to work on by your supervisor, please prioritize working on them while at home. We will plan to meet and present them following the originally planned schedule. More information will be shared if these sessions will be taking place online.

- If you are assigned to work on maps, but do not have access to Lucid Chart, you will be able to work on the maps using paper and pencil or any other software that you are comfortable using. We will coordinate with you to help share your maps to others as needed.

Attending Business Process Mapping Sessions

- Please plan to attend meetings as scheduled. Invitation links will be sent so that meetings can take place via zoom. Note that you do not need a webcam to participate and could even call in if you are having technical difficulties. Please let us know if you are having technical issues and we can do our best to accommodate you.
- If you cannot attend and are the map creator, please do your best to let us know and identify who can present the maps if you are unable to do so.

Completing Business Process Maps

- In order to complete the requirements for mapping the work within a particular Value Chain (VC), the following items must be completed:
 - One or more maps need to be completed that cover the areas listed within each value chain (VC). See the [Shoreline BP Mapping Status](#) Doc for details.
 - The Cover Sheet and Equity Tool Inventory must be completed for each Value Chain. These files can be found within the [SharePoint folder](#) for each VC.
 - Note that the Cover Sheet should include a list of what we think is changing. Please see the section on Common Process Workshop Maps for help in this area.
 - If you have questions, contact Joe or Stephanie for details. Otherwise, please notify your supervisor for review and then reach out to us to complete sign off.

Additional Project Activities:

Look at Common Process Workshops (CPWs) and Maps

- Many of the Value Chains (VCs), which are the collections of similar processes and maps you are working on, have already had larger meetings take place with sister schools around the State to discuss how these processes would work in ctLink. Notes from these meetings have been loaded into a Canvas Classroom and you have been given access to review the materials.
- **Action Item:** If you are either not working on any maps or finished your maps, we would ask that you please log into these classes and begin reviewing the notes from these sessions and look at the future maps. If you have questions about the maps or note things that look like will be changing, please begin adding your notes to the [ctLink CPW Questions doc](#).
 - For more information on how to use the doc, please visit the [ctLink CPW Questions Expanded Instructions](#).

Note: we do not expect you to fully understand the maps or necessarily know what questions to ask. This will allow you the opportunity to begin to get familiar with them, so they are less foreign when we begin working with them more over time. If you do have thoughts and ideas, they could be very valuable to our preparation effort.

Peoplesoft Fundamentals Training

- In addition to the Common Process Workshop Class, we will also be adding a second class, called PeopleSoft Fundamentals. This class will give you a first look at how ctCLink is structured and help you start getting used to the vocabulary of the new system. Feel free to look at this in conjunction with the Common Process Workshop if you find it helpful. This class will be required to be completed by the fall, so this is your opportunity to get ahead and learn some helpful information! If you have not worked in Canvas, we will be able to help you during our test sessions.

Data Cleanup

- Another project activity that can take place for those with VPN access would be data cleanup. In order to be ready to go live in ctCLink, we are actively working to prepare our previous student, staff and faculty data to load into our new system. This will help ensure that all of our historical information is in one place. Understandably, some of these records produce errors when loaded that we need to research and update to make sure they load properly. Please coordinate with your supervisor to identify cleanup efforts that could happen in your area.

Additional Support Resources

- To help you get started, we have built a website in SharePoint, ctCLink Central that includes additional information and tutorials. This includes instructions on how to use Lucid Chart, the Business Process Mapping Status Doc and Canvas among others.
- If you have questions about Zoom or Canvas, please visit the [eLearning Resources for Continuity of Instruction](#).
- All other questions can be sent to Joe Chiappa or Stephanie Baker.