

Bi-Weekly Project Status Report 1/31/2014 – 2/14/2014

Submitted by Auxiliary Services, IT

Submitted On 2/14/2014

Page 2

TABLE OF CONTENTS

	TABLE OF CONTENTS	
In 1	Discovery Discovery Project Summary	3
	Poject Summary Active Project Summary	7
	e cently Initiated RAD - Zendesk Work Order for Maintenance	8
4 5 6 7 8 9 10 11 12 13 14 15 16	RAD - Elevator Information Screens HOU - Housing Meeting Room Reservation BKS - USC Flower Shop Upgrade COL - Upgrade Coliseum Back Office Network Infrastructure HOU - WAMS Server Implementation Phase II HOU - Housing Web Site Phase II Enhancements AS - PCI Qualified Security Assessor (QSA) Review COL - New Website for Coliseum (Phase I) HSP - Lil Galen Biometric Reader Installation ASIT - Asset Management (Absolute Manage) RAD - Upgrade Radisson in scope PCI hardware SS - AS Business Unit Website NextGen Project - Transportation SS - MS 365 Email Implementation HSP - AS Business Unit Website NextGen Project - Hospitality SS - Accounting Kuali Purchasing/AP Payment Interfaces	9 10 11 12 13 14 15 16 17 18 19 20 21 22 23
19 20	ompleted ATH – New website coachsarkcamp.com – Phase 1 COL – Sports Arena Desktop Support Implementation HR – KRONOS Meal Break Attestation System Upgrade (7.0)	24 25 26
22 23 24 25	n Hold COL – Coliseum USCard Interface Implementation HSP – Catering Website Phase II HSP – Agilysys POS System Upgrade ASCIT – Arc-Sight Log Depository Implementation TSP – Flex/AIS Integration for Internal Requisitions	27 28 29 30 31
	rchived Project Summary Archived Project Summary	32

Page 3

1 Discovery Project Summary

Priority	Project Name	Requestor	Description
1	TSP – Campus Cruiser Tony Mazza Server Virtualization		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			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

Page 4

Research	TSP – Automate DART		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

Page 6

TBD	IT – Create a new website	Frank Juarez	New website for IT
	for IT Portal		The weedshe for II
TBD	Design Studio – Create a new website for Design Studio	Sam Carter	New website for Design Studio
TBD	ATH – Update the website to offer Strength and Conditioning Clinic together with Summer Camps	Jeff Fucci	Phase 2 for coachsarkcamp.com
TBD	UCP – XANEDU Integration	David Akwimbi	Integrate XANEDU with UCP
TBD	TSP – IVR Project	Tony Mazza	Restore functionality to Transportation IVR
TBD	ACCT – Replace CAPS BD Bulk Payment Process in Greg Laporte CBORD		As CBORD will replace CAPS, implement bulk payment process in CBORD.
TBD	BKS – Custom Banners	Dan Archer	Update bookstore website to offer custom banners from FedEx
TBD	BKS – Background Images	Dan Archer	Replace background images for the bookstore website
TBD	COL – Transition Coliseum merchant provider to Elavon	Anjeanette Arakawa	Transition all existing Coliseum Merchant ID's to USC Aux Services and determine if the existing VeriFone hardware is compatible with USC's Service Provider Elavon.
TBD	HOU – IRIS Registration/CP Integration	Heidi Scribner	Integrate existing Summer Conference Program (CP) with IRIS Registration module from CP that will allow guest to reserve rooms and pay online using their credit cards for their summer stay at USC Housing.
TBD	COL – PCI Compliance	Joe Furin	Assess the current state of PCI compliance and implement the necessary infrastructure and controls according to PCI-DSS Guidelines
TBD	COL -		

Page 7

2 Active Project Summary

Project	Project Name	Status	Assessment
3	Radisson Hotel Zendesk Work Order	On Target	Next Milestone – Installation
	for Maintenance		Target Project Completion Date – 4/30/2014
4	RAD – Radisson Hotel Elevator	Warning	Next Milestone – Installation
	Information Screens		Target Project Completion Date – 12/24/2013
5	HOU – Housing Meeting Room	On Target	Next Milestone – Review
	Reservation		Target Project Completion Date – 2/19/2014
6	BKS – USC Flower Shop Upgrade	On Target	Next Milestone – Development
	BKS – OSC Flower Shop Opgrade		Target Project Completion Date – 2/28/2014
7	COL –Upgrade Coliseum Back Office	On Target	Next Milestone – Testing
	Network Infrastructure		Target Project Completion Date – 2/28/2014
8	HOU – WAMS Server Implementation	Warning	Next Milestone – Implementation
	Phase II		Target Project Completion Date – 11/30/2013
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 – Development
	(Phase I)		Target Project Completion Date – TBD
12	HSP – Lil Galen Biometric Reader	Warning	Next Milestone – Installation
	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 – 2/28/2014
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 – TBD
	SS – Accounting Kuali Purchasing/AP		Next Milestone – Review
18	Payment Interfaces	On Target	Target Project Completion Date – 2/28/2014
	1 ayment interfaces		0 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -

3 RAD - Zendesk Work Order for Maintenance



Radisson Hotel wants a work order system set up for maintenance group. This will track all work maintenance work relating to hotel and meeting rooms, hotel building maintenance and items related to Rosso's and McKay's restaurants and kitchen. Radisson would like the WO to provide reports on a needed basis. This will be the main entry point for anyone within the Radisson organization to submit tickets for any maintenance fixes.

Accomplishments (for previous two weeks)

- IT members (Richard, Basman and David Contreras) met with Deepal regarding Work Order system needs.
- Deepal provided categories needed for Zendesk.
- Basman is our technical lead and is designing test WO site using criteria provided by Deepal.
- Deepal, Basman and Richard met to discuss progress of current test site and needed tweaks.

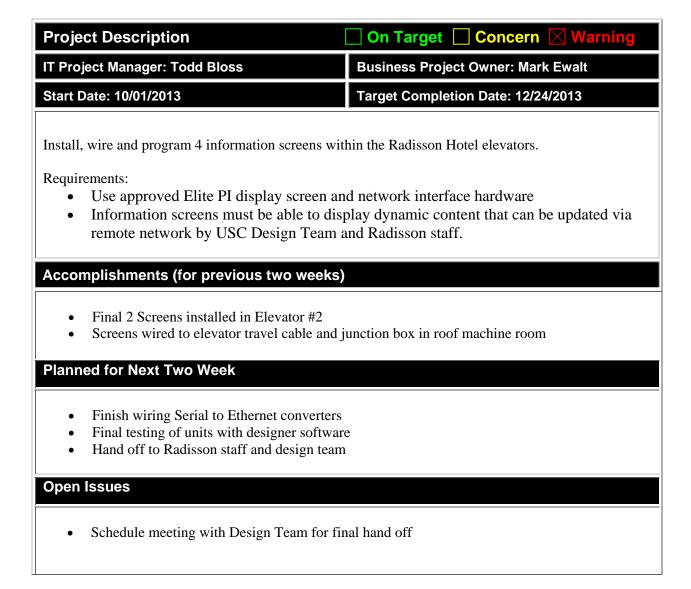
Planned for Next Two Week

- After last week review of current test site, Basman will re-organize site with specific searches functionality.
- Basman will add sub-category based on needs for Hotel Room, Meeting Room and common areas.
- Re-fine look and feel of website, such as colors and layout.
- Once adjustments are made, IT and Deepal will meet to review.

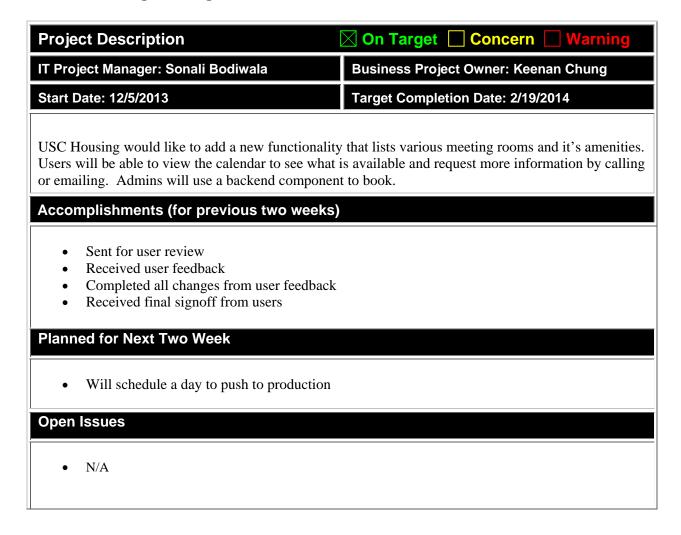
Open Issues

- Zendesk WO site is in testing mode, Basman is adjusting site.
- Re-fine sub-category (when Hotel Room is selected only category related should show; do the same for Meeting Rooms, Kitchen and other common areas.

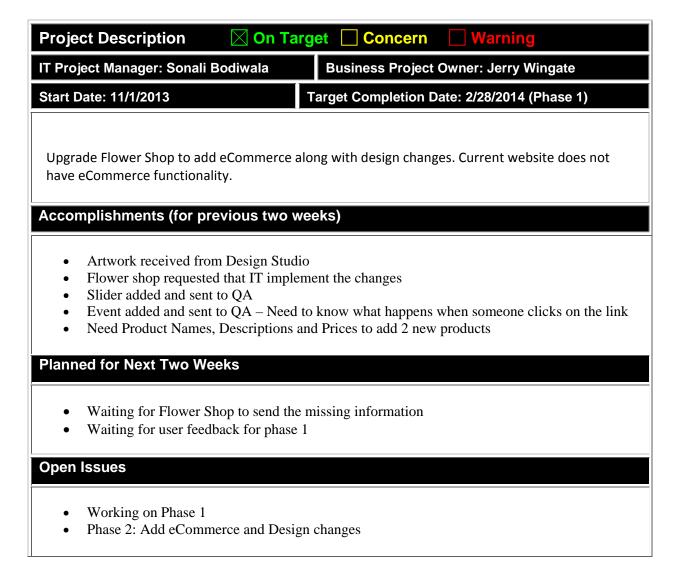
4 RAD - Elevator Information Screens



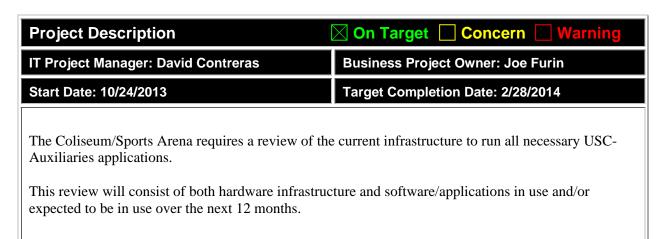
5 HOU – Housing Meeting Room Reservation



6 BKS – USC Flower Shop Upgrade



7 COL – Upgrade Coliseum Back Office Network Infrastructure



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)
- ASIT to shadow Coliseum Chief Financial Officer's Computer use and make any necessary recommendations. Completed ASIT/Coliseum staff working on remediations
- Assist Derek Thatcher with distribution list creation with ITS Sympa tool. Continuing
- ASIT Service Desk Kickoff/Training Meetings were completed. All Coliseum/Sports Arena staff will go to ASIT Service Desk for IT Support needs effective, Monday, February 03, 2014

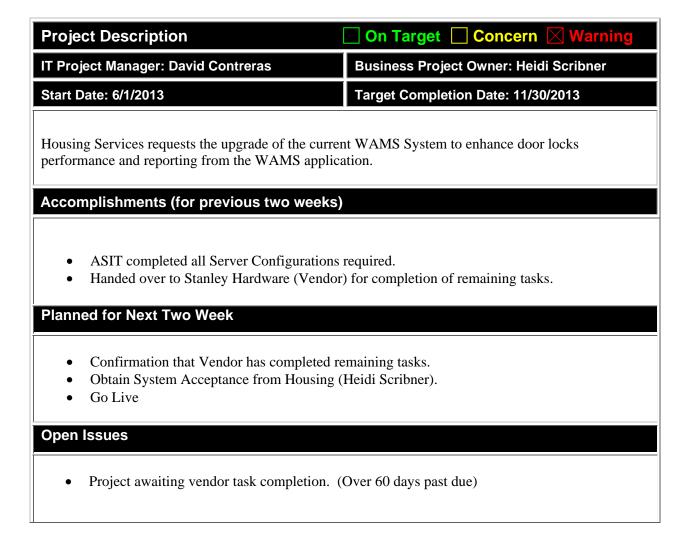
Planned for Next Two Week

- 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
- DAS requirement gathering will be conducted with Derek Thatcher and team.

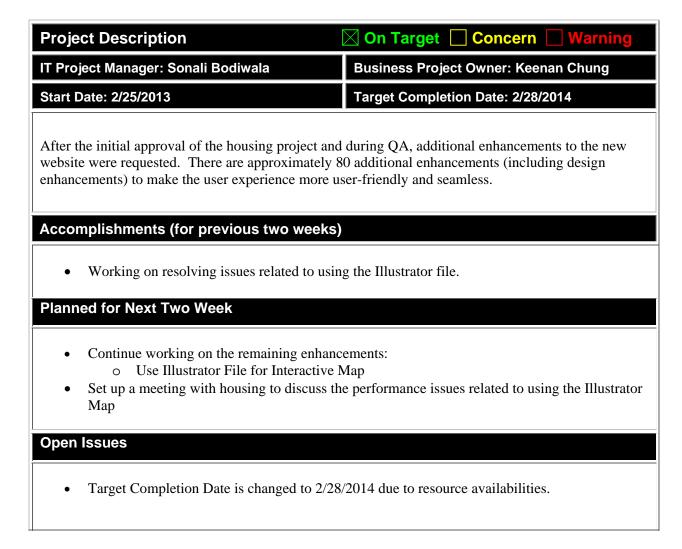
Open Issues

• N/A

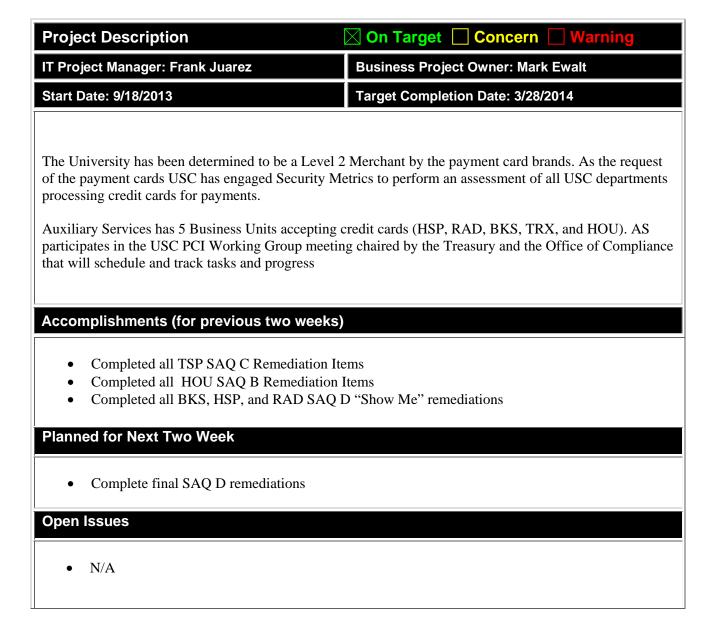
8 HOU – WAMS Server Implementation Phase II



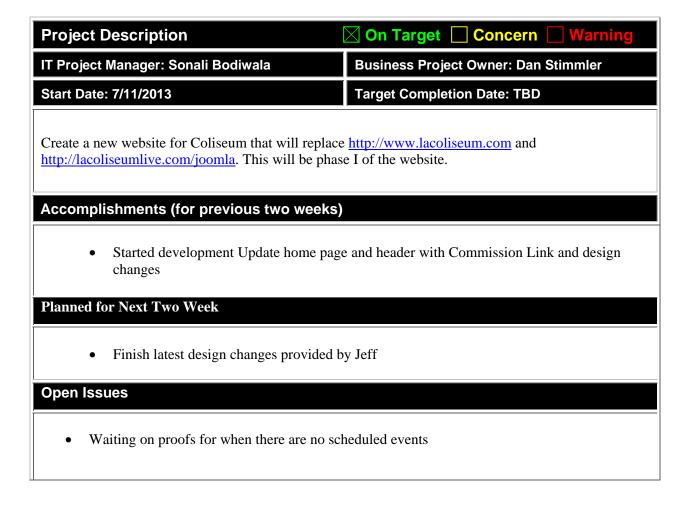
9 HOU - Housing Web Site Phase II Enhancements



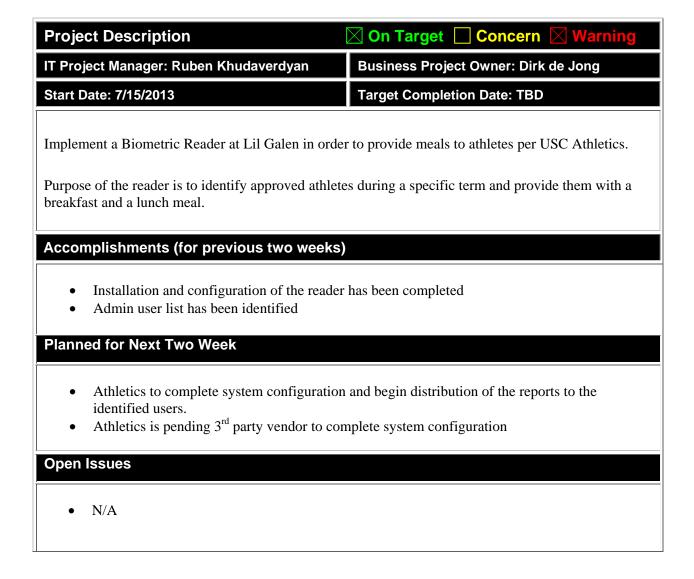
10 AS - PCI Qualified Security Assessor (QSA) Review



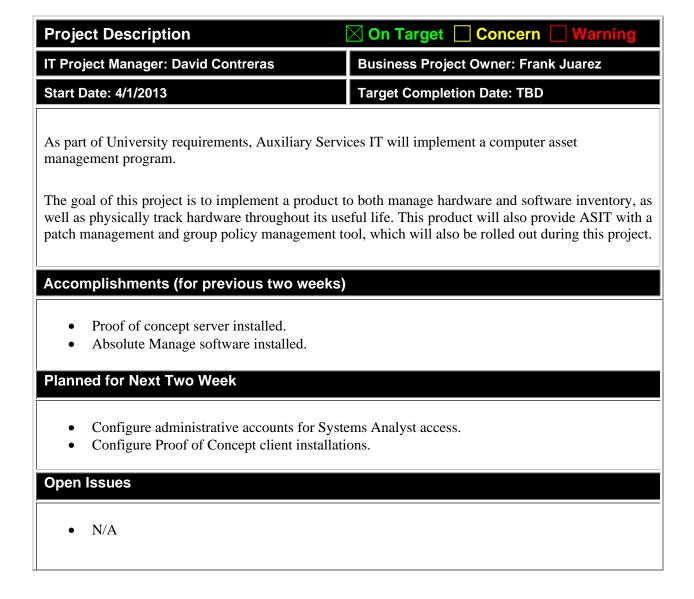
11 COL – New Website for Coliseum (Phase I)



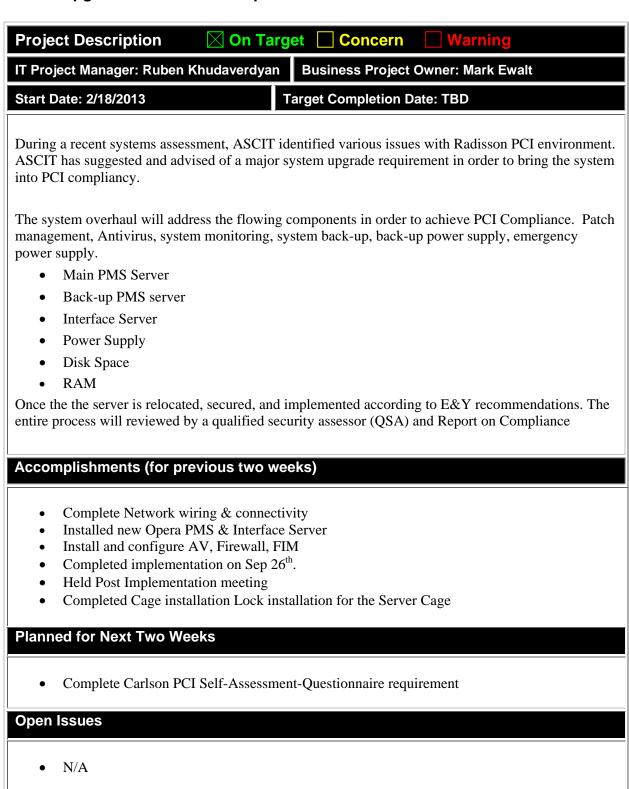
12 HSP – Lil Galen Biometric Reader Installation



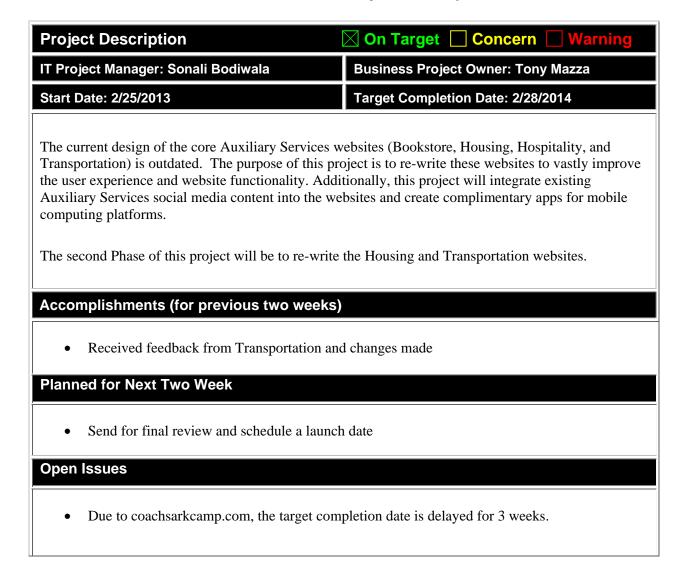
13 ASIT – Asset Management (Absolute Manage)



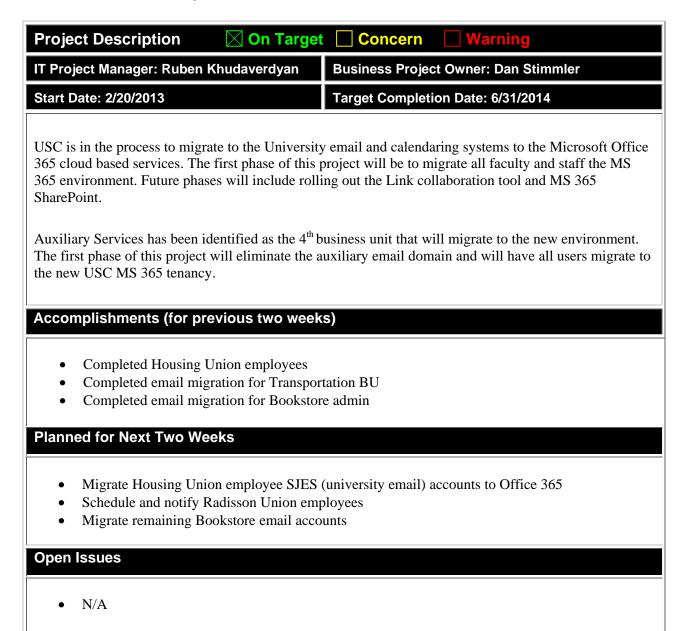
14 RAD – Upgrade Radisson in scope PCI hardware



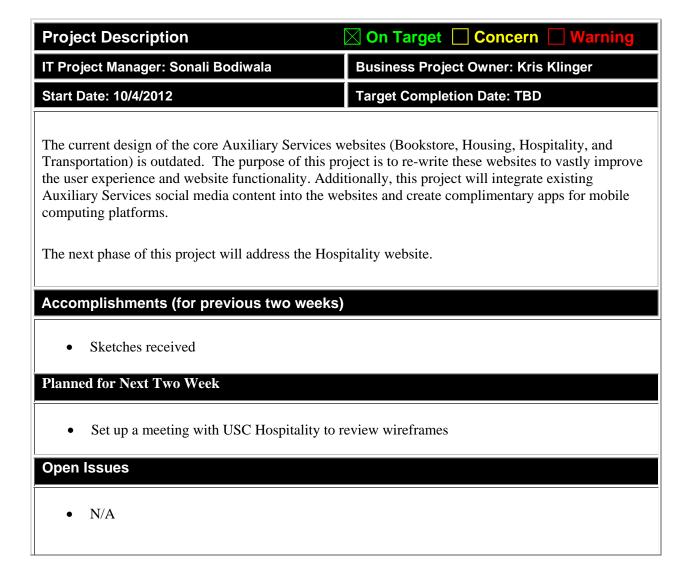
15 SS - AS Business Unit Website NextGen Project - Transportation



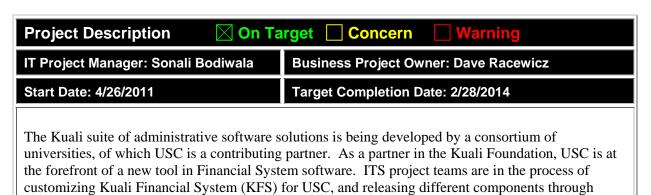
16 SS – MS 365 Email Implementation



17 HSP - AS Business Unit Website NextGen Project - Hospitality



18 SS – Accounting Kuali Purchasing/AP Payment Interfaces



The purpose of this project is to identify candidate interfaces for the Purchasing/AP module and to convert the interfaces to use Kuali technologies.

phased roll-outs. In addition, paperless workflow processes are also being developed and released to

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

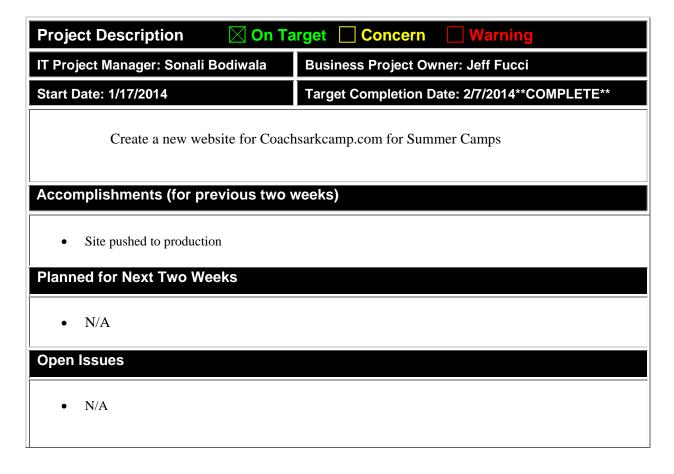
• Waiting on ITS

the USC community.

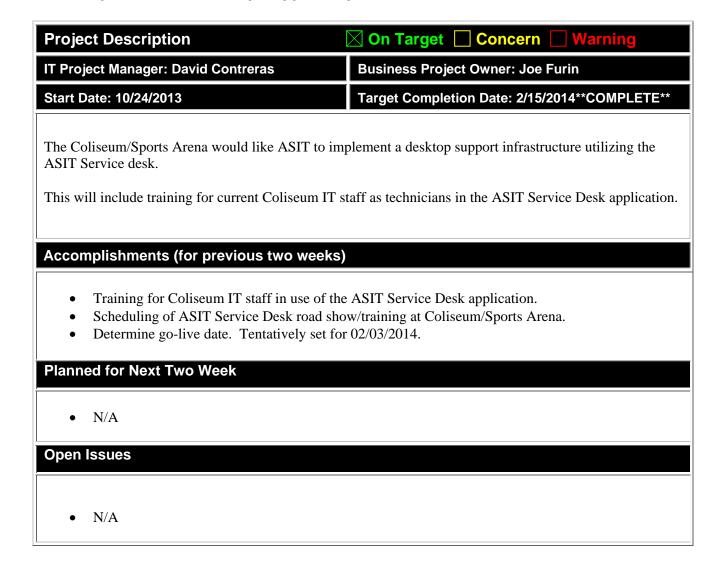
Open Issues

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

19 ATH - New website coachsarkcamp.com - Phase 1



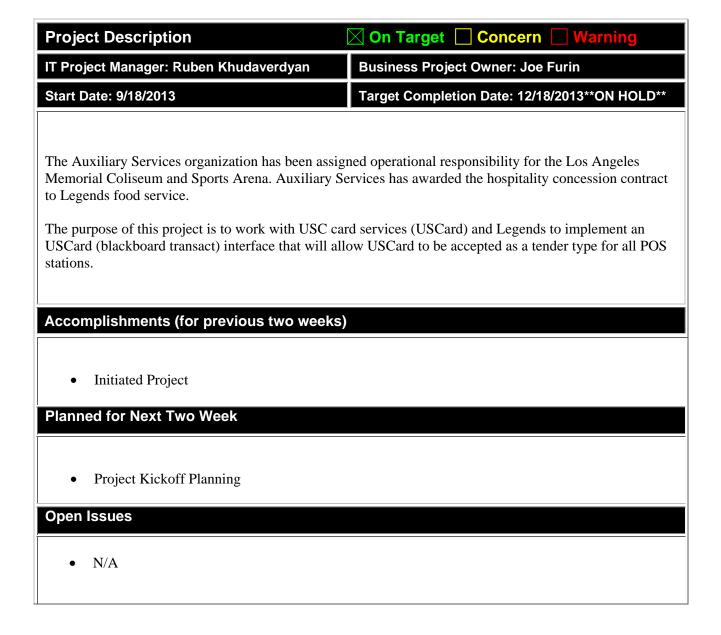
20 COL - Sports Arena Desktop Support Implementation



21 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**COMPLETE**			
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)				
 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				
• N/A				
Open Issues				
• N/A				

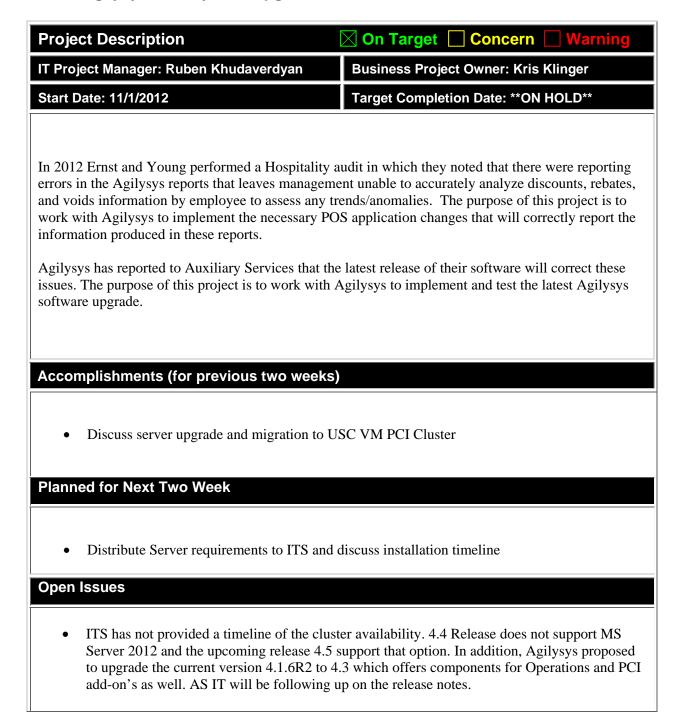
22 COL - Coliseum USCard Interface Implementation



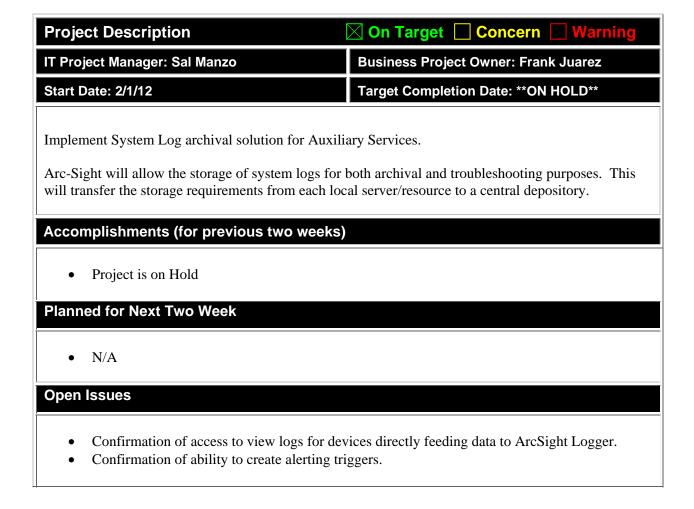
23 HSP – Catering Website Phase II

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. Accomplishments (for previous two wee	rks)			
 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				
USC Purchasing/Legal ReviewSign-off				
Open Issues				
• N/A				

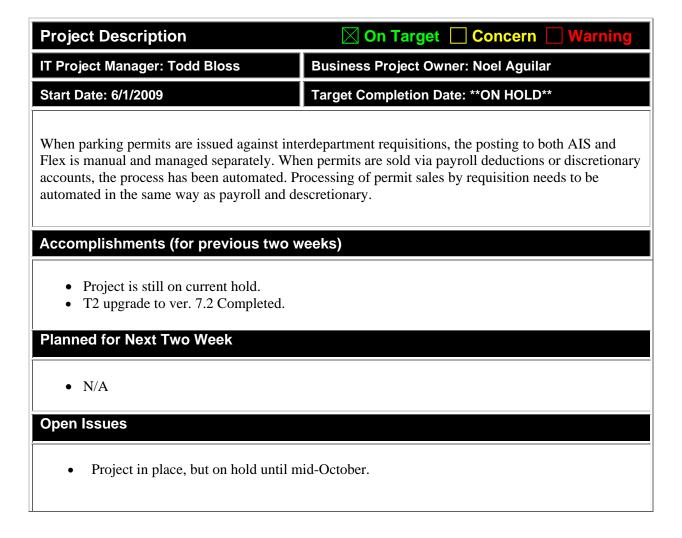
24 HSP - Agilysys POS System Upgrade



25 ASCIT - Arc-Sight Log Depository Implementation



26 TSP - Flex/AIS Integration for Internal Requisitions



Page 32

27 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
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