Bi-Weekly Project Status Report
11/06/2015 – 11/20/2015

Submitted by Auxiliary Services, IT

Submitted On 11/20/2015

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1   Discovery Project Summary

Priority	Project Name	Requestor	Description
1	AS – Radio System Discovery Project (HSP, BKS, HOU, TSP, RAD, COL)	Mark Ewalt	DPS is discontinuing support of the current radio system. Perform discovery to determine usage of system by AS BU's and suggest replacement projects.
1	COL – Coliseum Website – Phase6 Enhancements	Joe Furin	Add new features such as photo gallery, photo albums, interactive discussion blog, history timeline, private events and tours page
1	COL – USC Network Usage Infrastructure Policy Map and Gap	Joe Furin	To prepare for the upcoming University audit perform an Internal assessment of adherence to USC policy and create a mediation list to be prioritized by the COL
1	TSP - Enhance Transportation website maps with safety Information	Tony Mazza	Add maps to websites containing safety information.
1	TSP – Online Daily Reservation Edits/Deletes	Tony Mazza	Update Online Daily Reservation System so that users are able to edit and delete their existing reservations (with integration to T2)
1	BKS – Mobile app for catalog	Darren James	Create a mobile app for catalog
2	BKS – Additional USCard payment option on BKS website	Rehab Khouri	Add USCard payment option to the USC Bookstore website
2	COL – Mobile Website	Joe Furin	Create a mobile website for Los Angeles Memorial Coliseum & Sports Arena
2	HSP – Rewrite The Lab website	Erika Chesley	Rewrite The Lab website using the same template as The Edmondson
2	AS - USC Network Infrastructure Usage Policy pre-audit remediation (BKS, HSP, TSP, HOU, RAD)	Mark Ewalt	To prepare for upcoming University audit perform internal (AS IT) audit of remainder of business units for compliance to USC IT policy
2	HOU – Implement Meeting Room tablets	Keenan Cheung	Mount tablets to each meeting room door so requesters can view availability
3	BKS – Create separate websites for Stanford, San Fran State and others to replace OsCommerce	Darren James	Create separate websites for schools to offer functionality to replace OsCommerce
3	UCP – Online Copyright Clearance Center	Darren James	Offer online solution to replace the current software that was initially written around 1990 in older version of VR, which now has limitations that either makes it impossible or difficult to incorporate new functions and to streamline daily functions with CCC.

2	HR – HR Website	Barbara Sladeck	Create a new website for HR
3	HSP – Create a Mobile App	Kris Klinger	Create a mobile app for USC Hospitality
3	HOU – Create a Mobile Website	Keenan Cheung	Implement a Mobile Website for USC Housing
3	BKS – Redesign Gamble House Bookstore	Darren James	Gamble House website is changed with the new design so the bookstore would like to match the Gamble House bookstore website to the Gamble House website
3	AS Energy Consumption Data Repository	Mark Ewalt	Create a data repository to collect historical energy usage for historical/as hoc reporting purposes
3	AS – Add eCommerce to Figueroa Press	Darren James	Currently Figueroa Press users USC Bookstore's eCommerce website to purchase books from Fig Press website. Figueroa Press would like to add eCommerce functionality to their website.
3	BKS – Update Fig Press Website	Tiffany Quon	Update Figueroa Press Website to add a section for upcoming Books
TBD	USC –Admin Ops (CAPS) Event Planning Website	Mark Ewalt	Rewrite the existing Event Planning Website, written by Admin Ops (CAPS), used by USG, FMS, DPS, Fire & Safety, USC Hospitality, USC Transportation, Campus Filming, Protocol & Events, and Student Affairs.
TBD	HOU – Integration with USCard and StarRez for Persona locks	Chris P.	Create a process to capture room card information from USCard to store in StarRez to make it available for Persona.
TBD	HOU – Reuse the student authentication middleware to enable web HBO GO access	Keenan Chang	Duplicate the Shibboleth middleware authentication process to give students HBO GO access on the web and mobile devices
TBD	RAD – Rewrite Rosso's Website	Erika Chesley	Rewrite Rosso's website to make it similar to the Edmondson
TBD	HSP – Rewrite Traditions Website	Erika Chesley	Rewrite Traditions website to make it similar to the Edmondson
TBD	HSP – Rewrite Moreton Fig Website	Erika Chesley	Rewrite Moreton Fig website to make it similar to the Edmondson
TBD	HSP – Rewrite McKay's Website	Erika Chesley	Rewrite McKay's website to make it similar to the Edmondson

TBD	HSP – Rewrite UrbnMrkt Website	Erika Chesley	Rewrite UrbnMrkt website to make it similar to the Edmondson
TBD	SS – New Website for Trademarks & Licensing	Matt Curran	Create a new website for Trademarks & Licensing
1	HSP – Delphi Software Upgrade	Scott Reith	Upgrade existing Delphi catering application and add Customer Relationship Management (CRM)
TBD	RAD – Hotel Technology Improvement Plan	Dirk de Jong	Carlson Rezidor Hotel Group has advised Radisson Hotels of various technological changes hotel will be perform in order to stay current with product life cycle, security and PCI
2	RAD – Information Digital Display	Dirk de John	Radisson Hotel would like to implement Information Digital Displays to improve the customer experience.

2 Active Project Summary

Project	Project Name	Status	Assessment
3	AS – 2016 Pre-Audit PCI Assessment	**On Target**	Target Project Completion Date – 3/30/2016
4	RAD – Guestware Integration (CRM)	**On Target**	Target Project Completion Date – 1/15/2016
5	BKS – POS Vendor Selection Process (RFI)	**On Target**	Target Project Completion Date – *Q1 2016
6	TSP – Replace T2 Payment Gateway	**On Target**	Target Project Completion Date –1/12/2016
7	HSP – ZenDesk Marketing Request System	**On Target**	Target Project Completion Date – 11/15/2015
8	TSP – Luke Pay Station Upgrade (EMV)	**On Target**	Target Project Completion Date – 12/11/2015
9	SS – AS DataMart Discovery Project	**Concern**	Target Project Completion Date – 12/30/15
10	HSP – Event Planning Website	**On Target**	Target Project Completion Date – *2016
11	BKS – Create a Mobile Friendly Website	**On Target**	Target Project Completion Date – 12/31/2015
12	BKS – Online Computer Store	**On Target**	Target Project Completion Date – 12/4/2015
13	TSP – Update Transportation App for IOS and Android	**On Target**	Target Project Completion Date – 11/30/2015
14	SS – Kronos (Purchase & Implementation of addition time clocks)	**On Target**	Target Project Completion Date – 12/4/2015
15	SS – Kronos Timekeeping Scheduler Module Implementation	**On Target**	Target Project Completion Date – 1/22/2016
16	UCP – Create a new website for EMBA	**On Target**	Target Project Completion Date – 2/29/2016

3   AS – 2016 Pre-Audit PCI Assessment

Project Description	☒ On Target ☐ Concern ☐ Warning
IT Project Manager: Frank Juarez	**Business Project Owner: Dan Stimmler**
Start Date: 11/1/2015	**Target Completion Date: 3/30/2016**

USC is considered a level 2 Merchant and as such is required to complete an annual Payment Card Industry (PCI) yearly assessment by an external Qualified Security Assessor.

The scope of this project is to work with all credit card processing Business Units (BKS, COL, HOU, HSP, RAD, TRX) and ensure that any new credit card processes are appropriately documented and follow PCI data security standards. Ensure all new 3.1 PCI Data Security Standards are being followed and that all PCI recurring processes are also being followed as documented and reported in previous years

Accomplishments (for previous two weeks)

- Initiate project and received AS IT Governance approval

Planned for Next Two Week

- Schedule project kickoff meeting

Open Issues

- None

Milestones

- Recently Initiated

4 RAD – Guestware Integration (CRM)

Project Description	☒ **On Target** ☐ **Concern** ☐ **Warning**
IT Project Manager: Ruben Khudaverdyan	**Business Project Owner: Deepal Jayasooriya**
Start Date: 10/7/2015	**Target Completion Date: 1/15/2016**

Radisson Hotel has decided to implement a Customer Relationship Management (CRM) software from Guestware in order to improve the overall guest experience

AS IT will be working with the vendors to implement the solution while maintaining PCI Compliance.

Accomplishments (for previous two weeks)

- Met with the NetOps team and review the technical requirements.
- Reviewed the integration requirements with the vendor.

Planned for Next Two Weeks

- Radisson is reviewing the Guestware quote submitted by Oracle
- Pending direction from Radisson on the hardware purchase what will be needed for this project.

Open Issues

- N/A

Milestones

-

5 BKS – POS Vendor Selection Process (RFI)

Project Description	☒ **On Target** ☐ **Concern** ☐ **Warning**
IT Project Manager: Ruben Khudaverdyan	**Business Project Owner: Darren James**
Start Date: 11/2/2015	**Target Completion Date: *Q1 2016**

USC Bookstore has requested Auxiliary Services IT to create and submit a request for information (RFI) to USC Purchasing to replace the existing Point of Sale Solution that is currently being supported by Ratex Business Solutions.

The fist phase of this project will be the vendor selection process, which will based on the feedback received from the RFI.

Accomplishments (for previous two weeks)

- No changes since previous update

Planned for Next Two Weeks

- Review the RFI with AS IT and add additional requirements if needed.
- Resubmit the RFI to USC Procurement Office.

Open Issues

- N/A

Milestones

6   TSP – Replace T2 Payment Gateway

Project Description	☒ **On Target** ☐ **Concern** ☐ **Warning**
IT Project Manager: Sonali Bodiwala	**Business Project Owner: Michelle Garcia**
Start Date: 9/9/2015	**Target Completion Date: *TBD**

Currently we use T2's payment gateway for payments from the website (T2). We have been notified by T2 that their product will have an end of life soon. This project is to replace T2 payment gateway with CyberSource

Accomplishments (for previous two weeks)

- Waiting for the CyberSource account Because of the delay with CyberSource, the target completion date is moved.

Planned for Next Two Weeks

- Work with PMO to set up CyberSource account. CyberSource contract is currently being reviewed by OGC.

Open Issues

- PMO has not received any update from CyberSource. Unless the account is setup, we cannot move forward.

Milestones

- N/A

7   HSP – ZenDesk Marketing Request System

Project Description	☒ **On Target** ☐ **Concern** ☐ **Warning**
IT Project Manager: Frank Juarez	**Business Project Owner: Erika Chesley**
Start Date: 6/10/2015	**Target Completion Date: 11/15/2015**

The USC Hospitality Marketing organization is responsible to provide marketing services for all Hospitality units. Currently requests come via email, phone calls, or verbally and are manually tracked.

The purpose of this project is to implement an automated ticketing system for USC Hospitality that will be used by the Hospitality shared services teams; Marketing and Systems Support. When fully implemented this project will provide Marketing and Systems support with an automated ticketing system to track requests in a database, log service request activity, and provide reporting for all active and closed tickets.

Accomplishments (for previous two weeks)

- User Acceptance Testing in progress

Planned for Next Two Week

- Prepare for rollout

Open Issues

- N/A

Milestones

8   TSP – Luke Pay-Station Upgrade

Project Description	☒ **On Target** ☐ **Concern** ☐ **Warning**
IT Project Manager: Ruben Khudaverdyan	**Business Project Owner: Gabe Badillo**
Start Date: 7/27/2015	**Target Completion Date: 12/11/2015**

With the upcoming Europay MasterCard Card (EVM) Liability shift USC Transportation has decided to upgrade the current dispensers with EMV ready card readers.

EMV technology protects payments by generating a unique, one-time code needed for the transaction to be approved. This feature makes it virtually impossible to counterfeit cards, helping to eliminate fraud.

Accomplishments (for previous two weeks)

- Completed Parking Center Installation

Planned for Next Two Week

- During the project, it was identified that two terminals will require Solar Panels adaptors. Quote for the additional panels have been received and have been submitted for processing.
- Order Solar Panel adaptors.
- Complete the upgrade of the remaining terminals.

Open Issues

- N/A

Milestones

	7/27	9/5	10/15	11/24	1/3	2/12
Vendor SOW Review	▬					
Scope Doc		▬				
Luke Pay Station Implementation				▬		
EMV Reader Installation						▬

9 SS – AS DataMart Discovery Project

Project Description	☐ **On Target** ☒ **Concern** ☐ **Warning**
IT Project Manager: Frank Juarez	**Business Project Owner: Mark Ewalt**
Start Date: 6/10/2015	**Target Completion Date: 12/30/2015**

Auxiliary Services management has expressed a desire to create a flexible reporting environment that will take data from Auxiliary Services source systems and load it into a flexible reporting data environment.

The scope of this project is to work with a consulting organization (Data41) to perform discovery on the various data sources for Auxiliary Services and to create a detailed plan and tools recommendation to build an Auxiliary Services DataMart Reporting environment. The initial target data sources for the first phase of this project are the Agilysys POS, KRONOS timekeeping, and CAPS cost of goods system.

Accomplishments (for previous two weeks)

- Delivery of sample Agilysys data

Planned for Next Two Week

- Complete initial WIM extract
- Meet with Agilysys to update project plan

Open Issues

- Discovery has highlighted data availability issues for many of the source systems. Team to resolve availability issues or re-scope project.

Milestones

	6/10	6/30	7/20	8/9	8/29	9/18	10/8	10/28

Discovery end Date

Vendor Statement of Work

data extract, transform and load

10 HSP – Event Planning Website

Project Description	☒ On Target ☐ Concern ☐ Warning
IT Project Manager: Sonali Bodiwala	**Business Project Owner: Angela DiBenedetto**
Start Date: 5/15/2015	**Target Completion Date: *2016**

Create a new website for Hospitality to manage event planning, to streamline the process. Events are created from Admin Ops website. Currently, hospitality manages these events manually through individual email client, which makes it difficult to audit/track events and missing information.

Accomplishments (for previous two weeks)

- No changes since previous update

Planned for Next Two Week

- Set up a meeting with EMS to discuss integration and changes to EMS (Event Management System)
- Create a scope and requirements document

Open Issues

- N/A

Milestones

	8/24	9/13	10/3	10/23	11/12	12/2	12/22	1/11
Gather requirements from all stakeholders	██████████████							
Create Scope and Requirements documentation						███		
Work with Design Studio for wireframes and mockups							███	
Begin Development								

11 BKS – Create a Mobile Friendly Website

Project Description	☒ **On Target** ☐ **Concern** ☐ **Warning**
IT Project Manager: Sonali Bodiwala	**Business Project Owner: Holly Bedwell**
Start Date: 5/1/2015	**Target Completion Date: 12/31/2015**

With the recent changes on 4/21 to Google's search engine, if a website is not 'mobile friendly', it may not show up on Google's search results or may be displayed with lower score.

The Scope of this project is to create a mobile friendly website for USC Bookstore.

Accomplishments (for previous two weeks)

- Sent the website for another round of QA
- Received design feedback; Completed changes from design feedback
- Received feedback from the bookstore regarding functionality. Contacted RBS. This may be customization and could delay the target completion date.

Planned for Next Two Week

- Work with Bookstore and RBS to resolve the functionality issue.

Open Issues

- N/A

Milestones

12 BKS – Online Computer Store

Project Description	☒ On Target ☐ Concern ☐ Warning
IT Project Manager: Sonali Bodiwala	**Business Project Owner: Rehab Khouri**
Start Date: 04/24/2015	**Target Completion Date: 12/4/2015**

Computer Store would like to sell apple products online where customers will be required to enter a 10 digit USCID or the year they graduated for record purposes. At this time the gathered information will not be verified by the computer store.

The look and feel will not change for the website in this phase.

Accomplishments (for previous two weeks)

- During testing an issue was identified by the bookstore. This is a show stopper. RBS is working on this issue. Target Launch Date may need to change depending on when RBS can fix this issue.
- Met with the bookstore team to identify tasks

Planned for Next Two Week

- Waiting for Bookstore to finish testing

Open Issues

- N/A

Milestones

13 TSP – Update Transportation App for iOS and Android

Project Description	☒ On Target ☐ Concern ☐ Warning
IT Project Manager: Sonali Bodiwala	**Business Project Owner: Tony Mazza**
Start Date: 3/1/2015	**Target Completion Date: 12/18/2015**

Add HSC routes, additional functionality (metro, metrolink, LADOT integration, redesign, optimize for new devices)

Accomplishments (for previous two weeks)

- iOS app sent for user testing

Planned for Next Two Week

- Receive signoff from users to launch iOS app
- Once iOS app is approved, send to iTunes App Store
- Continue updating the android app

Open Issues

- N/A

Milestones

Milestones Gantt chart with dates: 8/18/15, 8/28/15, 9/7/15, 9/17/15, 9/27/15, 10/7/15, 10/17/15, 10/27/15, 11/6/15

- Send iOS App to users to test
- iOS 9 and CMS changes
- Send iOS App to users to test
- Launch iOS App
- Begin Android Dev
- Send Android App to users to test
- Launch Android App

14 SS – KRONOS (Purchase & Implementation of additional time-clocks)

Project Description	☒ On Target ☐ Concern ☐ Warning
IT Project Manager: Ruben Khudaverdyan	**Business Project Owner: Barbara Sladeck**
Start Date: 3/27/2015	**Target Completion Date: 12/4/2015**

Through a recent audit report, it has been identified that there is a need to install additional Kronos clocks throughout the Hospitality and Housing business unit.

The goals of this project are to assess, quote, and implement additional time-clocks needed for operations Housing and Hospitality

Accomplishments (for previous two weeks)

- Completed electrical Installation
- Completed data activation

Planned for Next Two Week

- Complete Kronos clock installation and registration

Open Issues

- N/A

Milestones

15 SS – KRONOS Timekeeping – Scheduler Module Implementation

Project Description	☒ On Target ☐ Concern ☐ Warning
IT Project Manager: Ruben Khudaverdyan	**Business Project Owner: Barbara Sladeck**
Start Date: 1/14/2015	**Target Completion Date: 1/22/2016**

The AS business units have a complex and dynamic work schedule process. There is a need to have greater visibility for both the planning of work schedules and to dynamically assign employees to these schedules.

The scope of this project is to work with the AS IT Payroll team to define requirements and to implement the KRONOS work-scheduling package. This will include updating of the KRONOS timekeeping system and the time clocks to integrate with this new functionality

Accomplishments (for previous two weeks)

- Received new file information from Central HR required for the scheduler interface.
- Reviewed training implementation timeline with HR training team

Planned for Next Two Week

- Review changes with SME's and Kronos Application Consultant via webinar

Open Issues

- N/A

Milestones

	1/14	3/5	4/24	6/13	8/2	9/21	11/10	12/30	2/18	4/8
Review vendor SOW	▬									
Demo Review			▮							
Onsite SME Training			▮							
Cost of Schedule Configuration					▬▬					
Interface Configuration							▬			
Deploy Internal Training Program									▬▬	
Complete Implementation									▮	

16 UCP – Create a new website for EMBA

Project Description	☒ **On Target** ☐ **Concern** ☐ **Warning**
IT Project Manager: Sonali Bodiwala	**Business Project Owner: Darren James**
Start Date: 4/23/2014	**Target Completion Date: 2/29/2016**

Create a new website for EMBA

Accomplishments (for previous two weeks)

- No Changes since the previous update

Planned for Next Two Weeks

- Web tem to start working on resolving issues

Open Issues

- N/A

Milestones

17 BKS – VR P2PE Pin Pad Implementation

Project Description	☒ On Target ☐ Concern ☐ Warning
IT Project Manager: Ruben Khudaverdyan	**Business Project Owner: Darren James**
Start Date: 7/27/2015	**Target Completion Date: Q3 **On Hold****

Ratex Business Solutions RBS has informed USC that they will be offering a modular Point-2-Point-Ecryption (P2PE) solution for their Visual Ratex POS solution

Some of the spoils of moving to P2PE solutions are the reduction of PCI scope and exposure. With the Implementation of P2PE pin pad terminals USC Bookstore will be able to reduce its PCI complexity from a Level D (most complex) to a medium level complexity

Accomplishments (for previous two weeks)

- Project Start
- Meet with business unit to review proposal

Planned for Next Two Week

- Review feedback with the vendor and discuss implementation timeline

Open Issues

- N/A

Milestones

18 SS – Disaster Recovery Program

Project Description	☒ **On Target** ☐ **Concern** ☐ **Warning**
IT Project Manager: Frank Juarez	**Business Project Owner: Mark Ewalt**
Start Date: 4/1/2014	**Target Completion Date: 9/15/2014 **On Hold****

Currently the AS IT team backs up data from our storage devices and file servers to a local SAN device located in the Carol Little building. Although having data backups gives us some capability for recovering any lost data it does not give us the ability to recover data and resume systems operations if the Carol Little building or the ITS data center is compromised or unable to function due to local emergencies effecting its operations.

AS IT Disaster Recovery Program Description

This program will limit the disruption to our Auxiliaries organization in the wake of a disaster or other critical outage. This plan once fully implemented will allow the organization to quickly resume mission-critical functions, and minimize the negative effects of a disaster. These file servers; storage devices and other critical system will be located at our offsite co-location facility located in Arizona.

Benefits

- Restoration of Servers.
- Restoration of Network Storage devices
- Restoration of critical Business Systems.
- Re-provisioning of the Auxiliaries Local Area Network to meet the immediate business needs.
- Minimize the down time during any disaster or critical outage.

Accomplishments (for previous two weeks)

- Continue configuration of replication sites
- Requested switch replacement configuration from ITS
- Replace faulty switch at SunGard, AZ
- Continue replication testing and confirm functionality
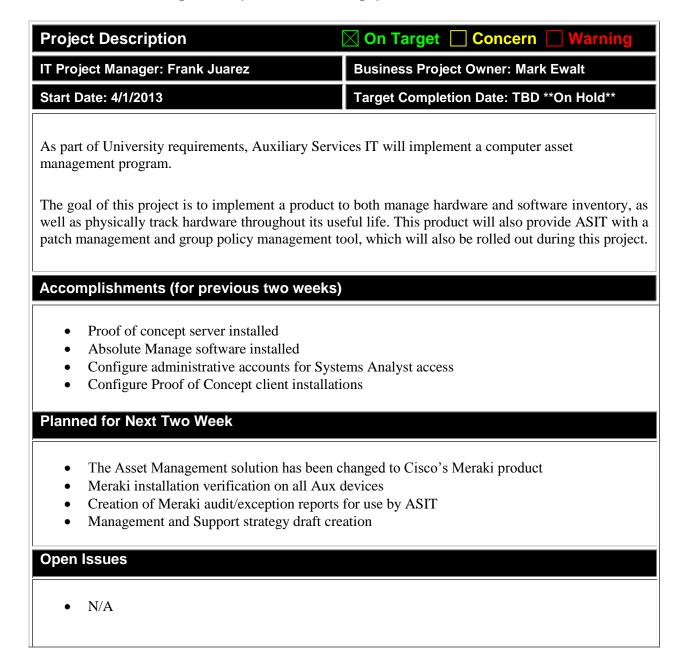- Begin initial Technical documentation

Planned for Next Two Week

- ** Due to project resource availability and higher priorities this project is being temporarily put on hold **

Open Issues

- N/A

19 ASIT – Asset Management (Absolute Manage)

Project Description	☒ On Target ☐ Concern ☐ Warning
IT Project Manager: Frank Juarez	**Business Project Owner: Mark Ewalt**
Start Date: 4/1/2013	**Target Completion Date: TBD **On Hold****

As part of University requirements, Auxiliary Services IT will implement a computer asset management program.

The goal of this project is to implement a product to both manage hardware and software inventory, as well as physically track hardware throughout its useful life. This product will also provide ASIT with a patch management and group policy management tool, which will also be rolled out during this project.

Accomplishments (for previous two weeks)

- Proof of concept server installed
- Absolute Manage software installed
- Configure administrative accounts for Systems Analyst access
- Configure Proof of Concept client installations

Planned for Next Two Week

- The Asset Management solution has been changed to Cisco's Meraki product
- Meraki installation verification on all Aux devices
- Creation of Meraki audit/exception reports for use by ASIT
- Management and Support strategy draft creation

Open Issues

- N/A

20 Archived Project Summary

Priority	Project Name	Requestor	Description
N/P	HSP – Expand URBNMRKT Landing Page to Website	Erika Chesley	Expand the existing single landing page for URNBMRKT into a complete, standalone website.
N/P	ADM – Automate Payroll Feed from Payroll to Accounting	Dave Racewicz	Automate the process so the feed from AIS is automatically converted into the data HR, the Controllers, and the Directors can use.
N/P	BKS – Sales Tax Table Integration Project	Marissa Tan	The ability to modify the backend so the process will update the sales tax according to shipper's zip code for the states we can collect sales tax.
N/P	BKS – Mobile Applications for USC Bookstores	Darren James	Develop one or more applications using mobile technologies
N/P	TSP – Interactive displays at UPC Bus Stops	Michelle Garcia	Implement KIOSKs at selected bus stops displaying bus route information
N/P	Create/Update Commencement Website	Mark Ewalt	Create a new website or update the bookstore website to streamline ordering from Herf Jones for Commencement
N/P	BKS – Figueroa Press Rewrite	Mark Ewalt	Rewrite of Figueroa Press website.
N/P	TSP – Implement QR Functionality	Michelle Garcia	Begin using QR for marketing at Transportation locations.
N/P	HSP – Norris Healthcare Center POS Implementation	Kris Klinger	Implement POS solution at the NHC
N/P	ASIT – Arc-Sight Log Depository Implementation	Frank Juarez	Implement System Log archival solution for Auxiliary Services.
N/P	COL – Coliseum USCard Implementation	Joe Furin	Implement a process to accept USCard at the Coliseum
N/P	TSP – Flex/AIS Integration for IR	Noel Aguilar	When parking permits are issued against interdepartmental requisitions, the posting to both AIS and Flex is manual and managed separately.