

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

Submitted by Auxiliary Services, IT

Submitted On 1/17/2014

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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 <sup>rd</sup> 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 Dirk De Jong Your Traditions" Phase II		Project to implement new website functionality.
2	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 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	3 HSP – MonoPad Post Installation Support Plan Keenan Cheung		Support Plan
3	HOU – Mobile Website	Keenan Cheung	Implement a Mobile Website for USC Housing

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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

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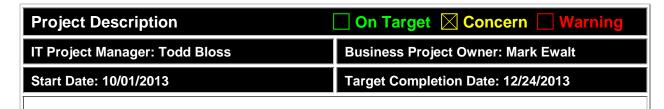
TBD	IT - Create a new website for IT Portal	Frank Juarez	New website for IT
TBD	Design Studio - Create a new website for Design Studio	Sam Carter	New website for Design Studio
TBD	ATH – Create a new website	Jeff Fucci	Create a new website for coachsarkcamp.com
TBD UCP – XANEDU Integration		David Akwimbi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

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# 2 Active Project Summary

Project	Project Name	Status	Assessment
3	RAD – Radisson Hotel Elevator	Concern	Next Milestone – Development
	Information Screens		Target Project Completion Date – 12/24/2013
4	HOU – Housing Meeting Room	On Target	Next Milestone – Development
	Reservation		Target Project Completion Date – 1/31/2014
5	DVC LICC Flower Chan Unamada	On Target	Next Milestone – Development
	BKS – USC Flower Shop Upgrade		Target Project Completion Date – TBD
6	COL –Upgrade Coliseum Back Office	On Target	Next Milestone – Testing
	Network Infrastructure		Target Project Completion Date – 2/24/2014
7	HOU – WAMS Server Implementation	Warning	Next Milestone – Implementation
	Phase II		Target Project Completion Date – 11/30/2013
8	COL – Sports Arena Desktop Support	On Target	Next Milestone – Implementation
	Implementation		Target Project Completion Date – 2/15/2014
9	HOU – Housing Web Site Phase II	On Target	Next Milestone – Development
	Enhancements		Target Project Completion Date – 2/28/2014
10	AS – PCI Qualified Security Assessor	On Target	Next Milestone – Review
	(QSA) Review		Target Project Completion Date – 3/28/2014
11	COL – New Website for Coliseum	On Target	Next Milestone – Review
	(Phase I)		Target Project Completion Date – TBD
12	HSP – Lil Galen Biometric Reader	Warning	Next Milestone – Implementation
	Installation		Target Project Completion Date – TBD
13	ASIT – Asset Management (Absolute	On Target	Next Milestone – Installation
	Manage)		Target Project Completion Date – TBD
14	RAD – Upgrade Radisson in scope	On Target	Next Milestone – Post Implementation Review
	PCI hardware		Target Project Completion Date – TBD
15	SS – AS Business unit Website	On Target	Next Milestone – Review
	NextGen Project - Transportation		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	On Target	Next Milestone – Development
	NextGen Project Hospitality		Target Project Completion Date – Q2 2013
	HR – KRONOS Meal Break Attestation		
18	System Upgrade (7.0)	On Target	Next Milestone – Development
	Tysical Parame (118)		Target Project Completion Date – Q2
19	SS – Accounting Kuali Purchasing/AP	On Target	Next Milestone – Review
	Payment Interfaces	on raiget	Target Project Completion Date – 2/28/2014

#### 3 Radisson Hotel Elevator Information Screens



Install, wire and program 4 information screens within the Radisson Hotel elevators.

#### Requirements:

- 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)**

- 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.

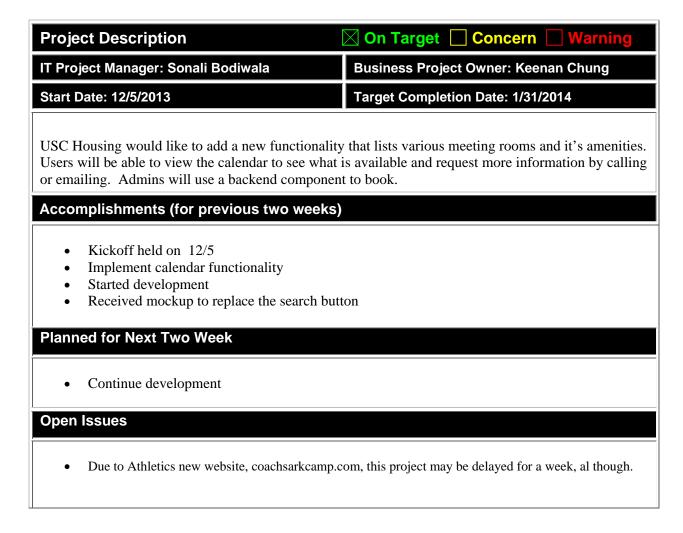
#### **Planned for Next Two Week**

- Run CAT-5 cables from Machine room to Radisson support offices on 1<sup>st</sup> floor. For Network interface
- Bridge connections from control cable terminated in roof machine room, to CAT5 cable running to 1<sup>st</sup> floor switch location.
- Deliver ElitePI designer software to USC Design team and train on creation and uploading of
- Train Radisson staff on ElitePI interface software.

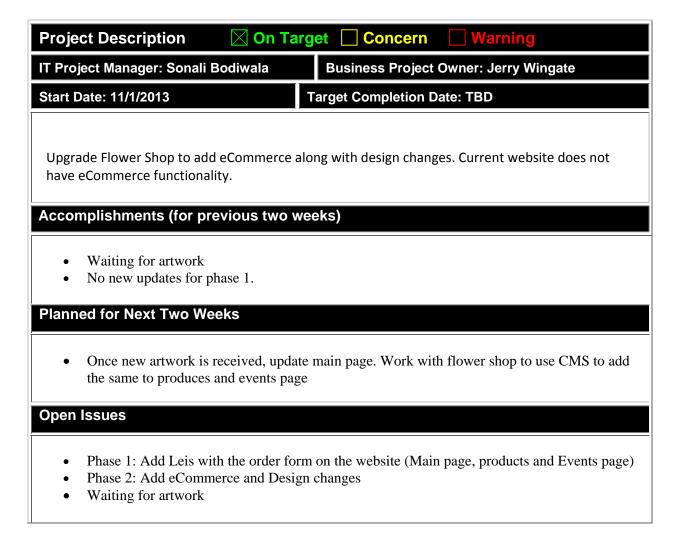
#### **Open Issues**

• Pending hardware from CE Electronics

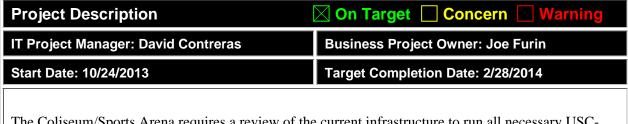
## 4 HOU – Housing Meeting Room Reservation



## 5 BKS – USC Flower Shop Upgrade



## 6 COL – Upgrade Coliseum Back Office Network Infrastructure



The Coliseum/Sports Arena requires a review of the current infrastructure to run all necessary USC-Auxiliaries applications.

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.

#### **Accomplishments (for previous two weeks)**

- Initial Kickoff meeting was held
- Site audit/walk was completed by Abdul Satar, Michael Groessl and David Contreras
- Frank Juarez confirmed with Auxiliaries Payroll that ADP VPN connectivity had no issues.
- Kronos time clock discovery was initiated.

  Confirmation of Meeting schedule for upcoming meetings (will be held weekly on Thursdays

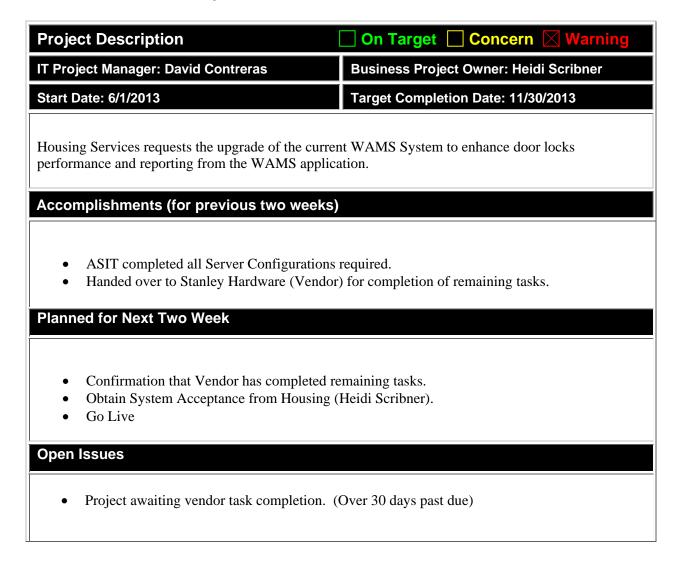
#### **Planned for Next Two Week**

- 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

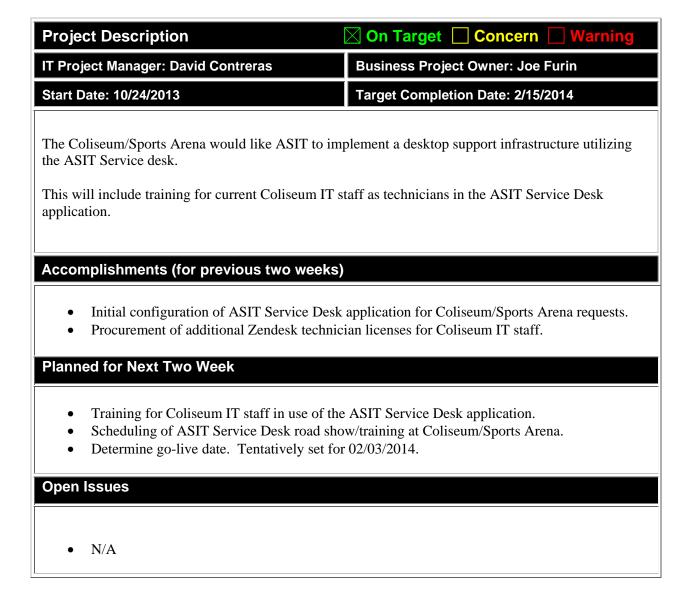
#### **Open Issues**

- 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

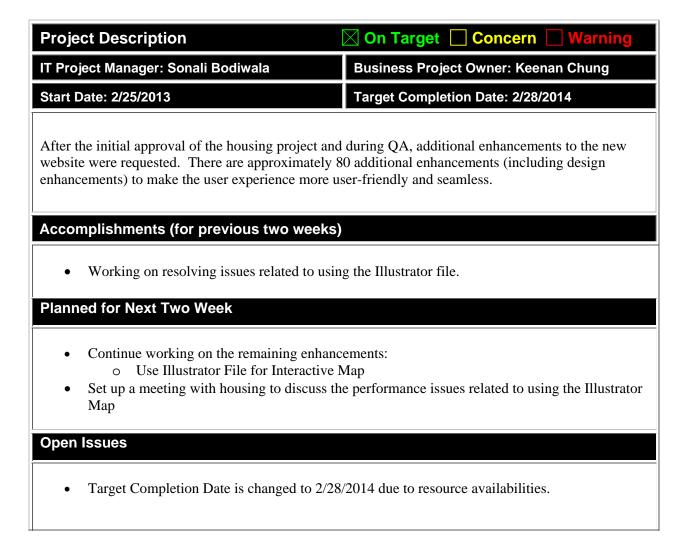
## 7 HOU – WAMS Server Implementation Phase II



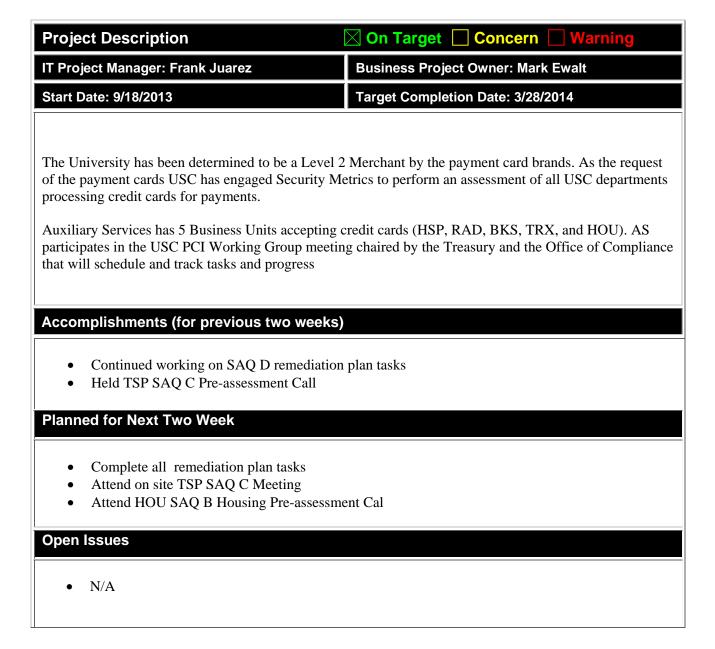
## 8 COL – Sports Arena Desktop Support Implementation



## 9 HOU - Housing Web Site Phase II Enhancements



# 10 AS - PCI Qualified Security Assessor (QSA) Review



## 11 COL – New Website for Coliseum (Phase I)



- 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

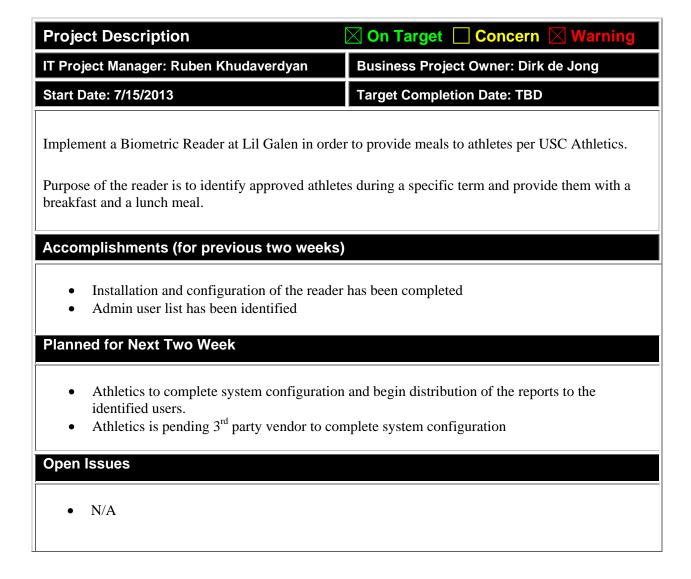
#### **Planned for Next Two Week**

- Update home page and header with Commission Link
- Make the following changes:
  - o Update header
  - o Update footer
  - Update background
  - Update New social media icons in the "Follow Us" widget
  - Update colors for some buttons
  - o Update "Lightbox" layout
  - Update "Seating Charts" pages
  - Update "Parking" page
  - Update "Box Office" page

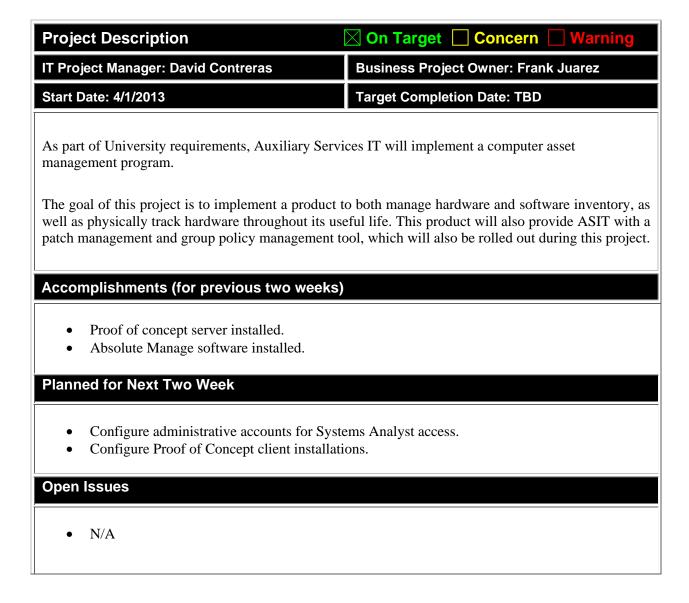
#### Open Issues

DNS changes may take up to 48 hours for everyone to see the new website.

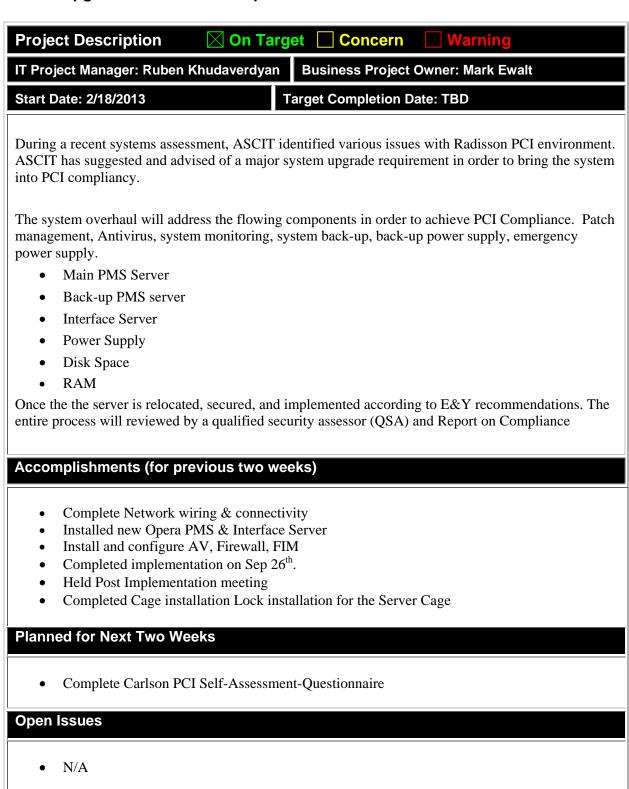
#### 12 HSP – Lil Galen Biometric Reader Installation



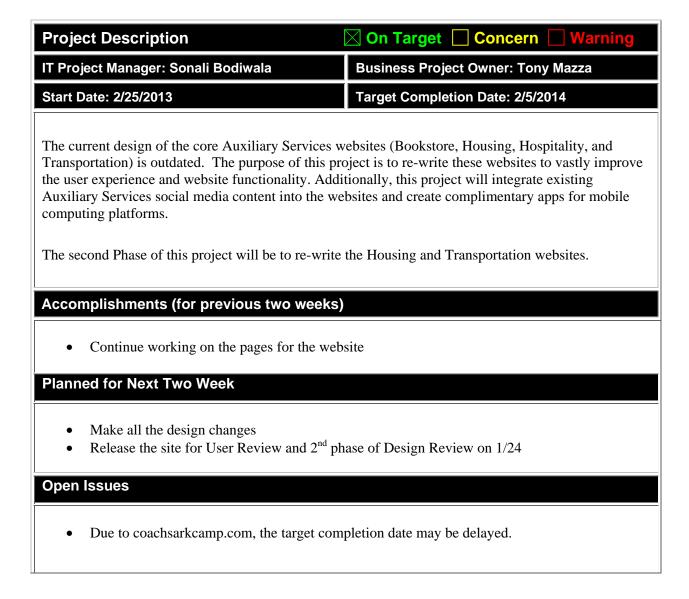
## 13 ASIT – Asset Management (Absolute Manage)



## 14 RAD – Upgrade Radisson in scope PCI hardware



## 15 SS - AS Business Unit Website NextGen Project - Transportation



## 16 SS - MS 365 Email Implementation



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.

Auxiliary Services has been identified as the 4<sup>th</sup> 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.

#### **Accomplishments (for previous two weeks)**

- Radisson exchange account migration
- Housing Admin exchange account migration

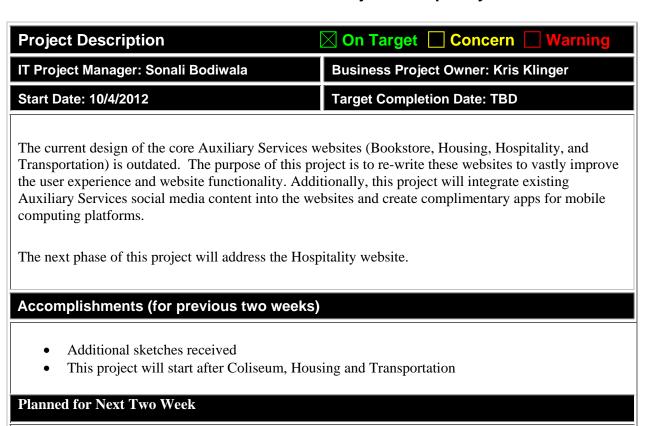
#### **Planned for Next Two Weeks**

- 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**

 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



• Once all sketches are received, USC Hospitality to work with Design Studio for designs (proofs) including changes to the Home Page

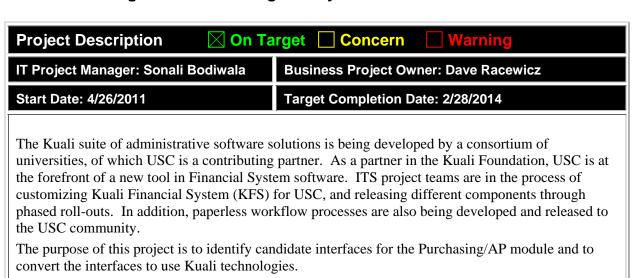
#### Open Issues

- 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	☑ On Target ☐ Concern ☐ Warning			
IT Project Manager: Ruben Khudaverdyan	Business Project Owner: Barb Sladeck			
Start Date: 11/1/2012	Target Completion Date: Q2			
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.  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				
Accomplishments (for previous two weeks)				
<ul> <li>Functionality testing by AS Payroll Department.</li> <li>Update Auxiliary Services Kronos Clocks with specs provided by Kronos team</li> <li>Update Auxiliary Services web users with new version of Java provided by the Kronos team</li> <li>Update Auxiliary Services Kronos Clocks with specs provided by Kronos team</li> <li>Kronos team has implemented SP to address the latest release of Java application</li> </ul>				
Planned for Next Two Week				
Pending additional information from Payroll				
Open Issues				
• N/A				

## 19 SS – Accounting Kuali Purchasing/AP Payment Interfaces



#### **Accomplishments (for previous two weeks)**

- Hospitality is live with the new Kuali Bulk Payment process.
- ITS is having problems processing the bookstore files. ITS is reviewing what changes they need to make on their side.

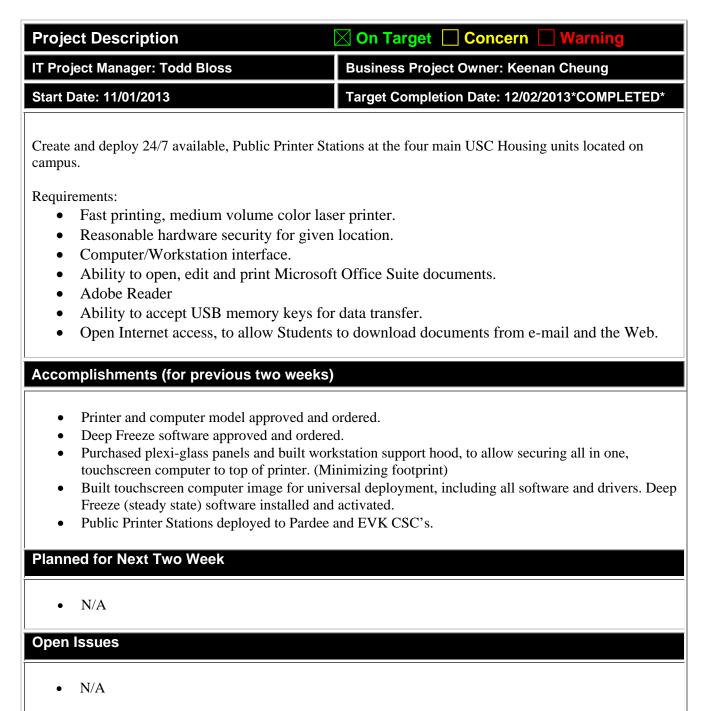
#### Planned for Next Two Weeks

• Waiting on ITS

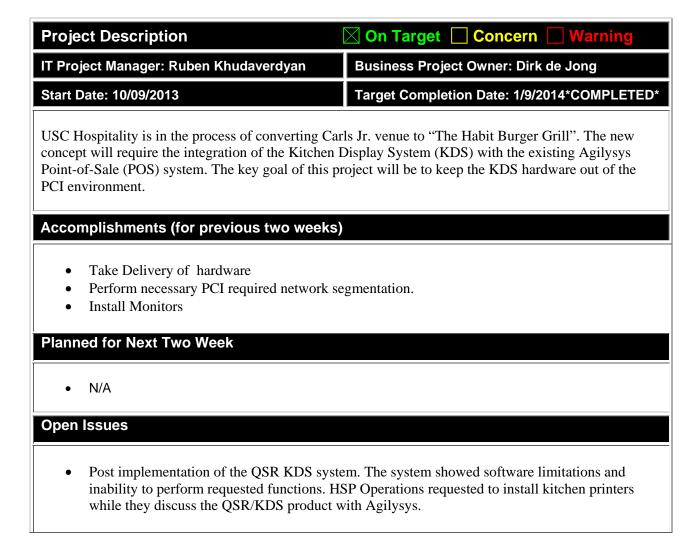
#### **Open Issues**

- ITS Issues with the Kuali process
- ITS also has an issue with the Cognos report where Cognos report is not showing the correct information.

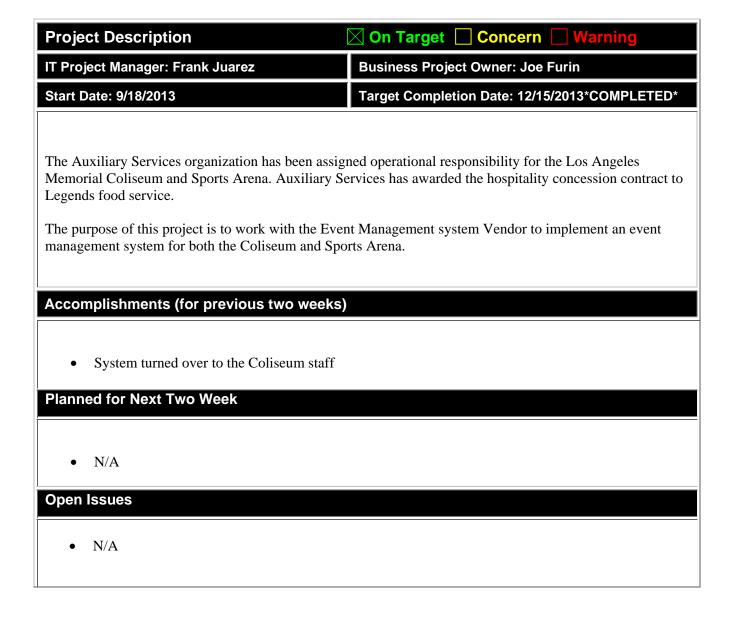
# 20 Housing Public Printer Station



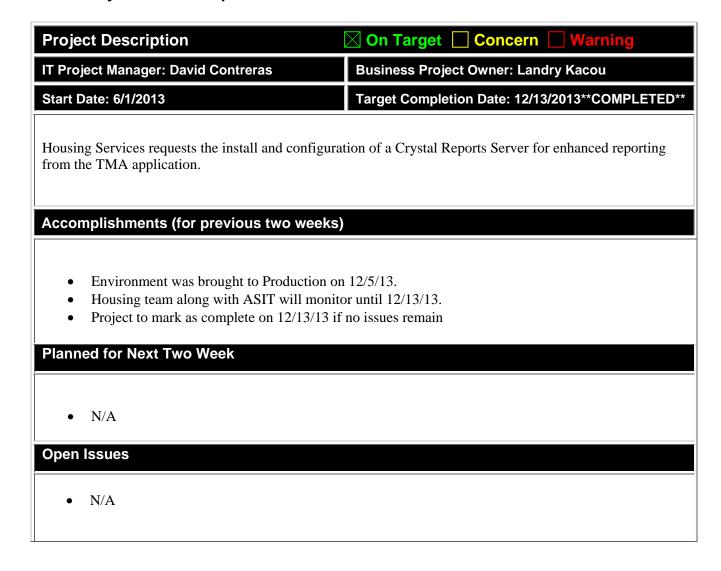
## 21 HSP - Agilysys KDS/KIS Interface Implementation



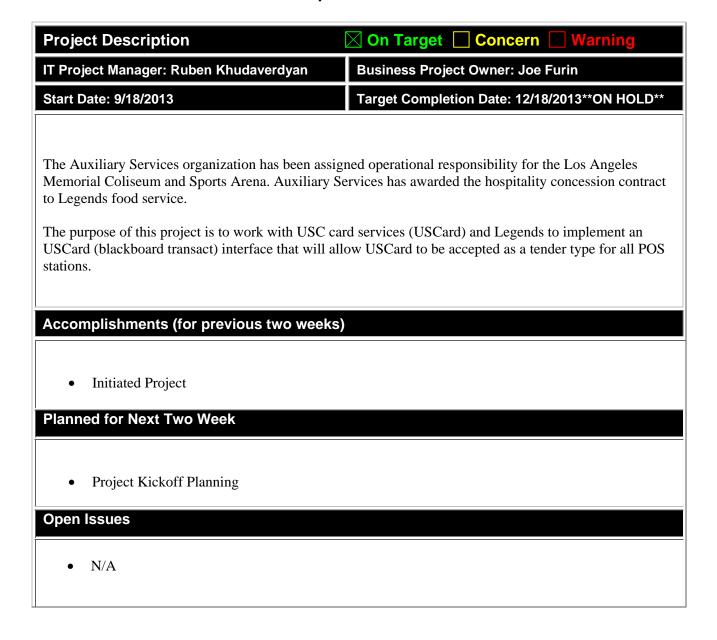
## 22 COL - Event Management System



## 23 HOU - Crystal Server Implementation



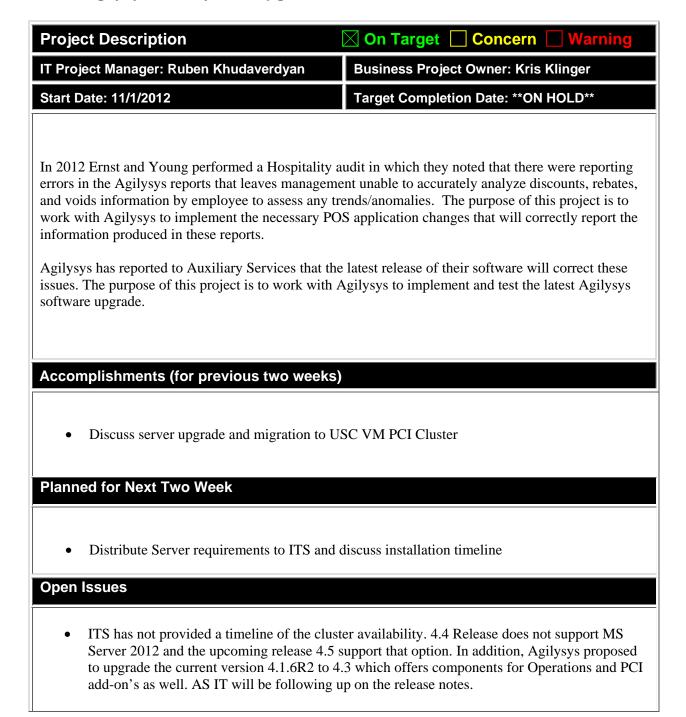
## 24 COL - Coliseum USCard Interface Implementation



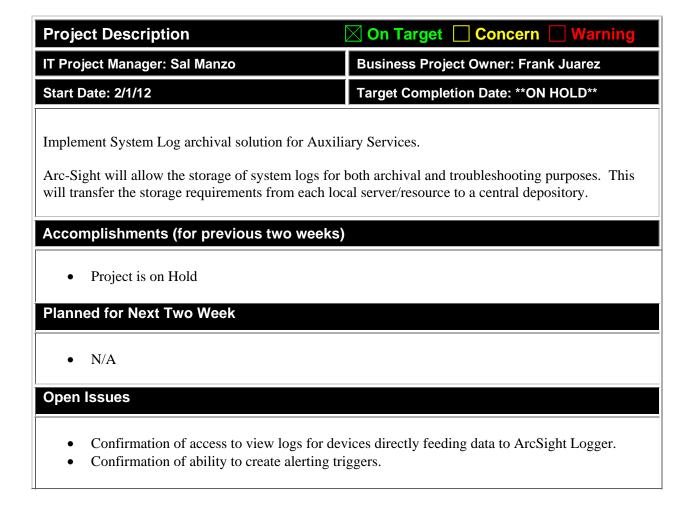
# 25 HSP – Catering Website Phase II

Project Description On Target	□ Concern			
IT Project Manager: Ruben Khudaverdyan	Business Project Owner: Erika Chesley			
Start Date: 8/15/2012	Target Completion Date: **ON HOLD**			
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 extermely laborintensive.  A major component of the new system wll 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.  This project will be broken to 2 phases.  Phase I: Design, program and launch the website with only Internal Requisition and cash as available tenders.  Phase II: Validate PCI Certification, implement according to PCI-DSS-PA Standards and enable processing				
of credit cards.	uko)			
<ul> <li>Launch Phase I</li> <li>Gather PCI related information</li> <li>Validate CaterTrax HOP solution</li> <li>Request 3<sup>rd</sup> party processor (Mercury Solutions) Report on Compliance Report (ROC)</li> <li>Schedule a conference call with USC/Mercury/CaterTrax and resolve outstanding issues.</li> </ul>				
Planned for Next Two Week				
<ul><li>USC Purchasing/Legal Review</li><li>Sign-off</li></ul>				
Open Issues				
• N/A				

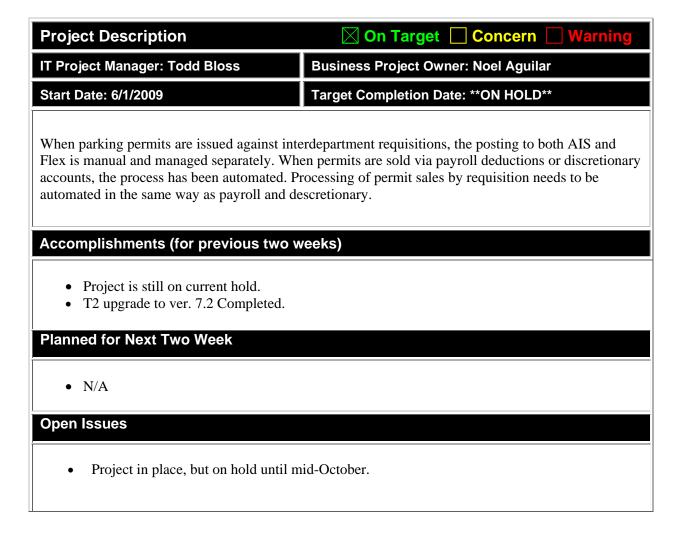
# 26 HSP - Agilysys POS System Upgrade



## 27 ASCIT – Arc-Sight Log Depository Implementation



## 28 TSP - Flex/AIS Integration for Internal Requisitions



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# 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 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	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	<u>Protect</u> 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