



Systemwide Architecture Committee (SAC)

Meeting Notes and Summary

August 23, 2023

Action Items

- Keep the updates for CCCID and possible memo from Chancellor's Office as on-going topic of discussion
- Keep the updates for Bi-Directional SuperGlue as on-going topic of discussion
- Share makeup of Task Force representative stakeholder groups for Common ERP work being done by Accenture
- Place AI discussion on the next SAC meeting agenda for further discussion
- CBE as future topic of discussion at next SAC meeting

Meeting Notes / Summary

Attendees via Zoom:

- Chancellor's Office Members:
 - Gary Bird, Catherine McKenzie
- SAC Committee Members:
 - Jennifer Coleman, Gary Moser, Jason Musselman, Jason Schmidt, Hsiawen Hull, Najib Manea, Roberto Jurado, Jesse Gonzalez, Jason Musselman, Michael Dioquino, Jory Hadsell (in lieu of Member Marina Aminy)
- SAC Associate Membership:
 - David Kendall, Mike Vogt, Aamir Khan, Melissa Taylor
- SAC Guests:
 - Jeremy Haynes

Overview:

- The meeting reviewed the roadmap prioritization based on a survey sent to SAC membership in June, system-level technology support, and ID Verification with Demo. Feedback was gathered on IT Tech Working Environment and Change Management

processes going forward. Along with updates on CCCID, Bi-Directional Superglue and Common ERP.

- ***Agenda Item Headings formatted in BOLD Italics***

Welcome

- Meeting goals were reviewed, which included updates on roadmap priorities, ID verification and system-level technology support.

Roadmap Prioritization

- Jason Schmidt reviewed the [feedback](#) from the Roadmap Prioritization survey distributed to SAC/CISOA membership in June, and explained how it was consolidated, and integrated into a revised FY 23/24 roadmap.
- He demonstrated how field feedback was prioritized, and reflected in the roadmap at different phases for each of the identified applications, and explained where the input helped refine the Chancellor's vision (Roadmap) for FY 23/24.
- SAC input will be sought in the future on CO roadmaps.

CCCID Update

- Jennifer provided an update on CCCID provisioning, mentioning the availability of a one-at-a-time tool and the upcoming release of a batch upload tool for assigning CCCIDs outside of OpenCCC/CCCApply. She also discussed the handling of duplicate submissions.
- Along with tool availability updates, it was noted that a memo regarding CCCID provisioning and duplicate handling pending distribution by the Chancellor's Office. The time frame for such a memo is unknown at this time.
- **ACTION ITEM:** Keep the updates for CCCID and possible memo from Chancellor's Office as on-going topic of discussion

Bi-Directional SuperGlue

- Jennifer shared information about the progress of the Bi-Directional SuperGlue fraud API, stating that eight colleges were already live and sharing data, while 11 were in the process of implementing it.

- **ACTION ITEM:** Keep the updates for Bi-Directional SuperGlue as on-going topic of discussion

ID Verification / Demo

- Membership discussed the implementation of fraud mitigation measures in the application process for students at colleges. They focused on integrating [ID.me](#) as a short-term solution to enhance security and reduce manual workload for colleges. Jason shared ID.me was chosen as the vendor, with the goal of reliably confirming and protecting the identity of new applicants and reducing application fraud.
- Jeremy Haynes from ID.me provided a demonstration of the product and how it would be implemented in the OpenCCC account creation process. He discussed the process of verifying a user's identity through self-service, including the collection of strong and fair identity evidence, biometric comparison, and the use of a video selfie.
- Several members had questions such as: what type of proper identification is required of individuals that submit; what if their address is something other than what their ID shows; and using alternative names. It was indicated that in certain cases, such as when addresses on driver's licenses are outdated, it would not cause any problems.
- The group discussed the implementation of the verification process offered by ID.me, which will allow students to validate their information and have their subsequent CCCApply applications go straight to the college marked as verified. They also considered potential concerns about the impact on students who may not have access to technology and identity resources and discussed the need for future feedback and development to enhance the system. Regarding implications for access and security, the conversation considered the balance between reducing fraud and ensuring access for vulnerable populations, and the uncertainty of how many students would choose to opt into the verification process.
- Chancellor's Office representatives indicated that ID.me was selected as part of a pilot, and the expectation is that there will be an RFP for CCCApply as part of Consultation Council's transformation work with Accenture, and that ID verification will be included as part of the requirements.

Common, Systemwide ERP

- The team from Accenture is also engaged in ongoing work conducting a landscape analysis of ERP systems across colleges to better understand the feasibility and scope of such a project for the CCC system.
- The group discussed the Common ERP project and the task force that will be established for it, with Jennifer mentioning that the specific membership is still to be determined, though stakeholder groups have been identified.
- In the discussion, participants highlighted the importance of including all stakeholders and ensuring clear communication.
- **ACTION ITEM:** Share makeup of Task Force representative stakeholder groups for Common ERP work being done by Accenture once the task force is established.

IT Tech Working Environment

- Participants talked about the challenges of attracting talent and implementing remote work policies in IT departments.
- The group discussed the challenges of remote work and the need for guidance from the Chancellor's Office on identifying positions suitable for remote work
- Specific need is to update telephone systems, which was identified as a specific issue during the pandemic.
- The group also explored the possibility of including the impact of flexibility in accreditation standards for IT departments.

Change Management

- Jason discussed the implementation of a new change management process and sought feedback from the field.
- Discussion took place involving the SAC committee in reviewing and prioritizing change requests

Future Agendas

- Participants discussed the lack of awareness about a committee focused on AI within the Chancellor's Office. They agreed that it was time to take action and push for more

attention and policies regarding AI, with the hope of stimulating further discussion and recommendations from the SAC committee.

- Jennifer mentioned and explored the possibility of including competency-based education as a future topic for discussion, possibly as a report-out from the CISOA representative on the CBE committee.
- **ACTION ITEM:**
 - Place AI discussion to the next SAC meeting for further discussion.
 - Consider CBE as future topic of discussion at next SAC meeting