



Bi-Weekly Project Status Report
2/28/2014 – 3/14/2014

Submitted by Auxiliary Services, IT

Submitted On 3/14/2014

TABLE OF CONTENTS**In Discovery**

1	Discovery Project Summary	3
---	---------------------------	---

Project Summary

2	Active Project Summary	6
---	------------------------	---

Recently Initiated

3	HOU – CP IRIS Registration Implementation	7
4	COL – Transition Coliseum & Sports Arena Merchant Services to Elavon	8
5	COL – Legends POS PCI Compliance	9
6	COL – Ticket Office PCI Compliance	10

In Flight

7	RAD - Zendesk Work Order for Maintenance	11
8	RAD - Elevator Information Screens	12
9	COL – Upgrade Coliseum Back Office Network Infrastructure	13
10	HOU – WAMS Server Implementation Phase II	14
11	HOU - Housing Web Site Phase II Enhancements	15
12	AS – PCI Qualified Security Assessor (QSA) Review	16
13	COL – New Website for Coliseum (Phase I)	17
14	ASIT – Asset Management (Absolute Manage)	18
15	RAD – Upgrade Radisson in scope PCI hardware	19
16	SS - AS Business Unit Website NextGen Project - Transportation	20
17	SS – MS 365 Email Implementation	21
18	HSP - AS Business Unit Website NextGen Project – Hospitality	22
19	SS – Accounting Kualii Purchasing/AP Payment Interfaces	23

On Hold

24	COL – Coliseum USCard Interface Implementation	24
25	HSP – Catering Website Phase II	25
26	HSP – Agilysys POS System Upgrade	26
27	ASCIT – Arc-Sight Log Depository Implementation	27
28	TSP – Flex/AIS Integration for Internal Requisitions	28

Archived Project Summary

29	Archived Project Summary	29
----	--------------------------	----

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	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	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	Update AS BU Hosted Order Pages with CyberSource Secure Acceptance connections (BKS, HOU, UCP, GH, ATH Camp)	Frank Juarez	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	UCP – XANEDU Integration	David Akwimbi	Integrate XANEDU with UCP
TBD	TSP – IVR Project	Tony Mazza	Restore functionality to Transportation IVR
TBD	ACCT – Replace CAPS Bulk Payment Process in CBORD	Greg Laporte	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	BKS – eCommerce for USC Flower Shop	Dan Archer/Jerry Wingate	Add eCommerce functionality to USC Flower Shop website
TBD	BKS – eRATEX Upgrade	Dan Archer	eRATEX Upgrade

2 Active Project Summary

Project	Project Name	Status	Assessment
3	HOU – CP IRIS Registration Implementation	On Target	Next Milestone – Development Target Project Completion Date – TBD
4	COL - Transition Coliseum Merchant Services to Elavon	On Target	Next Milestone – Development Target Project Completion Date – TBD
5	COL – Legends POS PCI Compliance	On Target	Next Milestone – Development Target Project Completion Date – 10/1/2014
6	COL – Ticket Office PCI Compliance	On Target	Next Milestone – Development Target Project Completion Date – 10/1/2014
7	RAD – Zendesk Work Order for Maintenance	On Target	Next Milestone – Implementation Target Project Completion Date – 4/30/2014
8	RAD – Elevator Information Screens	Warning	Next Milestone – Sign-Off Target Project Completion Date – 12/24/2013
9	COL –Upgrade Coliseum Back Office Network Infrastructure	On Target	Next Milestone – Testing Target Project Completion Date – 3/21/2014
10	HOU – WAMS Server Implementation Phase II	Warning	Next Milestone – Implementation Target Project Completion Date – 11/30/2013
11	HOU – Housing Web Site Phase II Enhancements	On Target	Next Milestone – Development Target Project Completion Date – 3/31/2014
12	AS – PCI Qualified Security Assessor (QSA) Review	On Target	Next Milestone – Sign-Off Target Project Completion Date – 3/28/2014
13	COL – New Website for Coliseum (Phase I)	On Target	Next Milestone – Development Target Project Completion Date – TBD
14	ASIT – Asset Management (Absolute Manage)	On Target	Next Milestone – Installation Target Project Completion Date – TBD
15	RAD – Upgrade Radisson in scope PCI hardware	On Target	Next Milestone – Post Implementation Review Target Project Completion Date – TBD
16	SS – AS Business unit Website NextGen Project - Transportation	Concern	Next Milestone – Sign-Off Target Project Completion Date – 3/31/2014
17	SS – MS 365 Email Implementation	On Target	Next Milestone – Next Phase Implementation Target Project Completion Date – 6/31/2014
18	HSP – AS Business Unit Website NextGen Project Hospitality	On Target	Next Milestone – Development Target Project Completion Date – TBD
19	SS – Accounting Quali Purchasing/AP Payment Interfaces	On Target	Next Milestone – Review Target Project Completion Date – 3/31/2014

3 HOU – CP IRIS Registration 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: Keenan Cheung			
Start Date: 3/3/2014	Target Completion Date: TBD			
<p>The purpose of this project is to upgrade the existing Summer Conference Application CP to a newer version, CP6, which will allow guests to register and pay for their stay during the summer at a USC Housing Facility through a new web function called IRIS Registration.</p> <p>IRIS Registration is a web based application that is hosted in the Cloud by a Microsoft product, Azure. IRIS Registration has integrated with a hosted, PCI Compliant platform from CyberSource called “Secure Acceptance” which has replaced the traditional Hosted-Order-Page solution</p> <p>**PCI Component of this application will be reviewed with Treasury and Compliance Office’s as it will be in scope for next year’s external compliance validation.**</p>				
Accomplishments (for previous two weeks)				
<ul style="list-style-type: none"> Schedule Project Kick-Off Discuss technical integration and PCI Component of the application Completed Pre-Qualification Form 				
Planned for Next Two Week				
<ul style="list-style-type: none"> Treasury review and approval AS IT copy & send SQL database to Seattle Technologies 				
Open Issues				
<ul style="list-style-type: none"> N/A 				

4 COL – Transition Coliseum & Sports Arena Merchant Services to Elavon

Project Description <input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Ruben Khudaverdyan	Business Project Owner: Anjeanette Arakawa
Start Date: 2/24/2014	Target Completion Date: TBD
<p>During this transition, an assessment will be performed in order to determine the total number of Merchant IDs (MID) and Terminal IDs (TID) assigned to the Coliseum with the current service provider/processor, RBS World Pay. Once identified, the PMO will be working with Elavon through the Treasury Office to assign new MIDs for the Coliseum.</p> <p>In addition, the Coliseum has over two dozen Omni 3750 credit card terminals that they have purchased through RBS World Pay over the years that would need to be inspected by Elavon to determine compatibility and if a firmware upgrade will be necessary.</p> <p>If the terminals are not compatible or are out of support, a purchase of new terminals will be required to support the Ticketmaster sales through the ticket office and other venues where credit cards are accepted. (A separate project focusing on PCI Compliance of the Coliseum and the Sport Arena will be filed separately).</p> <p>**Note: The commission would like this transition to occur as soon as possible, but has not identified a deadline**</p> <p>**If transition does not occur on time, the MID can be revoked and the Coliseum will not have the ability to process credit cards**</p>	
Accomplishments (for previous two weeks)	
<ul style="list-style-type: none"> Identify Team members and schedule reoccurring meeting Meet with Treasury and discuss the project in detail 	
Planned for Next Two Week	
<ul style="list-style-type: none"> Complete Pre-Qualification form Treasury review and approval 	
Open Issues	
<ul style="list-style-type: none"> N/A 	

5 COL – Legends POS PCI Compliance

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: 3/3/2014	Target Completion Date: 10/1/2014			
<p>AS IT will assess the Payment Card Industry (PCI) Compliance of the current Point-of-Sale (POS) system provider, Legends, and hardware from NCR that is implemented at the USC Coliseum and Sports Arena. In addition, if necessary implement processes, procedures and or technical architecture required by the PCI-Counsel that is outlined in the PCI-Data Security Standards (DSS) document V 3.0.</p> <p>Self-Assessment-Questionnaire (SAQ) Level D V 3.0 will be utilized as a guide to evaluate the PCI Compliance of Legends implementation and the NCR hardware at the Coliseum and Sports Arena.</p>				
Accomplishments (for previous two weeks)				
<ul style="list-style-type: none"> Schedule Project Kick-Off Identify Team members and schedule reoccurring meeting 				
Planned for Next Two Week				
<ul style="list-style-type: none"> Schedule a face-to-face follow up Discuss roles and responsibilities 				
Open Issues				
<ul style="list-style-type: none"> N/A 				

6 COL – Ticket Office PCI Compliance

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: 2/24/2014	Target Completion Date: 10/1/2014
<p>AS IT will be evaluating the Payment Card Industry (PCI) Compliance of the Ticket Office credit card processing method at the Coliseum and the Sport Arena. During this assessment period, Ticket Office service level A-D will be determined, and based on the identified information, a PCI Data Security Standard (DSS) Self-Assessment-Questionnaire (SAQ) V 3.0 with corresponding level will be used to evaluate the Ticket Office credit card processing method.</p> <p>In addition, AS IT will review the existing server and hardware implementation by Ticketmaster and recommend a solution that will reduce the overall PCI exposure.</p> <p>Post assessment period, AS IT will implement processes, procedures, and/or technical infrastructure required by the PCI-Counsel to meet PCI Compliance.</p> <p>The areas in scope for this evaluation are the main Ticket Office located at the Sports Arena along with Gate 4 and Gate 19 located at the Coliseum.</p>	
Accomplishments (for previous two weeks)	
<ul style="list-style-type: none"> Schedule Project Kick-Off Identify Team members and schedule reoccurring meeting 	
Planned for Next Two Week	
<ul style="list-style-type: none"> Schedule a face-to-face meeting Discuss Ticketmaster implementation at the Sport Arena Discuss upgrades and system enhancements 	
Open Issues	
<ul style="list-style-type: none"> N/A 	

7 RAD - Zendesk Work Order for Maintenance

Project Description		<input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Richard Vuong		Business Project Owner: Deepal Jayasooriya	
Start Date: 01/29/2014		Target Completion Date: 4/1/2014	
<p>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.</p>			
Accomplishments (for previous two weeks)			
<ul style="list-style-type: none"> Upgraded current version of Zendesk to Enterprise version to get more features, needed for category search. Re-organized page by location, category and descriptions. Tested ticket inputting and reports. Re-fined look and feel of website, such as colors and layout. 			
Planned for Next Two Week			
<ul style="list-style-type: none"> Change colors, refine search and category selections. Test ticket submission and review agent's view. Continue to work on look and feel of website, such as colors and layout. Add any changes requested by Radisson and work toward completion and ready to launch. 			
Open Issues			
<ul style="list-style-type: none"> N/A 			

8 RAD - Elevator Information Screens

Project Description <input type="checkbox"/> On Target <input type="checkbox"/> Concern <input checked="" type="checkbox"/> Warning	
IT Project Manager: Todd Bloss	Business Project Owner: Mark Ewalt
Start Date: 10/01/2013	Target Completion Date: 2/24/2014
<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"> • Serial to Ethernet Converters online with assigned IP addresses. • Connection testing complete 	
Planned for Next Two Week	
<ul style="list-style-type: none"> • Schedule meeting with Design Team for final hand off 	
Open Issues	
<ul style="list-style-type: none"> • N/A 	

9 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: 3/28/2014	
<p>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.</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 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 • Kronos time clock testing on site at desired locations – Completed. Initial clock has been installed and is functioning. • Kronos time clock quotation validation – Completed. 			
Planned for Next Two Week			
<ul style="list-style-type: none"> • NAS (Networked Attached Storage) device purchase and reception. – with management Approved 3/18/14 • DAS requirement gathering will be conducted with Derek Thatcher and team. • Installation of 2nd Kronos time clock at Coliseum Yard House. 			
Open Issues			
<ul style="list-style-type: none"> • N/A 			

10 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 150 days past due) 			

11 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: 3/31/2014	
<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 3/31/2014 due to resource availabilities. 			

12 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"> Completed final SAQ D remediations 	
Planned for Next Two Week	
<ul style="list-style-type: none"> All remediations have been completed. This project will remain open until the formal compliance communication from Security Metrics has been completed. 	
Open Issues	
<ul style="list-style-type: none"> N/A 	

13 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: 4/30/2014	
<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"> • Sent for QA on ¾ • Received feedback from design review • Met with users to review the website 			
Planned for Next Two Week			
<ul style="list-style-type: none"> • Make changes related to the feedback from design review 			
Open Issues			
<ul style="list-style-type: none"> • Waiting for content • Waiting for user review 			

14 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 	

15 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"> • No tasks have been completed previously due to time needed to review PCI remediations 	
Planned for Next Two Weeks	
<ul style="list-style-type: none"> • Complete Carlson PCI Self-Assessment-Questionnaire requirement 	
Open Issues	
<ul style="list-style-type: none"> • N/A 	

16 SS - AS Business Unit Website NextGen Project - Transportation

Project Description <input type="checkbox"/> On Target <input checked="" 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: 3/31/2014
<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"> • Sent for 2nd (final) review on 2/21 • Received updated PDFs • Updated PDFs on the website 	
Planned for Next Two Week	
<ul style="list-style-type: none"> • Pending sign off from users • Waiting for a list of admin users and their functionalities 	
Open Issues	
<ul style="list-style-type: none"> • Since we have not received a final sign off, the target completion date is moved to 3/31/2014. 	

17 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"> Completed the migration of Hospitality Managers email accounts Completed the migration of Part I Hospitality Union Employees Completed the migration of Hospitality Staff employees 	
Planned for Next Two Weeks	
<ul style="list-style-type: none"> Schedule migration and notify Human Resources and Payroll employees Begin Phase II of this project and begin scheduling the transition of Organizational Accounts. 	
Open Issues	
<ul style="list-style-type: none"> N/A 	

18 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"> Met with the end users to review wireframes 			
Planned for Next Two Week			
<ul style="list-style-type: none"> Design Studio will send proof of 1-2 pages for each category to the end users for their review 			
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: 3/31/2014
<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 issues processing the Bookstore files. ITS is reviewing adjustments that they will need to make on their side. • Test files were submitted to ITS. • Additional bugs identified by ITS were fixed by RBS. Users working with NetOps group to establish access for RBS to “CSV dump” the files so Accounting can access them and export to Kualu. • SFTP server setup by NetOps on 3/13 and information was sent to RBS. SA group will make necessary changes, not RBS. 	
Planned for Next Two Weeks	
<ul style="list-style-type: none"> • Waiting on SA group to update VR process to connect to the SFTP server • Once VR process is changed, users will test 	
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. • Due to the issues with ITS and fixes required by RBS, the target completion date is changed to 3/31. 	

20 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 	

21 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 	

22 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. 			

23 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. 			

24 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 descretionary.</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. 			

25 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
N/P	Create/Update Commencement Website	Mark Ewalt	Create a new website or update the bookstore website to streamline ordering from Herf Jones for Commencement
N/P	BKS – Figueroa Press Rewrite	Mark Ewalt	Rewrite of Figueroa Press website.

