



Bi-Weekly Project Status Report
1/03/2014 – 1/17/2014

Submitted by Auxiliary Services, IT

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1 Discovery Project Summary

Priority	Project Name	Requestor	Description
1	TSP – Campus Cruiser Server Virtualization	Tony Mazza	Moving the Campus Cruiser to a virtualized environment.
1	TSP – Campus Cruiser Upgrade	Tony Mazza	Migrate the current Campus Cruiser environment to virtual platform
1	BKS – Hospital Gift Shop Point of Sale Implementation	Rehab Khouri	Research a 3 rd party proposed solution to take a remote payment via a terminal or a tablet
1	HOU – Redo Dropdown Navigation	Keenan Cheung	USC Housing would like to redo the dropdown navigation for the newly launched USC Housing Website (This requires resources from Design Studio and IT).
2	HSP – Traditions Website “Share Your Traditions” Phase II	Dirk De Jong	Project to implement new website functionality.
2	BKS – Mobile app for catalog	Dan Archer	Create a mobile app for catalog
2	BKS – EMBA UCP Website	Dan Archer	Create a new website only for EMBA without E-Commerce. EMBA students require a very customized UCP site
2	RAD – Assess Hotel Infrastructure Needs for Bigger Pipeline in Banquet Areas	Mark Ewalt	Ability to support large banquet reservation that will require wired/wireless access points.
3	BKS – Figueroa Press Rewrite	Mark Ewalt	Rewrite of Figueroa Press website.
3	TSP – Implement QR Functionality	Michelle Garcia	Begin using QR for marketing at Transportation locations.
3	HSP – Create a Mobile App	Kris Klinger	Create a mobile app for USC Hospitality
3	HSP – MonoPad Post Installation Support Plan	Keenan Cheung	Support Plan
3	HOU – Mobile Website	Keenan Cheung	Implement a Mobile Website for USC Housing

Research	TSP – Automate DART	Chris Ravard	Automate DART that will provide scheduling, automated communication, reporting, GPS tracking and Mobile device/app connectivity – Met with David Donovan and he would like to put this project on hold for now. He will meet with Chris Ravard to define scope.
Research	TSP – Implement Online Chat	David Donovan	Implement Online Chat
Research	BKS – Student Scheduling Website (Ground Floor)	Gretchen Margolis	Create a new student scheduling website for ground floor (Gretchen Margolis)
Research	BKS – Student Scheduling Website (Customer Service)	Herman Duran	Create a new student scheduling website for customer service (Herman Duran)
Research	ACCT – Check Scanning	Greg Laporte	The University will no longer be supporting the scanning of checks. Departments will need to implement a solution which will fit their needs.
TBD	BKS – Redesign UCP website	Dan Archer	Redesign UCP website with the new architecture (new technology) due to the limitations of the existing website.
TBD	RAD – Rosso Oro’s Online Ordering	Mark Ewalt	Replace existing Online Ordering website (PCI Project)
TBD	HOU Touchscreen – Upgrade WordPress	Keenan Cheung	WordPress has been upgraded since we launched the site. This update is highly recommended to include additional functionalities and fix possible bugs.
TBD	HOU – Upgrade WordPress	Keenan Cheung	WordPress has been upgraded since we launched the site. This update is highly recommended to include additional functionalities and fix possible bugs.
TBD	BKS – CyberSource Upgrade – Replace CyberSource HOP with CyberSource Secure Acceptance	Dan Archer	CyberSource is going to be discontinuing the HOP connection method on September 30, 2014 and migrate to the Secure Acceptance connection method. Secure Acceptance is an upgraded version of our legacy HOP/SOP connection methods and will continue to outsource the transmission of customer credit card data and mitigate your PCI exposure. This new Secure Acceptance connection method is more secure, adheres to the most recent PCI requirements, is enhanced to support multiple languages and has been optimized for mobile devices (Smartphone/Tablets).

TBD	UCP – CyberSource Upgrade – Replace CyberSource HOP with CyberSource Secure Acceptance	Dan Archer	CyberSource is going to be discontinuing the HOP connection method on September 30, 2014 and migrate to the Secure Acceptance connection method. Secure Acceptance is an upgraded version of our legacy HOP/SOP connection methods and will continue to outsource the transmission of customer credit card data and mitigate your PCI exposure. This new Secure Acceptance connection method is more secure, adheres to the most recent PCI requirements, is enhanced to support multiple languages and has been optimized for mobile devices (Smartphone/Tablets).
TBD	Gamble House – CyberSource Upgrade – Replace CyberSource HOP with CyberSource Secure Acceptance	Dan Archer	CyberSource is going to be discontinuing the HOP connection method on September 30, 2014 and migrate to the Secure Acceptance connection method. Secure Acceptance is an upgraded version of our legacy HOP/SOP connection methods and will continue to outsource the transmission of customer credit card data and mitigate your PCI exposure. This new Secure Acceptance connection method is more secure, adheres to the most recent PCI requirements, is enhanced to support multiple languages and has been optimized for mobile devices (Smartphone/Tablets).
TBD	HOU– CyberSource Upgrade – Replace CyberSource HOP with CyberSource Secure Acceptance	Dan Archer	CyberSource is going to be discontinuing the HOP connection method on September 30, 2014 and migrate to the Secure Acceptance connection method. Secure Acceptance is an upgraded version of our legacy HOP/SOP connection methods and will continue to outsource the transmission of customer credit card data and mitigate your PCI exposure. This new Secure Acceptance connection method is more secure, adheres to the most recent PCI requirements, is enhanced to support multiple languages and has been optimized for mobile devices (Smartphone/Tablets).
TBD	Coach Sark Camp – CyberSource Upgrade – Replace CyberSource HOP with CyberSource Secure Acceptance	Jeff Fucci	CyberSource is going to be discontinuing the HOP connection method on September 30, 2014 and migrate to the Secure Acceptance connection method. Secure Acceptance is an upgraded version of our legacy HOP/SOP connection methods and will continue to outsource the transmission of customer credit card data and mitigate your PCI exposure. This new Secure Acceptance connection method is more secure, adheres to the most recent PCI requirements, is enhanced to support multiple languages and has been optimized for mobile devices (Smartphone/Tablets).
TBD	IT - Use Shibboleth for IT Portal	Frank Juarez	Use single sign for IT Portal

TBD	IT - Create a new website for IT Portal	Frank Juarez	New website for IT
TBD	Design Studio - Create a new website for Design Studio	Sam Carter	New website for Design Studio
TBD	ATH – Create a new website	Jeff Fucci	Create a new website for coachsarkcamp.com
TBD	UCP – XANEDU Integration	David Akwimbi	Integrate XANEDU with UCP
TBD	TSP – IVR Project	Tony Mazza	Restore functionality to Transportation IVR

2 Active Project Summary

Project	Project Name	Status	Assessment
3	RAD – Radisson Hotel Elevator Information Screens	Concern	Next Milestone – Development Target Project Completion Date – 12/24/2013
4	HOU – Housing Meeting Room Reservation	On Target	Next Milestone – Development Target Project Completion Date – 1/31/2014
5	BKS – USC Flower Shop Upgrade	On Target	Next Milestone – Development Target Project Completion Date – TBD
6	COL – Upgrade Coliseum Back Office Network Infrastructure	On Target	Next Milestone – Testing Target Project Completion Date – 2/24/2014
7	HOU – WAMS Server Implementation Phase II	Warning	Next Milestone – Implementation Target Project Completion Date – 11/30/2013
8	COL – Sports Arena Desktop Support Implementation	On Target	Next Milestone – Implementation Target Project Completion Date – 2/15/2014
9	HOU – Housing Web Site Phase II Enhancements	On Target	Next Milestone – Development Target Project Completion Date – 2/28/2014
10	AS – PCI Qualified Security Assessor (QSA) Review	On Target	Next Milestone – Review Target Project Completion Date – 3/28/2014
11	COL – New Website for Coliseum (Phase I)	On Target	Next Milestone – Review Target Project Completion Date – TBD
12	HSP – Lil Galen Biometric Reader Installation	Warning	Next Milestone – Implementation Target Project Completion Date – TBD
13	ASIT – Asset Management (Absolute Manage)	On Target	Next Milestone – Installation Target Project Completion Date – TBD
14	RAD – Upgrade Radisson in scope PCI hardware	On Target	Next Milestone – Post Implementation Review Target Project Completion Date – TBD
15	SS – AS Business unit Website NextGen Project - Transportation	On Target	Next Milestone – Review Target Project Completion Date – 2/15/2014
16	SS – MS 365 Email Implementation	On Target	Next Milestone – Next Phase Implementation Target Project Completion Date – 6/31/2014
17	HSP – AS Business Unit Website NextGen Project Hospitality	On Target	Next Milestone – Development Target Project Completion Date – Q2 2013
18	HR – KRONOS Meal Break Attestation System Upgrade (7.0)	On Target	Next Milestone – Development Target Project Completion Date – Q2
19	SS – Accounting Quali Purchasing/AP Payment Interfaces	On Target	Next Milestone – Review Target Project Completion Date – 2/28/2014

3 Radisson Hotel Elevator Information Screens

Project Description <input type="checkbox"/> On Target <input checked="" type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Todd Bloss	Business Project Owner: Mark Ewalt
Start Date: 10/01/2013	Target Completion Date: 12/24/2013
<p>Install, wire and program 4 information screens within the Radisson Hotel elevators.</p> <p>Requirements:</p> <ul style="list-style-type: none"> • Use approved Elite PI display screen and network interface hardware • Information screens must be able to display dynamic content that can be updated via remote network by USC Design Team and Radisson staff. 	
Accomplishments (for previous two weeks)	
<ul style="list-style-type: none"> • Elite PI hardware approved and ordered. • Met with elevator techs for panel and control cable install. • Elevator techs created panel and cover for screens, installed isolated 110 AC power connections; ran control cable from cars to machine room in roof. • Screen, control box and network interface bread-boarded locally, before elevator installation. • Screen and network communications pre-programmed and tested –ready for install. • Purchased acrylic sheets, drilled and tapped for covering empty screen panel location in elevator, while screens are programmed. 	
Planned for Next Two Week	
<ul style="list-style-type: none"> • Run CAT-5 cables from Machine room to Radisson support offices on 1st floor. For Network interface. • Bridge connections from control cable terminated in roof machine room, to CAT5 cable running to 1st floor switch location. • Deliver ElitePI designer software to USC Design team and train on creation and uploading of content. • Train Radisson staff on ElitePI interface software. 	
Open Issues	
<ul style="list-style-type: none"> • Pending hardware from CE Electronics 	

4 HOU – Housing Meeting Room Reservation

Project Description <input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Sonali Bodiwala	Business Project Owner: Keenan Chung
Start Date: 12/5/2013	Target Completion Date: 1/31/2014
<p>USC Housing would like to add a new functionality that lists various meeting rooms and it's amenities. Users will be able to view the calendar to see what is available and request more information by calling or emailing. Admins will use a backend component to book.</p>	
Accomplishments (for previous two weeks)	
<ul style="list-style-type: none"> • Kickoff held on 12/5 • Implement calendar functionality • Started development • Received mockup to replace the search button 	
Planned for Next Two Week	
<ul style="list-style-type: none"> • Continue development 	
Open Issues	
<ul style="list-style-type: none"> • Due to Athletics new website, coachsarkcamp.com, this project may be delayed for a week, al though. 	

5 BKS – USC Flower Shop Upgrade

Project Description <input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Sonali Bodiwala	Business Project Owner: Jerry Wingate
Start Date: 11/1/2013	Target Completion Date: TBD
Upgrade Flower Shop to add eCommerce along with design changes. Current website does not have eCommerce functionality.	
Accomplishments (for previous two weeks)	
<ul style="list-style-type: none"> • Waiting for artwork • No new updates for phase 1. 	
Planned for Next Two Weeks	
<ul style="list-style-type: none"> • Once new artwork is received, update main page. Work with flower shop to use CMS to add the same to produces and events page 	
Open Issues	
<ul style="list-style-type: none"> • Phase 1: Add Leis with the order form on the website (Main page, products and Events page) • Phase 2: Add eCommerce and Design changes • Waiting for artwork 	

6 COL – Upgrade Coliseum Back Office Network Infrastructure

Project Description		<input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: David Contreras		Business Project Owner: Joe Furin	
Start Date: 10/24/2013		Target Completion Date: 2/28/2014	
<p>The Coliseum/Sports Arena requires a review of the current infrastructure to run all necessary USC-Auxiliaries applications.</p> <p>This review will consist of both hardware infrastructure and software/applications in use and/or expected to be in use over the next 12 months.</p>			
Accomplishments (for previous two weeks)			
<ul style="list-style-type: none"> Initial Kickoff meeting was held Site audit/walk was completed by Abdul Satar, Michael Groessler and David Contreras Frank Juarez confirmed with Auxiliaries Payroll that ADP VPN connectivity had no issues. Kronos time clock discovery was initiated. <p>Confirmation of Meeting schedule for upcoming meetings (will be held weekly on Thursdays)</p>			
Planned for Next Two Week			
<ul style="list-style-type: none"> Kronos time clock testing on site at desired locations Kronos time clock quotation validation NAS (Networked Attached Storage) device purchase and reception. – with management pending approval ASIT to shadow Coliseum Chief Financial Officer’s Computer use and make any necessary recommendations. – Completed – ASIT/Coliseum staff working on remediations 			
Open Issues			
<ul style="list-style-type: none"> Confirm 2 new Coliseum Employees (Operations Manager and Executive Assistant) will be included in next Office 365 migration for email purposes. - Completed Assist Derek Thatcher with distribution list creation with ITS Sympa tool. - Continuing 			

7 HOU – WAMS Server Implementation Phase II

Project Description		<input type="checkbox"/> On Target <input type="checkbox"/> Concern <input checked="" type="checkbox"/> Warning	
IT Project Manager: David Contreras		Business Project Owner: Heidi Scribner	
Start Date: 6/1/2013		Target Completion Date: 11/30/2013	
<p>Housing Services requests the upgrade of the current WAMS System to enhance door locks performance and reporting from the WAMS application.</p>			
Accomplishments (for previous two weeks)			
<ul style="list-style-type: none"> ASIT completed all Server Configurations required. Handed over to Stanley Hardware (Vendor) for completion of remaining tasks. 			
Planned for Next Two Week			
<ul style="list-style-type: none"> Confirmation that Vendor has completed remaining tasks. Obtain System Acceptance from Housing (Heidi Scribner). Go Live 			
Open Issues			
<ul style="list-style-type: none"> Project awaiting vendor task completion. (Over 30 days past due) 			

8 COL – Sports Arena Desktop Support Implementation

Project Description		<input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: David Contreras		Business Project Owner: Joe Furin	
Start Date: 10/24/2013		Target Completion Date: 2/15/2014	
<p>The Coliseum/Sports Arena would like ASIT to implement a desktop support infrastructure utilizing the ASIT Service desk.</p> <p>This will include training for current Coliseum IT staff as technicians in the ASIT Service Desk application.</p>			
Accomplishments (for previous two weeks)			
<ul style="list-style-type: none"> Initial configuration of ASIT Service Desk application for Coliseum/Sports Arena requests. Procurement of additional Zendesk technician licenses for Coliseum IT staff. 			
Planned for Next Two Week			
<ul style="list-style-type: none"> Training for Coliseum IT staff in use of the ASIT Service Desk application. Scheduling of ASIT Service Desk road show/training at Coliseum/Sports Arena. Determine go-live date. Tentatively set for 02/03/2014. 			
Open Issues			
<ul style="list-style-type: none"> N/A 			

9 HOU - Housing Web Site Phase II Enhancements

Project Description <input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Sonali Bodiwala	Business Project Owner: Keenan Chung
Start Date: 2/25/2013	Target Completion Date: 2/28/2014
<p>After the initial approval of the housing project and during QA, additional enhancements to the new website were requested. There are approximately 80 additional enhancements (including design enhancements) to make the user experience more user-friendly and seamless.</p>	
Accomplishments (for previous two weeks)	
<ul style="list-style-type: none"> Working on resolving issues related to using the Illustrator file. 	
Planned for Next Two Week	
<ul style="list-style-type: none"> Continue working on the remaining enhancements: <ul style="list-style-type: none"> Use Illustrator File for Interactive Map Set up a meeting with housing to discuss the performance issues related to using the Illustrator Map 	
Open Issues	
<ul style="list-style-type: none"> Target Completion Date is changed to 2/28/2014 due to resource availabilities. 	

10 AS – PCI Qualified Security Assessor (QSA) Review

Project Description		<input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Frank Juarez		Business Project Owner: Mark Ewalt	
Start Date: 9/18/2013		Target Completion Date: 3/28/2014	
<p>The University has been determined to be a Level 2 Merchant by the payment card brands. As the request of the payment cards USC has engaged Security Metrics to perform an assessment of all USC departments processing credit cards for payments.</p> <p>Auxiliary Services has 5 Business Units accepting credit cards (HSP, RAD, BKS, TRX, and HOU). AS participates in the USC PCI Working Group meeting chaired by the Treasury and the Office of Compliance that will schedule and track tasks and progress</p>			
Accomplishments (for previous two weeks)			
<ul style="list-style-type: none"> Continued working on SAQ D remediation plan tasks Held TSP SAQ C Pre-assessment Call 			
Planned for Next Two Week			
<ul style="list-style-type: none"> Complete all remediation plan tasks Attend on site TSP SAQ C Meeting Attend HOU SAQ B Housing Pre-assessment Cal 			
Open Issues			
<ul style="list-style-type: none"> N/A 			

11 COL – New Website for Coliseum (Phase I)

Project Description <input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Sonali Bodiwala	Business Project Owner: Dan Stimmler
Start Date: 7/11/2013	Target Completion Date: TBD
<p>Create a new website for Coliseum that will replace http://www.lacoliseum.com and http://lacoliseumlive.com/joomla. This will be phase I of the website.</p>	
Accomplishments (for previous two weeks)	
<ul style="list-style-type: none"> • IT Completed the website • Final designs approved • Met with Coliseum to discuss integration with eventbooking.com – No integration required at this time • Additional changes requested by Coliseum after the approval – Waiting on approval 	
Planned for Next Two Week	
<ul style="list-style-type: none"> • Update home page and header with Commission Link • Make the following changes: <ul style="list-style-type: none"> ○ Update header ○ Update footer ○ Update background ○ Update New social media icons in the “Follow Us” widget ○ Update colors for some buttons ○ Update “Lightbox” layout ○ Update “Seating Charts” pages ○ Update “Parking” page ○ Update “Box Office” page 	
Open Issues	
<ul style="list-style-type: none"> • DNS changes may take up to 48 hours for everyone to see the new website. 	

12 HSP – Lil Galen Biometric Reader Installation

Project Description		<input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input checked="" type="checkbox"/> Warning	
IT Project Manager: Ruben Khudaverdyan		Business Project Owner: Dirk de Jong	
Start Date: 7/15/2013		Target Completion Date: TBD	
<p>Implement a Biometric Reader at Lil Galen in order to provide meals to athletes per USC Athletics.</p> <p>Purpose of the reader is to identify approved athletes during a specific term and provide them with a breakfast and a lunch meal.</p>			
Accomplishments (for previous two weeks)			
<ul style="list-style-type: none"> • Installation and configuration of the reader has been completed • Admin user list has been identified 			
Planned for Next Two Week			
<ul style="list-style-type: none"> • Athletics to complete system configuration and begin distribution of the reports to the identified users. • Athletics is pending 3rd party vendor to complete system configuration 			
Open Issues			
<ul style="list-style-type: none"> • N/A 			

13 ASIT – Asset Management (Absolute Manage)

Project Description		<input checked="" type="checkbox"/> On Target	<input type="checkbox"/> Concern	<input type="checkbox"/> Warning
IT Project Manager: David Contreras		Business Project Owner: Frank Juarez		
Start Date: 4/1/2013		Target Completion Date: TBD		
<p>As part of University requirements, Auxiliary Services IT will implement a computer asset management program.</p> <p>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.</p>				
Accomplishments (for previous two weeks)				
<ul style="list-style-type: none"> • Proof of concept server installed. • Absolute Manage software installed. 				
Planned for Next Two Week				
<ul style="list-style-type: none"> • Configure administrative accounts for Systems Analyst access. • Configure Proof of Concept client installations. 				
Open Issues				
<ul style="list-style-type: none"> • N/A 				

14 RAD – Upgrade Radisson in scope PCI hardware

Project Description <input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Ruben Khudaverdyan	Business Project Owner: Mark Ewalt
Start Date: 2/18/2013	Target Completion Date: TBD
<p>During a recent systems assessment, ASCIT identified various issues with Radisson PCI environment. ASCIT has suggested and advised of a major system upgrade requirement in order to bring the system into PCI compliancy.</p> <p>The system overhaul will address the flowing components in order to achieve PCI Compliance. Patch management, Antivirus, system monitoring, system back-up, back-up power supply, emergency power supply.</p> <ul style="list-style-type: none"> • Main PMS Server • Back-up PMS server • Interface Server • Power Supply • Disk Space • RAM <p>Once the the server is relocated, secured, and implemented according to E&Y recommendations. The entire process will reviewed by a qualified security assessor (QSA) and Report on Compliance</p>	
Accomplishments (for previous two weeks)	
<ul style="list-style-type: none"> • Complete Network wiring & connectivity • Installed new Opera PMS & Interface Server • Install and configure AV, Firewall, FIM • Completed implementation on Sep 26th. • Held Post Implementation meeting • Completed Cage installation Lock installation for the Server Cage 	
Planned for Next Two Weeks	
<ul style="list-style-type: none"> • Complete Carlson PCI Self-Assessment-Questionnaire 	
Open Issues	
<ul style="list-style-type: none"> • N/A 	

15 SS - AS Business Unit Website NextGen Project - Transportation

Project Description <input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Sonali Bodiwala	Business Project Owner: Tony Mazza
Start Date: 2/25/2013	Target Completion Date: 2/5/2014
<p>The current design of the core Auxiliary Services websites (Bookstore, Housing, Hospitality, and Transportation) is outdated. The purpose of this project is to re-write these websites to vastly improve the user experience and website functionality. Additionally, this project will integrate existing Auxiliary Services social media content into the websites and create complimentary apps for mobile computing platforms.</p> <p>The second Phase of this project will be to re-write the Housing and Transportation websites.</p>	
Accomplishments (for previous two weeks)	
<ul style="list-style-type: none"> Continue working on the pages for the website 	
Planned for Next Two Week	
<ul style="list-style-type: none"> Make all the design changes Release the site for User Review and 2nd phase of Design Review on 1/24 	
Open Issues	
<ul style="list-style-type: none"> Due to coachsarkcamp.com, the target completion date may be delayed. 	

16 SS – MS 365 Email Implementation

Project Description <input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Ruben Khudaverdyan	Business Project Owner: Dan Stimmler
Start Date: 2/20/2013	Target Completion Date: 6/31/2014
<p>USC is in the process to migrate to the University email and calendaring systems to the Microsoft Office 365 cloud based services. The first phase of this project will be to migrate all faculty and staff the MS 365 environment. Future phases will include rolling out the Link collaboration tool and MS 365 SharePoint.</p> <p>Auxiliary Services has been identified as the 4th business unit that will migrate to the new environment. The first phase of this project will eliminate the auxiliary email domain and will have all users migrate to the new USC MS 365 tenancy.</p>	
Accomplishments (for previous two weeks)	
<ul style="list-style-type: none"> • Radisson exchange account migration • Housing Admin exchange account migration 	
Planned for Next Two Weeks	
<ul style="list-style-type: none"> • Migrate remaining exchange accounts for USC Housing on 1/24 • Send notification to Housing Union employees • Schedule and Migrate Housing Union employee SJES (university email) accounts to Office 365 • Send notification to USC Transportation business unit • Schedule USC Transportation exchange accounts for migration 	
Open Issues	
<ul style="list-style-type: none"> • AS IT will be working with ITS to determine intermediate solution for departmental and distribution list accounts. 	

17 HSP - AS Business Unit Website NextGen Project – Hospitality

Project Description <input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Sonali Bodiwala	Business Project Owner: Kris Klinger
Start Date: 10/4/2012	Target Completion Date: TBD
<p>The current design of the core Auxiliary Services websites (Bookstore, Housing, Hospitality, and Transportation) is outdated. The purpose of this project is to re-write these websites to vastly improve the user experience and website functionality. Additionally, this project will integrate existing Auxiliary Services social media content into the websites and create complimentary apps for mobile computing platforms.</p> <p>The next phase of this project will address the Hospitality website.</p>	
Accomplishments (for previous two weeks)	
<ul style="list-style-type: none"> • Additional sketches received • This project will start after Coliseum, Housing and Transportation 	
Planned for Next Two Week	
<ul style="list-style-type: none"> • Once all sketches are received, USC Hospitality to work with Design Studio for designs (proofs) including changes to the Home Page 	
Open Issues	
<ul style="list-style-type: none"> • Due to the changes to the approved PSD for the Home Page and proofs for other pages, Target Completion Date is changed to TBD and some functionalities (Responsive Design/CMS) may need to be pushed to Phase 2. • USC Design Studio to send final approved PSD for all pages once the proofs for all pages are approved. It is too early to get the ETA from the Design Studio. Once the proofs are approved, Design Studio can provide ETA. IT to provide Target Completion Date once final PSDs for all pages are received. • USC Hospitality to send the Content and Images/Videos while IT is developing the website. 	

18 HR – KRONOS Meal Break Attestation System Upgrade (7.0)

Project Description		<input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Ruben Khudaverdyan		Business Project Owner: Barb Sladeck	
Start Date: 11/1/2012		Target Completion Date: Q2	
<p>The University has made policy changes to the way USC handles and reports meal break violations. In order to comply with the policies Auxiliary Services will need to make changes to the way the KRONOS timekeeping system tracks these items.</p> <p>The KRONOS 6.1 upgrade contains functionality that will make AS compliant with University policy. The scope of this project is to upgrade the AS KRONOS to include the meal break attestation functionality</p>			
Accomplishments (for previous two weeks)			
<ul style="list-style-type: none"> • Functionality testing by AS Payroll Department. • Update Auxiliary Services Kronos Clocks with specs provided by Kronos team • Update Auxiliary Services web users with new version of Java provided by the Kronos team • Update Auxiliary Services Kronos Clocks with specs provided by Kronos team • Kronos team has implemented SP to address the latest release of Java application 			
Planned for Next Two Week			
<ul style="list-style-type: none"> • Pending additional information from Payroll 			
Open Issues			
<ul style="list-style-type: none"> • N/A 			

19 SS – Accounting Kualu Purchasing/AP Payment Interfaces

Project Description <input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Sonali Bodiwala	Business Project Owner: Dave Racewicz
Start Date: 4/26/2011	Target Completion Date: 2/28/2014
<p>The Kualu suite of administrative software solutions is being developed by a consortium of universities, of which USC is a contributing partner. As a partner in the Kualu Foundation, USC is at the forefront of a new tool in Financial System software. ITS project teams are in the process of customizing Kualu Financial System (KFS) for USC, and releasing different components through phased roll-outs. In addition, paperless workflow processes are also being developed and released to the USC community.</p> <p>The purpose of this project is to identify candidate interfaces for the Purchasing/AP module and to convert the interfaces to use Kualu technologies.</p>	
Accomplishments (for previous two weeks)	
<ul style="list-style-type: none"> Hospitality is live with the new Kualu Bulk Payment process. ITS is having problems processing the bookstore files. ITS is reviewing what changes they need to make on their side. 	
Planned for Next Two Weeks	
<ul style="list-style-type: none"> Waiting on ITS 	
Open Issues	
<ul style="list-style-type: none"> ITS Issues with the Kualu process ITS also has an issue with the Cognos report where Cognos report is not showing the correct information. 	

20 Housing Public Printer Station

Project Description <input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Todd Bloss	Business Project Owner: Keenan Cheung
Start Date: 11/01/2013	Target Completion Date: 12/02/2013*COMPLETED*
<p>Create and deploy 24/7 available, Public Printer Stations at the four main USC Housing units located on campus.</p> <p>Requirements:</p> <ul style="list-style-type: none"> • Fast printing, medium volume color laser printer. • Reasonable hardware security for given location. • Computer/Workstation interface. • Ability to open, edit and print Microsoft Office Suite documents. • Adobe Reader • Ability to accept USB memory keys for data transfer. • Open Internet access, to allow Students to download documents from e-mail and the Web. 	
Accomplishments (for previous two weeks)	
<ul style="list-style-type: none"> • Printer and computer model approved and ordered. • Deep Freeze software approved and ordered. • Purchased plexi-glass panels and built workstation support hood, to allow securing all in one, touchscreen computer to top of printer. (Minimizing footprint) • Built touchscreen computer image for universal deployment, including all software and drivers. Deep Freeze (steady state) software installed and activated. • Public Printer Stations deployed to Pardee and EVK CSC's. 	
Planned for Next Two Week	
<ul style="list-style-type: none"> • N/A 	
Open Issues	
<ul style="list-style-type: none"> • N/A 	

21 HSP – Agilysys KDS/KIS Interface Implementation

Project Description		<input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Ruben Khudaverdyan		Business Project Owner: Dirk de Jong	
Start Date: 10/09/2013		Target Completion Date: 1/9/2014*COMPLETED*	
<p>USC Hospitality is in the process of converting Carls Jr. venue to “The Habit Burger Grill”. The new concept will require the integration of the Kitchen Display System (KDS) with the existing Agilysys Point-of-Sale (POS) system. The key goal of this project will be to keep the KDS hardware out of the PCI environment.</p>			
Accomplishments (for previous two weeks)			
<ul style="list-style-type: none"> • Take Delivery of hardware • Perform necessary PCI required network segmentation. • Install Monitors 			
Planned for Next Two Week			
<ul style="list-style-type: none"> • N/A 			
Open Issues			
<ul style="list-style-type: none"> • Post implementation of the QSR KDS system. The system showed software limitations and inability to perform requested functions. HSP Operations requested to install kitchen printers while they discuss the QSR/KDS product with Agilysys. 			

22 COL – Event Management System

Project Description		<input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Frank Juarez		Business Project Owner: Joe Furin	
Start Date: 9/18/2013		Target Completion Date: 12/15/2013*COMPLETED*	
<p>The Auxiliary Services organization has been assigned operational responsibility for the Los Angeles Memorial Coliseum and Sports Arena. Auxiliary Services has awarded the hospitality concession contract to Legends food service.</p> <p>The purpose of this project is to work with the Event Management system Vendor to implement an event management system for both the Coliseum and Sports Arena.</p>			
Accomplishments (for previous two weeks)			
<ul style="list-style-type: none"> System turned over to the Coliseum staff 			
Planned for Next Two Week			
<ul style="list-style-type: none"> N/A 			
Open Issues			
<ul style="list-style-type: none"> N/A 			

23 HOU – Crystal Server Implementation

Project Description		<input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: David Contreras		Business Project Owner: Landry Kacou	
Start Date: 6/1/2013		Target Completion Date: 12/13/2013**COMPLETED**	
<p>Housing Services requests the install and configuration of a Crystal Reports Server for enhanced reporting from the TMA application.</p>			
Accomplishments (for previous two weeks)			
<ul style="list-style-type: none"> • Environment was brought to Production on 12/5/13. • Housing team along with ASIT will monitor until 12/13/13. • Project to mark as complete on 12/13/13 if no issues remain 			
Planned for Next Two Week			
<ul style="list-style-type: none"> • N/A 			
Open Issues			
<ul style="list-style-type: none"> • N/A 			

24 COL – Coliseum USCard Interface Implementation

Project Description		<input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Ruben Khudaverdyan		Business Project Owner: Joe Furin	
Start Date: 9/18/2013		Target Completion Date: 12/18/2013**ON HOLD**	
<p>The Auxiliary Services organization has been assigned operational responsibility for the Los Angeles Memorial Coliseum and Sports Arena. Auxiliary Services has awarded the hospitality concession contract to Legends food service.</p> <p>The purpose of this project is to work with USC card services (USCard) and Legends to implement an USCard (blackboard transact) interface that will allow USCard to be accepted as a tender type for all POS stations.</p>			
Accomplishments (for previous two weeks)			
<ul style="list-style-type: none"> Initiated Project 			
Planned for Next Two Week			
<ul style="list-style-type: none"> Project Kickoff Planning 			
Open Issues			
<ul style="list-style-type: none"> N/A 			

25 HSP – Catering Website Phase II

Project Description <input type="checkbox"/> On Target <input type="checkbox"/> Concern <input checked="" type="checkbox"/> Warning	
IT Project Manager: Ruben Khudaverdyan	Business Project Owner: Erika Chesley
Start Date: 8/15/2012	Target Completion Date: **ON HOLD**
<p>The purpose of this project is to replace the current Room Service website with a new site that conforms to current design guidelines and provides Catering Services a more complete system with more accurate reporting. The current Room Service operation is managed through a third party service provider. While the services from that provider are adequate, they are also cumbersome, inefficient, and extremely labor-intensive.</p> <p>A major component of the new system will be the ability for customers to pay for an order at the time the order is placed rather than relying on Room Service delivery staff to collect payment on delivery.</p> <p>This project will be broken to 2 phases.</p> <p>Phase I: Design, program and launch the website with only Internal Requisition and cash as available tenders.</p> <p>Phase II: Validate PCI Certification, implement according to PCI-DSS-PA Standards and enable processing of credit cards.</p>	
Accomplishments (for previous two weeks)	
<ul style="list-style-type: none"> • Launch Phase I • Gather PCI related information • Validate CaterTrax HOP solution • Request 3rd party processor (Mercury Solutions) Report on Compliance Report (ROC) • Schedule a conference call with USC/Mercury/CaterTrax and resolve outstanding issues. 	
Planned for Next Two Week	
<ul style="list-style-type: none"> • USC Purchasing/Legal Review • Sign-off 	
Open Issues	
<ul style="list-style-type: none"> • N/A 	

26 HSP – Agilysys POS System Upgrade

Project Description		<input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Ruben Khudaverdyan		Business Project Owner: Kris Klinger	
Start Date: 11/1/2012		Target Completion Date: **ON HOLD**	
<p>In 2012 Ernst and Young performed a Hospitality audit in which they noted that there were reporting errors in the Agilysys reports that leaves management unable to accurately analyze discounts, rebates, and voids information by employee to assess any trends/anomalies. The purpose of this project is to work with Agilysys to implement the necessary POS application changes that will correctly report the information produced in these reports.</p> <p>Agilysys has reported to Auxiliary Services that the latest release of their software will correct these issues. The purpose of this project is to work with Agilysys to implement and test the latest Agilysys software upgrade.</p>			
Accomplishments (for previous two weeks)			
<ul style="list-style-type: none"> • Discuss server upgrade and migration to USC VM PCI Cluster 			
Planned for Next Two Week			
<ul style="list-style-type: none"> • Distribute Server requirements to ITS and discuss installation timeline 			
Open Issues			
<ul style="list-style-type: none"> • ITS has not provided a timeline of the cluster availability. 4.4 Release does not support MS Server 2012 and the upcoming release 4.5 support that option. In addition, Agilysys proposed to upgrade the current version 4.1.6R2 to 4.3 which offers components for Operations and PCI add-on's as well. AS IT will be following up on the release notes. 			

27 ASCIT – Arc-Sight Log Depository Implementation

Project Description <input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Sal Manzo	Business Project Owner: Frank Juarez
Start Date: 2/1/12	Target Completion Date: **ON HOLD**
<p>Implement System Log archival solution for Auxiliary Services.</p> <p>Arc-Sight will allow the storage of system logs for both archival and troubleshooting purposes. This will transfer the storage requirements from each local server/resource to a central depository.</p>	
Accomplishments (for previous two weeks)	
<ul style="list-style-type: none"> Project is on Hold 	
Planned for Next Two Week	
<ul style="list-style-type: none"> N/A 	
Open Issues	
<ul style="list-style-type: none"> Confirmation of access to view logs for devices directly feeding data to ArcSight Logger. Confirmation of ability to create alerting triggers. 	

28 TSP – Flex/AIS Integration for Internal Requisitions

Project Description		<input checked="" type="checkbox"/> On Target	<input type="checkbox"/> Concern	<input type="checkbox"/> Warning
IT Project Manager: Todd Bloss		Business Project Owner: Noel Aguilar		
Start Date: 6/1/2009		Target Completion Date: **ON HOLD**		
<p>When parking permits are issued against interdepartment requisitions, the posting to both AIS and Flex is manual and managed separately. When permits are sold via payroll deductions or discretionary accounts, the process has been automated. Processing of permit sales by requisition needs to be automated in the same way as payroll and discretionary.</p>				
Accomplishments (for previous two weeks)				
<ul style="list-style-type: none"> • Project is still on current hold. • T2 upgrade to ver. 7.2 Completed. 				
Planned for Next Two Week				
<ul style="list-style-type: none"> • N/A 				
Open Issues				
<ul style="list-style-type: none"> • Project in place, but on hold until mid-October. 				

29 Archived Project Summary

Priority	Project Name	Requestor	Description
N/P	HSP – Expand URBNMRKT Landing Page to Website	Hilary Cooper	Expand the existing single landing page for URBNMRKT 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	Karen Calvo	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	AS HR – Automate Flow for Defensive Driving	Brooke Eggleston	Automate the process with ClarityNet
N/P	BKS – Mobile Applications for USC Bookstores	Dan Archer	Develop one or more applications using mobile technologies
N/P	SS – AUX Asset Management	Mark Ewalt	Implement asset tracking solution
N/P	HSP – Delphi CC Safeguard	Erika Chesley	Protect against unauthorized access or use of records or information which could result in harm or inconvenience to customer.
N/P	HSP – Web Online Ordering Application	Kris Klinger	Online Ordering Application
N/P	TSP – Interactive displays at UPC Bus Stops	Michelle Garcia	Implement KIOSKs at selected bus stops displaying bus route information