

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

Submitted by Auxiliary Services, IT

Submitted On 3/14/2014

Page 2

## **TABLE OF CONTENTS**

In Discovery  1 Discovery Project S	Summary	3
Project Summary		
2 Active Project Sum	mary	6
Recently Initiated		
	gistration Implementation	7
4 COL - Transition C	Coliseum & Sports Arena Merchant Services to Elavon	8
5 COL – Legends PC	S PCI Compliance	9
6 COL – Ticket Office	PCI Compliance	10
In Flight		
	ork Order for Maintenance	11
8 RAD - Elevator Info	ormation Screens	12
9 COL – Upgrade Co	oliseum Back Office Network Infrastructure	13
10 HOU - WAMS Ser	ver Implementation Phase II	14
•	eb Site Phase II Enhancements	15
	Security Assessor (QSA) Review	16
	te for Coliseum (Phase I)	17
	agement (Absolute Manage)	18
. •	adisson in scope PCI hardware	19
	Unit Website NextGen Project - Transportation	20
17 SS – MS 365 Emai	·	21
	S Unit Website NextGen Project – Hospitality	22
19 SS – Accounting K	uali Purchasing/AP Payment Interfaces	23
On Hold		
	SCard Interface Implementation	24
25 HSP – Catering We		25
26 HSP – Agilysys PC	, , ,	26
•	Log Depository Implementation	27
28 TSP – Flex/AIS Into	egration for Internal Requisitions	28
Archived Project Su	ımmary	
29 Archived Project Si	ummary	29

Page 3

# 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		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 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.

Page 4

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).

Page 5

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

Page 6

# 2 Active Project Summary

Project	Project Name	Status	Assessment
3	HOU – CP IRIS Registration	On Target	Next Milestone – Development
	Implementation		Target Project Completion Date - TBD
4	COL - Transition Coliseum Merchant	On Target	Next Milestone – Development
	Services to Elavon		Target Project Completion Date - TBD
5	COL – Legends POS PCI Compliance	On Target	Next Milestone - Development
	COL – Legends FOS FCI Compitance		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	On Target	Next Milestone – Implementation
	Maintenance		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	On Target	Next Milestone – Testing
	Network Infrastructure		Target Project Completion Date – 3/21/2014
10	HOU – WAMS Server Implementation	Warning	Next Milestone – Implementation
	Phase II		Target Project Completion Date – 11/30/2013
11	HOU – Housing Web Site Phase II	On Target	Next Milestone - Development
	Enhancements		Target Project Completion Date – 3/31/2014
12	AS – PCI Qualified Security Assessor	On Target	Next Milestone - Sign-Off
	(QSA) Review		Target Project Completion Date – 3/28/2014
13	COL – New Website for Coliseum	On Target	Next Milestone - Development
	(Phase I)		Target Project Completion Date – TBD
14	ASIT – Asset Management (Absolute	On Target	Next Milestone – Installation
	Manage)		Target Project Completion Date – TBD
15	RAD – Upgrade Radisson in scope	On Target	Next Milestone - Post Implementation Review
	PCI hardware		Target Project Completion Date – TBD
16	SS – AS Business unit Website	Concern	Next Milestone – Sign-Off
	NextGen Project - Transportation		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	On Target	Next Milestone – Development
	NextGen Project Hospitality	<u> </u>	Target Project Completion Date – TBD
	SS – Accounting Kuali Purchasing/AP		Next Milestone – Review
19	Payment Interfaces	On Target	Target Project Completion Date – 3/31/2014
	1 ayment interfaces	<u> </u>	

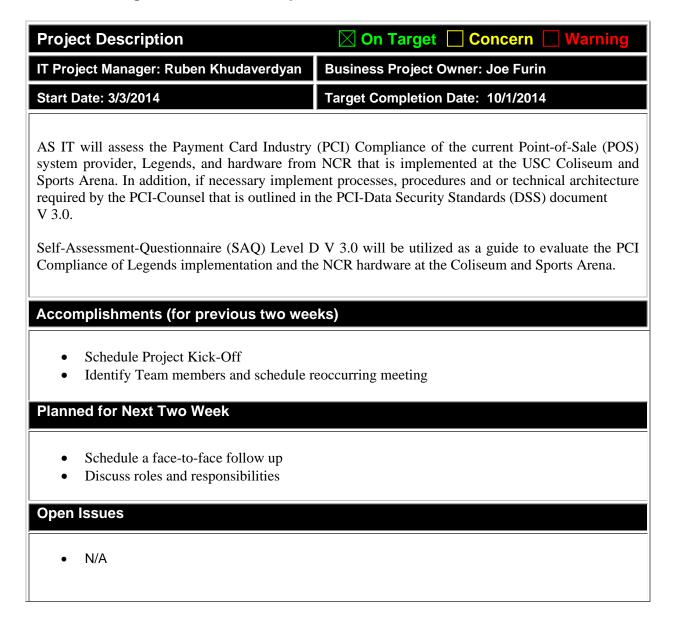
# 3 HOU – CP IRIS Registration Implementation

Project Description	On Target Concern Warning		
IT Project Manager: Ruben Khudaverdyan	Business Project Owner: Keenan Cheung		
Start Date: 3/3/2014	Target Completion Date: TBD		
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.			
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			
**PCI Component of this application will be re scope for next year's external compliance valida	viewed with Treasury and Compliance Office's as it will be in tion.**		
Accomplishments (for previous two week	ks)		
<ul> <li>Schedule Project Kick-Off</li> <li>Discuss technical integration and PCI Component of the application</li> <li>Completed Pre-Qualification Form</li> </ul>			
Planned for Next Two Week			
<ul> <li>Treasury review and approval</li> <li>AS IT copy &amp; send SQL database to Sea</li> </ul>	attle Technologies		
Open Issues			
• N/A			

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

Project Description	On Target Concern Warning		
IT Project Manager: Ruben Khudaverdyan	Business Project Owner: Anjeanette Arakawa		
Start Date: 2/24/2014	Target Completion Date: TBD		
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.			
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.			
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).			
**Note: The commission would like this transiti a deadline**	ion to occur as soon as possible, but has not identified		
**If transition does not occur on time, the MII ability to process credit cards**	can be revoked and the Coliseum will not have the		
Accomplishments (for previous two weeks)			
<ul> <li>Identify Team members and schedule reoccurring meeting</li> <li>Meet with Treasury and discuss the project in detail</li> </ul>			
Planned for Next Two Week			
<ul> <li>Complete Pre-Qualification form</li> <li>Treasury review and approval</li> </ul>			
Open Issues			
• N/A			

## 5 COL – Legends POS PCI Compliance



#### 6 COL - Ticket Office PCI Compliance



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.

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.

Post assessment period, AS IT will implement processes, procedures, and/or technical infrastructure required by the PCI-Counsel to meet PCI Compliance.

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.

## Accomplishments (for previous two weeks)

- Schedule Project Kick-Off
- Identify Team members and schedule reoccurring meeting

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

- Schedule a face-to-face meeting
- Discuss Ticketmaster implementation at the Sport Arena
- Discuss upgrades and system enhancements

#### **Open Issues**

N/A

#### 7 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)**

- 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.

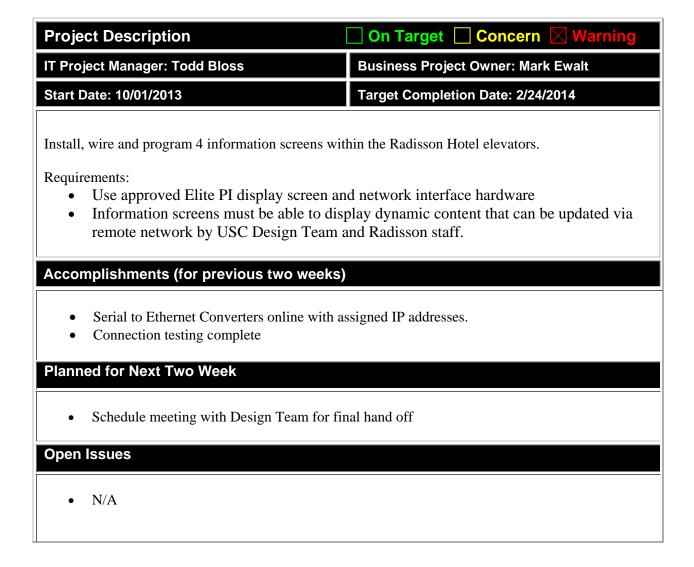
#### **Planned for Next Two Week**

- 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

N/A

#### 8 RAD - Elevator Information Screens



## 9 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)
- 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.

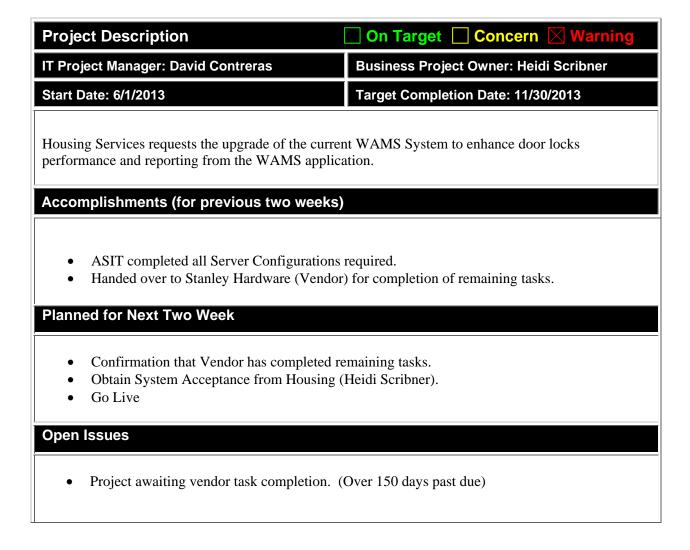
#### **Planned for Next Two Week**

- 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 2<sup>nd</sup> Kronos time clock at Coliseum Yard House.

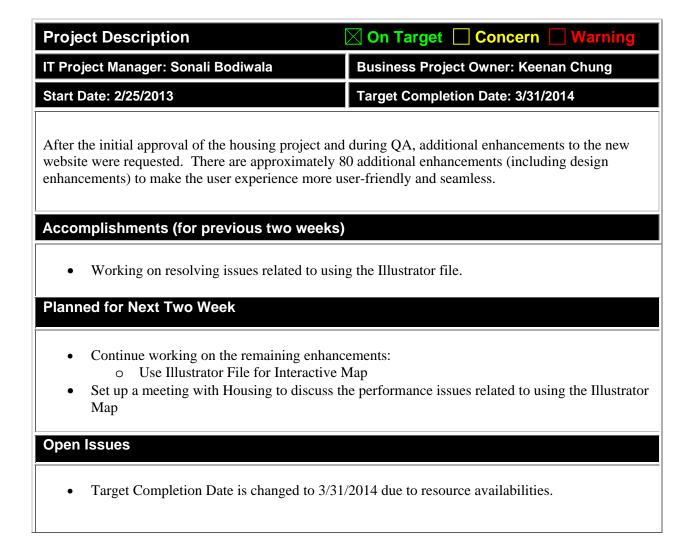
#### **Open Issues**

N/A

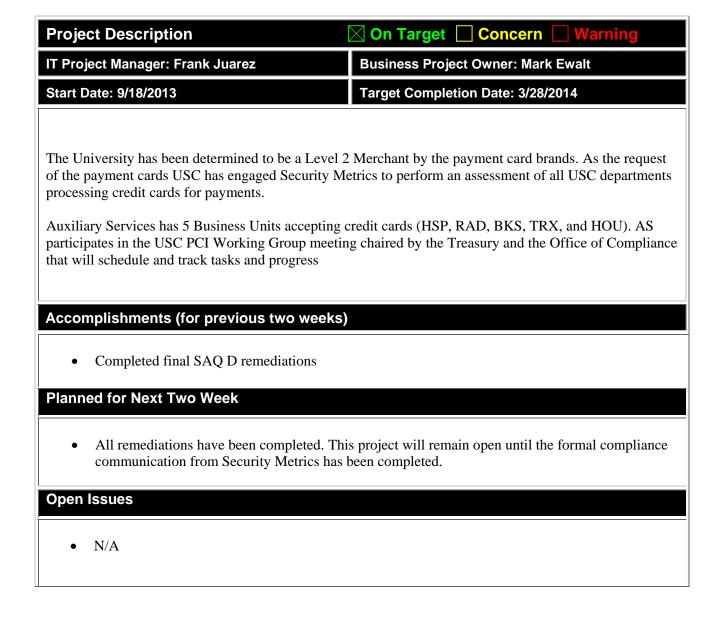
#### 10 HOU – WAMS Server Implementation Phase II



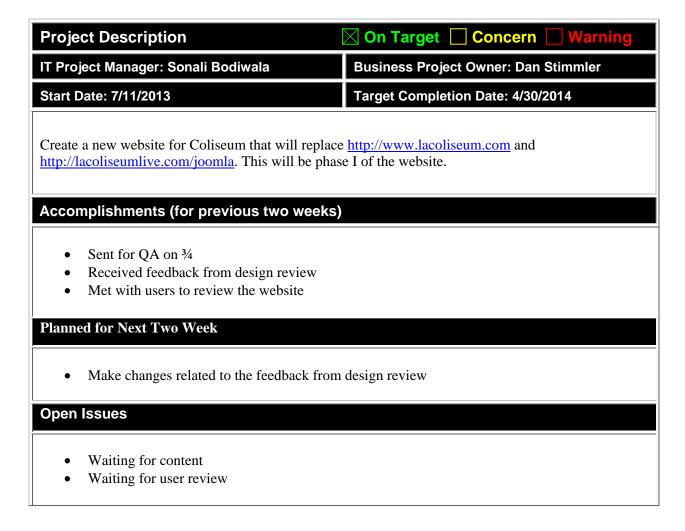
## 11 HOU - Housing Web Site Phase II Enhancements



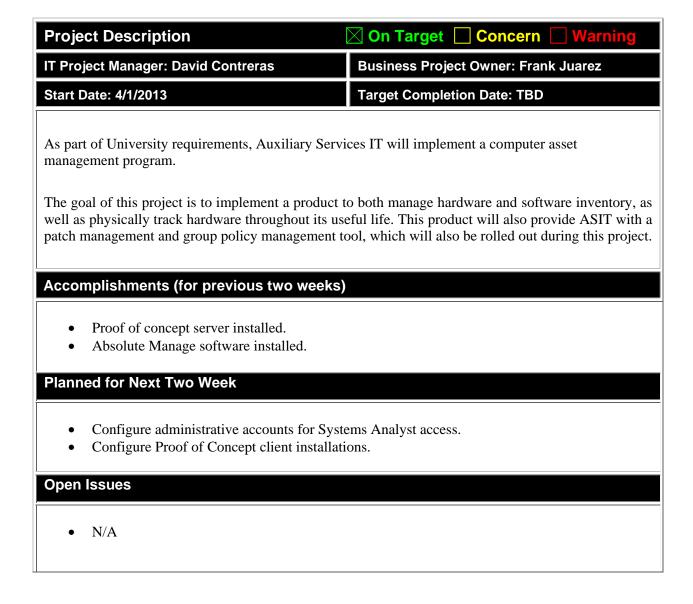
## 12 AS - PCI Qualified Security Assessor (QSA) Review



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



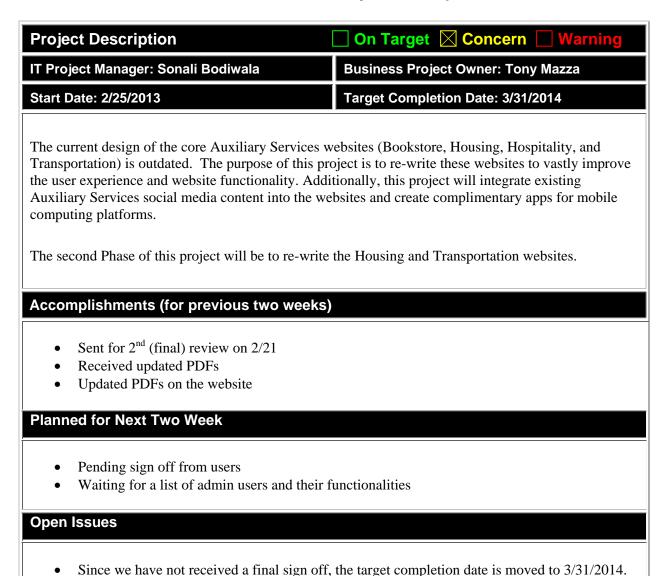
## 14 ASIT – Asset Management (Absolute Manage)



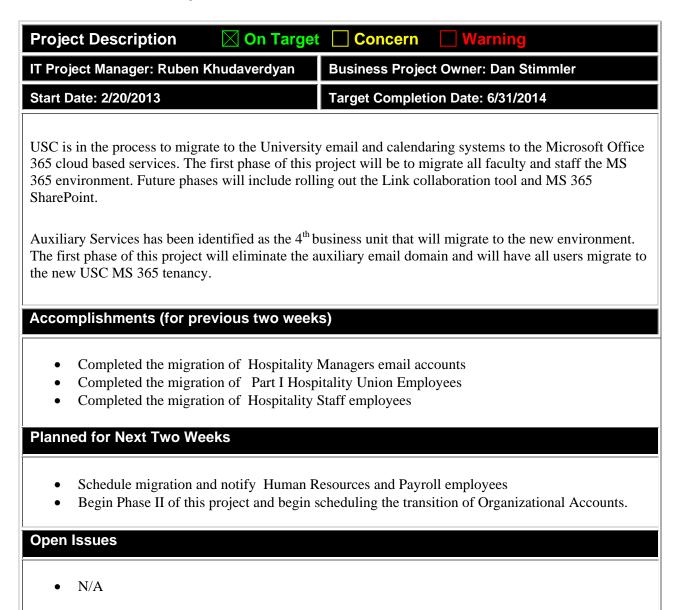
## 15 RAD – Upgrade Radisson in scope PCI hardware

Project Description	Concern Warning
IT Project Manager: Ruben Khudaverdyan Busi	ness Project Owner: Mark Ewalt
Start Date: 2/18/2013 Target	Completion Date: TBD
During a recent systems assessment, ASCIT identified ASCIT has suggested and advised of a major system into PCI compliancy.	
The system overhaul will address the flowing compormanagement, Antivirus, system monitoring, system b power supply.	
Main PMS Server	
Back-up PMS server	
Interface Server	
Power Supply  Print G	
<ul><li>Disk Space</li><li>RAM</li></ul>	
Once the the server is relocated, secured, and implementire process will reviewed by a qualified security as	
Accomplishments (for previous two weeks)	
No tasks have been completed previously due	to time needed to review PCI remediations
Planned for Next Two Weeks	
Complete Carlson PCI Self-Assessment-Ques	stionnaire requirement
Open Issues	
• N/A	

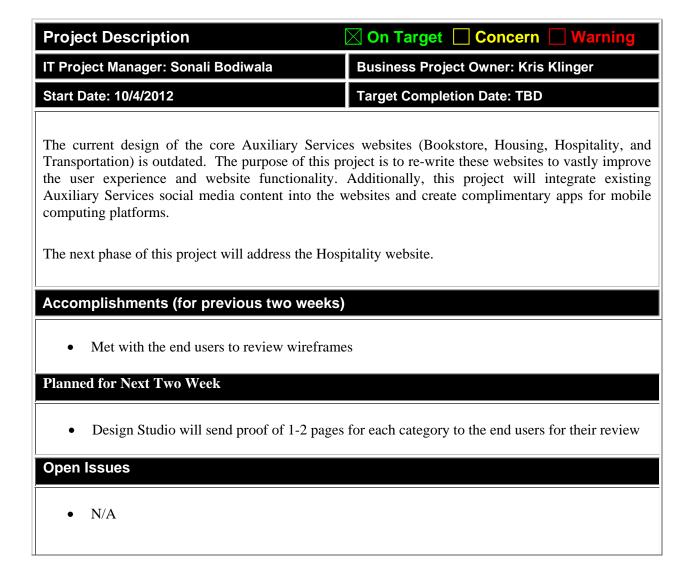
## 16 SS - AS Business Unit Website NextGen Project - Transportation



## 17 SS – MS 365 Email Implementation



## 18 HSP - AS Business Unit Website NextGen Project - Hospitality



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

Project Description 🔀 On Ta	rget Concern Warning
IT Project Manager: Sonali Bodiwala	Business Project Owner: Dave Racewicz
Start Date: 4/26/2011	Target Completion Date: 3/31/2014

The Kuali 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 Kuali Foundation, USC is at the forefront of a new tool in Financial System software. ITS project teams are in the process of customizing Kuali 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.

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

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

- Hospitality is live with the new Kuali 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 Kuali.
- SFTP server setup by NetOps on 3/13 and information was sent to RBS. SA group will make necessary changes, not RBS.

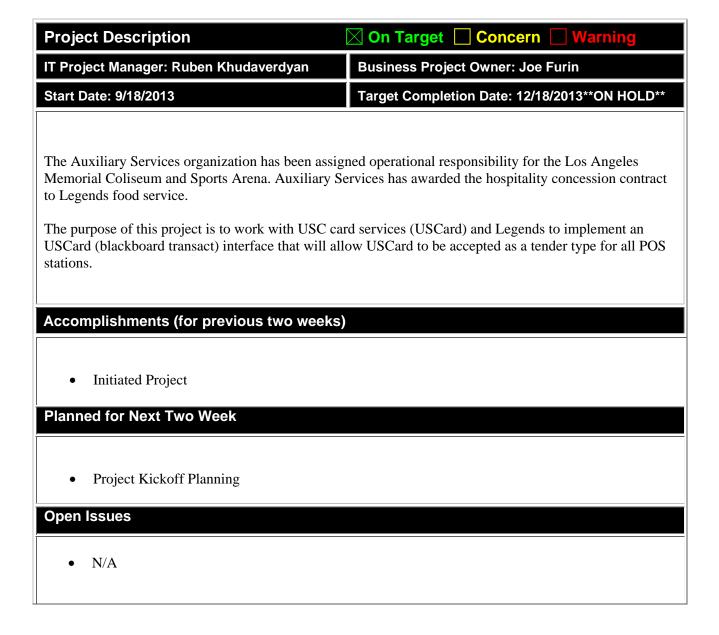
#### Planned for Next Two Weeks

- Waiting on SA group to update VR process to connect to the SFTP server
- Once VR process is changed, users will test

#### **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.
- Due to the issues with ITS and fixes required by RBS, the target completion date is changed to 3/31.

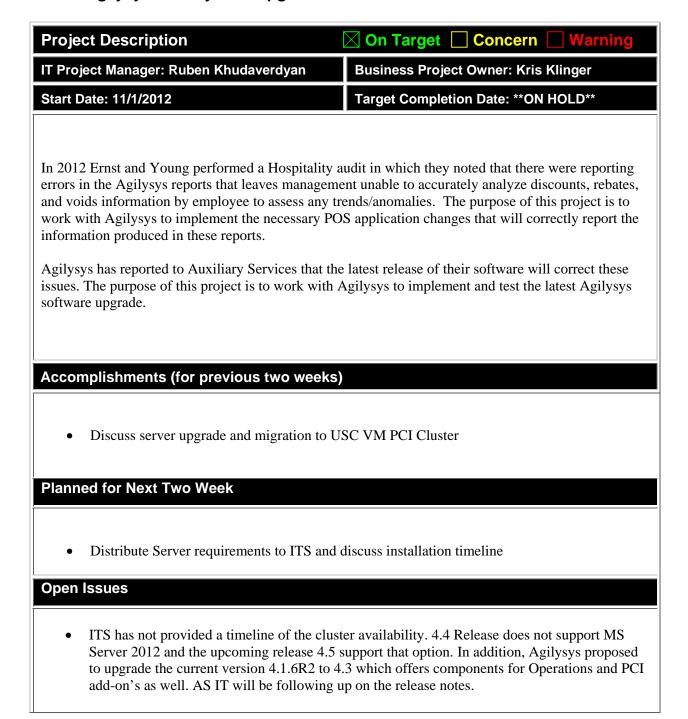
## 20 COL – Coliseum USCard Interface Implementation



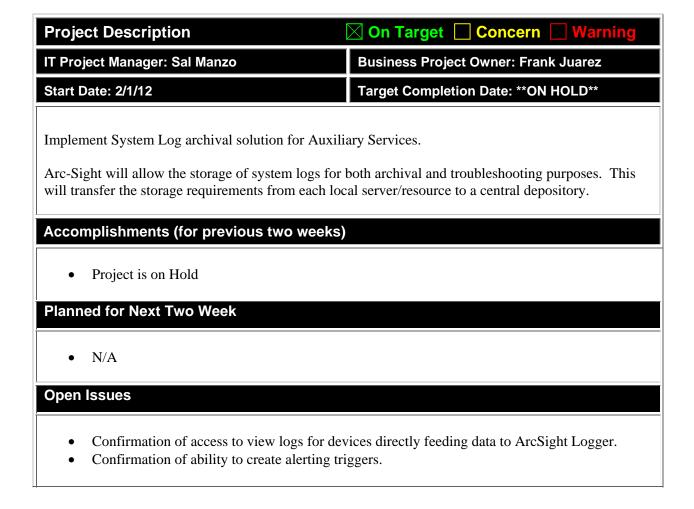
# 21 HSP – Catering Website Phase II

Project Description On Target	☐ Concern ⊠ Warning		
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	eks)		
<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			

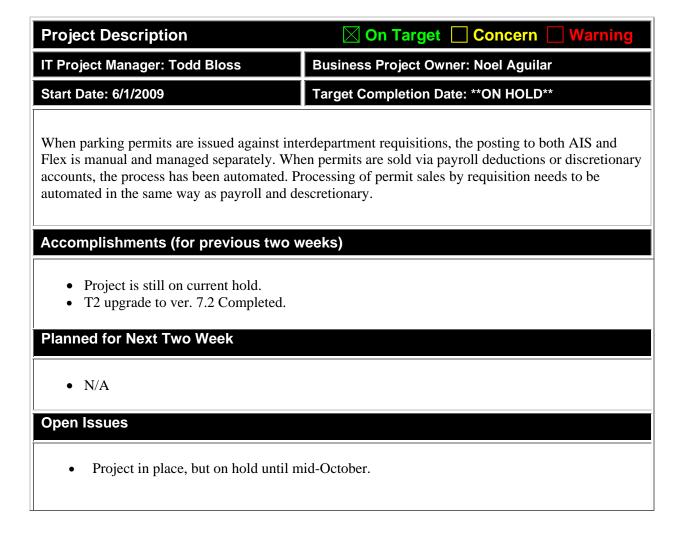
## 22 HSP - Agilysys POS System Upgrade



## 23 ASCIT - Arc-Sight Log Depository Implementation



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



Page 29

# 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 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
N/P	BKS – Figueroa Press Rewrite	Mark Ewalt	Rewrite of Figueroa Press website.

Bi-Weekly Project Status Report	Page 30