

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

Submitted by Auxiliary Services, IT

Submitted On 3/28/2014

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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 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.

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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 esearch Scheduling Website Herman Duran		Create a new student scheduling website for customer service (Herman Duran)
Research ACCT – Check Scanning Greg Laporte Scanning Greg Laporte		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	TBD BKS – Redesign UCP Dan Archer		Redesign UCP website with the new architecture (new technology) due to the limitations of the existing website.
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).

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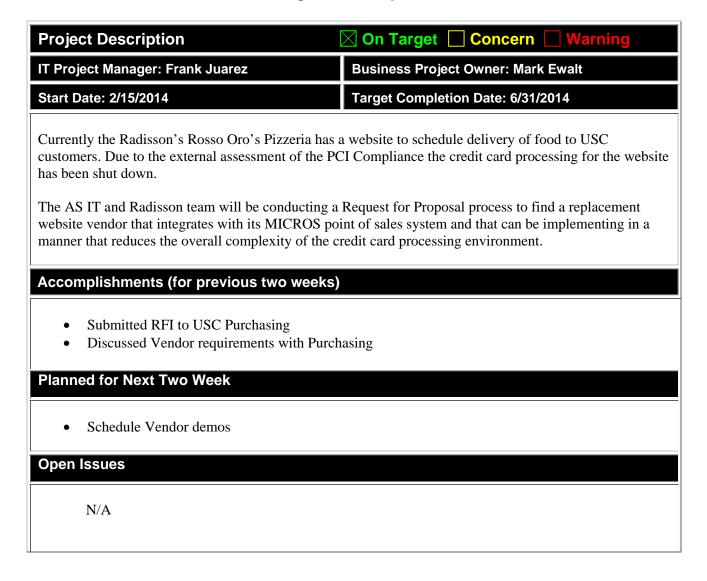
TBD	IT – Use Shibboleth for IT Portal	Frank Juarez	Use single sign for IT Portal
TBD	TBD IT – Create a new website for IT Portal Frank Juarez		New website for IT
TBD	Design Studio – Create a TBD new website for Design Sam Carter Studio		New website for Design Studio
TBD	UCP – XANEDU Integration	David Akwimbi	Integrate XANEDU with UCP
TBD TSP – IVR Project Tony Ma		Tony Mazza	Restore functionality to Transportation IVR
TBD BKS – Custom Banners Da		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

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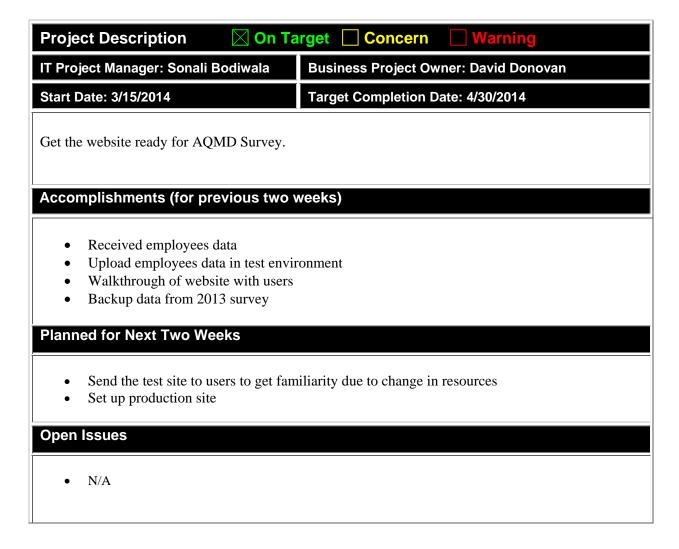
2 Active Project Summary

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

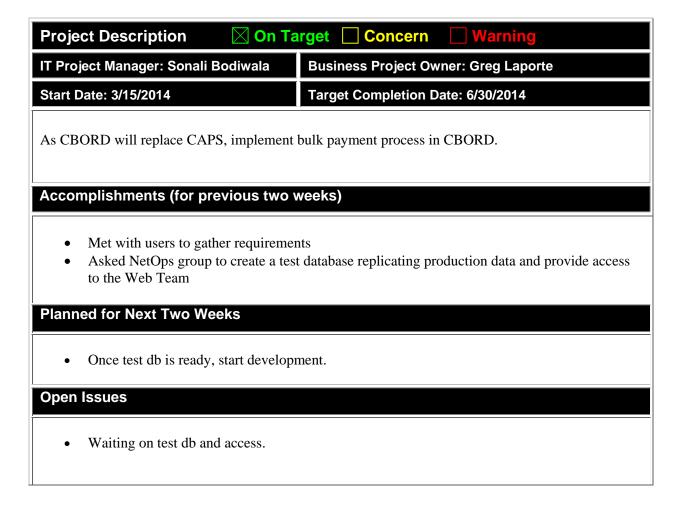
3 RAD – Rosso Oro's Online Ordering Vendor Replacement



4 TSP – AQMD Survey 2014



5 SS – Replace CAPS Bulk Payment Process in CBORD



6 HOU – CP IRIS Registration Implementation

Project Description		
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 reviewed with Treasury and Compliance Office's as it will be in scope for next year's external compliance validation.**		
Accomplishments (for previous two weeks)		
 Schedule Project Kick-Off Discuss technical integration and PCI Component of the application Completed Pre-Qualification Form 		
Planned for Next Two Week		
 Treasury review and approval AS IT copy & send SQL database to Seattle Technologies Process CyberSource quote Continue configuration of CyberSource Gateway 		
Open Issues		

N/A

7 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 transition to occur as soon as possible, but has not identified a deadline**		
If transition does not occur on time, the MID can be revoked and the Coliseum will not have the ability to process credit cards		
Accomplishments (for previous two weeks)		
 Complete Pre-Qualification form Treasury review and approval 		
Planned for Next Two Week		
 Complete new MID request form Complete the purchase of handheld terminal request form 		
Open Issues		
• N/A		

8 COL – Legends POS PCI Compliance

Project Description		
IT Project Manager: Ruben Khudaverdyan	Business Project Owner: Joe Furin	
Start Date: 3/3/2014	Target Completion Date: 10/1/2014	
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. 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.		
Accomplishments (for previous two wee	eks)	
 Schedule a face-to-face follow up Discuss roles and responsibilities 		
Planned for Next Two Week		
Face-to-Face meeting has been scheduled for April 22		
Open Issues		
• N/A		
I .		

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

Planned for Next Two Week

- Review Ticketmaster PCI Compliance documentation
- Schedule second meeting to discuss current infrastructure and future upgrades

Open Issues

N/A

10 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)

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- Finalized look and feel of page, for agents and users
- Modified required fields
- Tested with Deepal and made continual changes request
- Refined categories field and selections

Planned for Next Two Week

- Soft launch, by Deepal on 4/1, to Radisson managers on how to access and enter tickets
- Add project category
- Finalize user lists and review categories
- Test, work with users before Radisson site is live

Open Issues

Additional two weeks will be required to finalize the project for full launch on 4/15/2014

11 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.

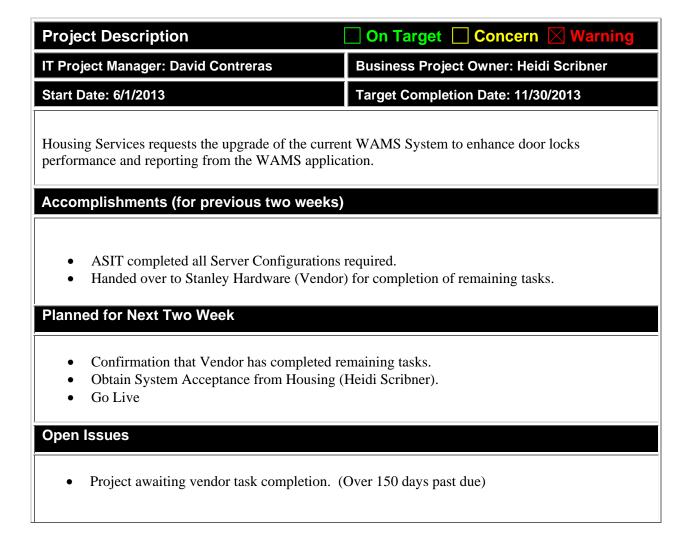
Planned for Next Two Week

- 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 2nd Kronos time clock at Coliseum Yard House.

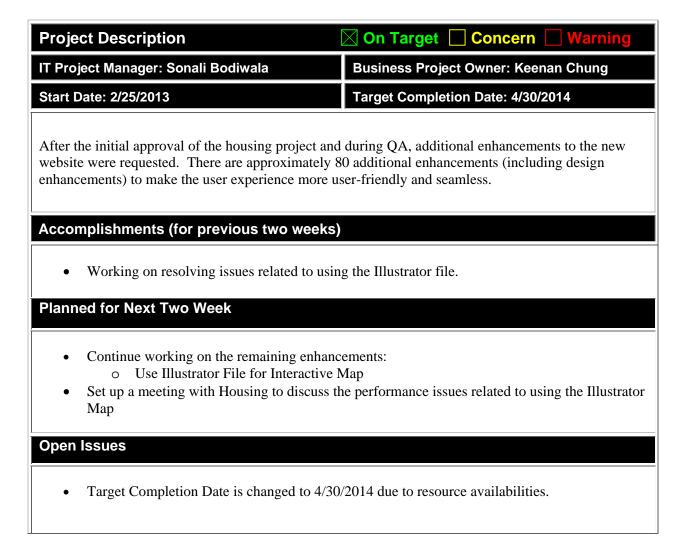
Open Issues

N/A

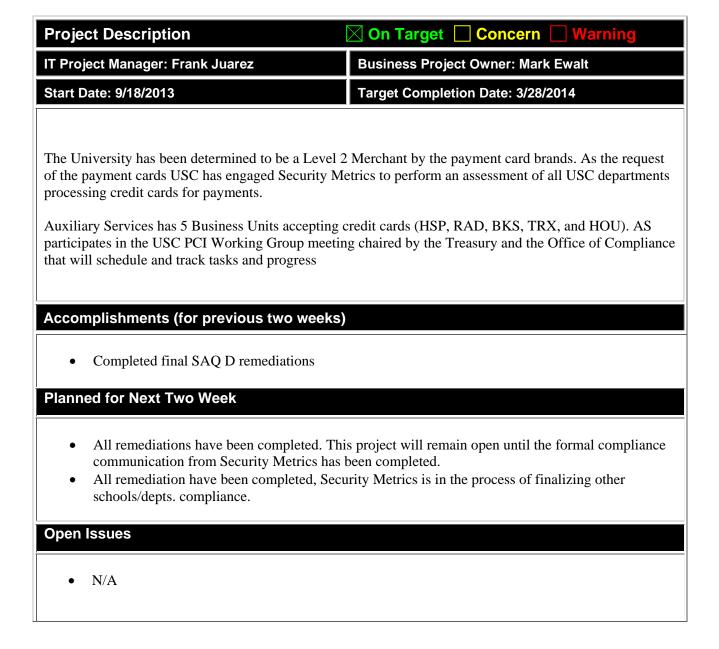
12 HOU – WAMS Server Implementation Phase II



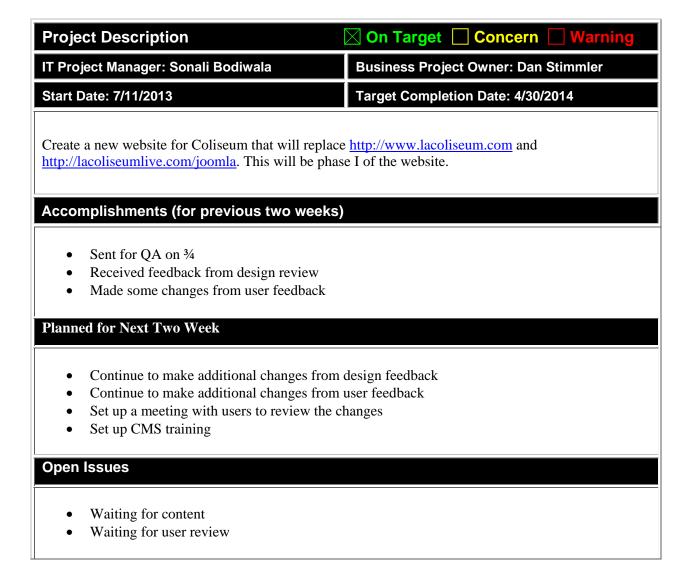
13 HOU - Housing Web Site Phase II Enhancements



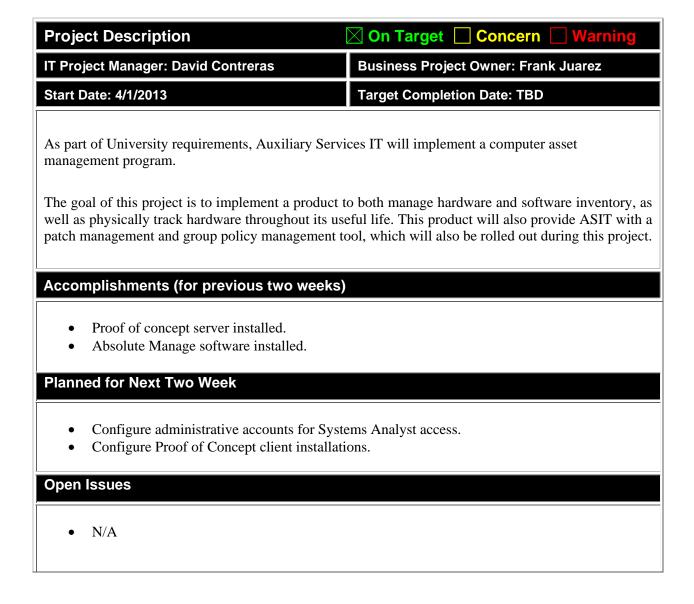
14 AS - PCI Qualified Security Assessor (QSA) Review



15 COL – New Website for Coliseum (Phase I)



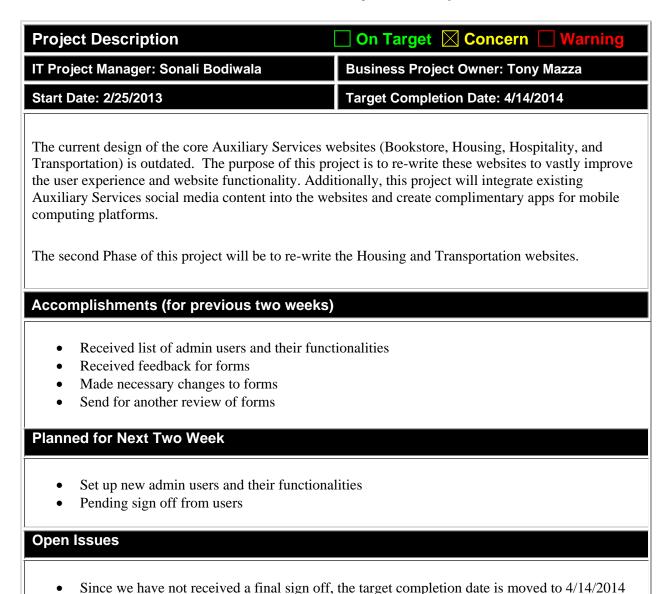
16 ASIT – Asset Management (Absolute Manage)



17 RAD – Upgrade Radisson in scope PCI hardware

Project Description		
IT Project Manager: Ruben Khudaverdyar	n Business Project Owner: Mark Ewalt	
Start Date: 2/18/2013	Target Completion Date: TBD	
	identified various issues with Radisson PCI environment. r system upgrade requirement in order to bring the system	
	g components in order to achieve PCI Compliance. Patch system back-up, back-up power supply, emergency	
Main PMS Server		
Back-up PMS server		
Interface Server		
Power Supply		
Disk Space		
• RAM		
	d implemented according to E&Y recommendations. The ecurity assessor (QSA) and Report on Compliance	
Accomplishments (for previous two w	veeks)	
No tasks have been completed previous	ously due to time needed to review PCI remediations	
Planned for Next Two Weeks		
Complete Carlson PCI Self-Assessm	nent-Questionnaire requirement	
Open Issues		
• N/A		

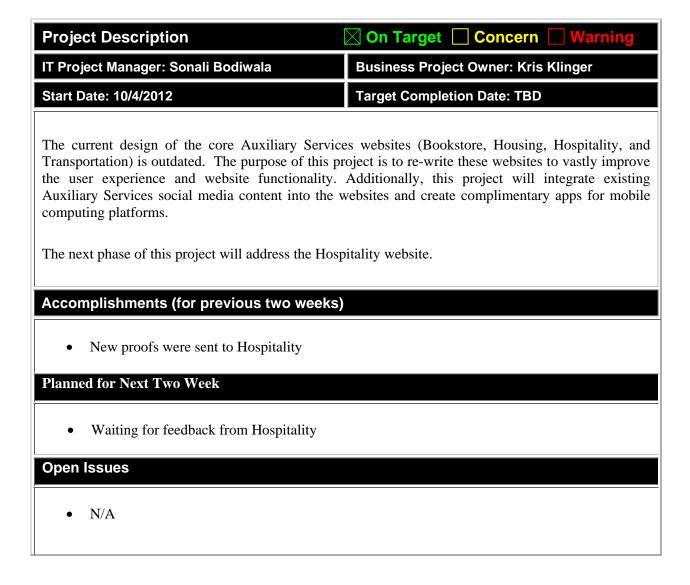
18 SS - AS Business Unit Website NextGen Project - Transportation



19 SS – MS 365 Email Implementation

Project Description		
IT Project Manager: Ruben Khudaverdyan	Business Project Owner: Dan Stimmler	
Start Date: 2/20/2013	Target Completion Date: 6/31/2014	
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 th 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)		
Completed the migration of payroll staff		
Planned for Next Two Weeks		
Begin Phase II of this project and begin scheduling the transition of Organizational Accounts.		
Open Issues		
• N/A		
• N/A		

20 HSP - AS Business Unit Website NextGen Project - Hospitality



21 SS – Accounting Kuali Purchasing/AP Payment Interfaces

Project Description		
IT Project Manager: Sonali Bodiwala	Business Project Owner: Dave Racewicz	
Start Date: 4/26/2011	Target Completion Date: 4/30/2014	

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.
- Accounting working with NetOps and SA team to set up the ftp server.
- Met with Business Operations additional requirements are introduced to fix the issues with Kuali upload process and Cognos report.

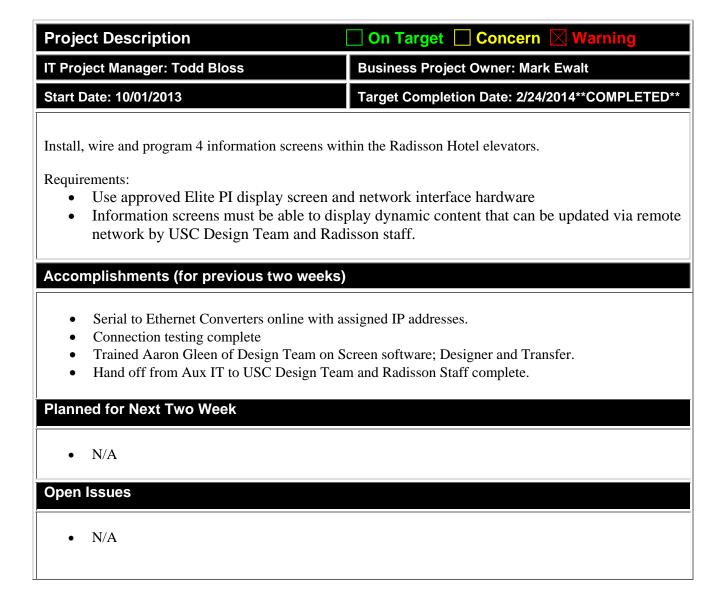
Planned for Next Two Weeks

- Waiting on SA group to update VR process to connect to the SFTP server
- Once VR process is changed, users will test
- Make necessary changes for new requirements (so that credits and debits have different invoice numbers) for Hospitality
- Set up a meeting with RBS to make necessary changes for bookstore process.

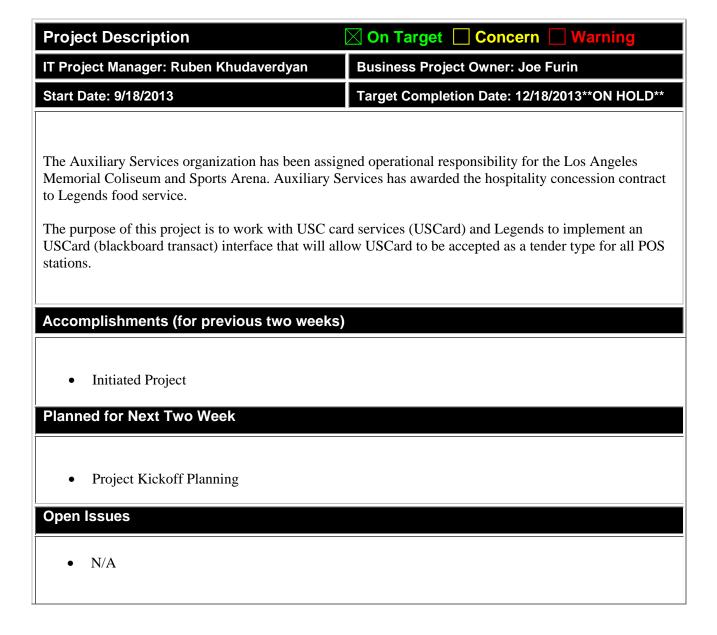
Open Issues

- Waiting on Hospitality to decide what changes to make to the invoice number to identify credits
- Due to the issues with ITS, additional requirements and fixes required by RBS, the target completion date is changed to 4/30

22 RAD - Elevator Information Screens



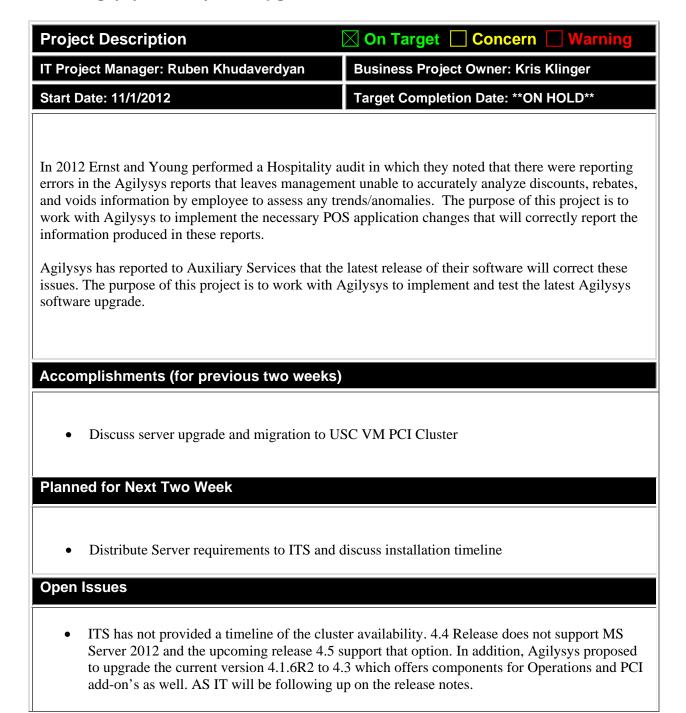
23 COL - Coliseum USCard Interface Implementation



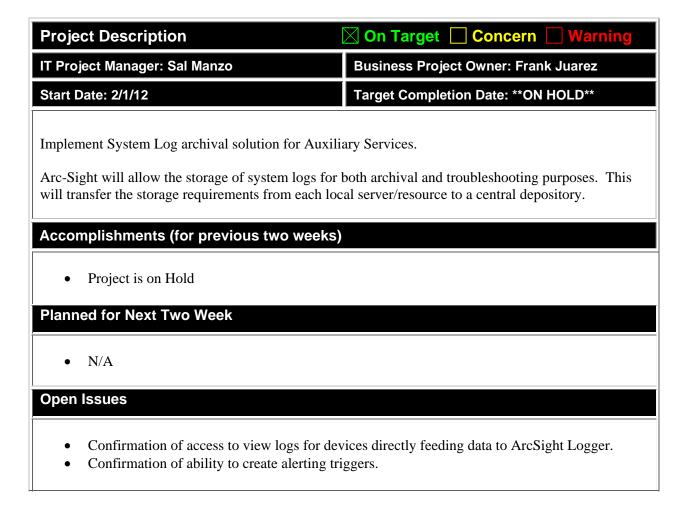
24 HSP – Catering Website Phase II

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.			
	the ability for customers to pay for an order at the time the rvice 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)		
 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			

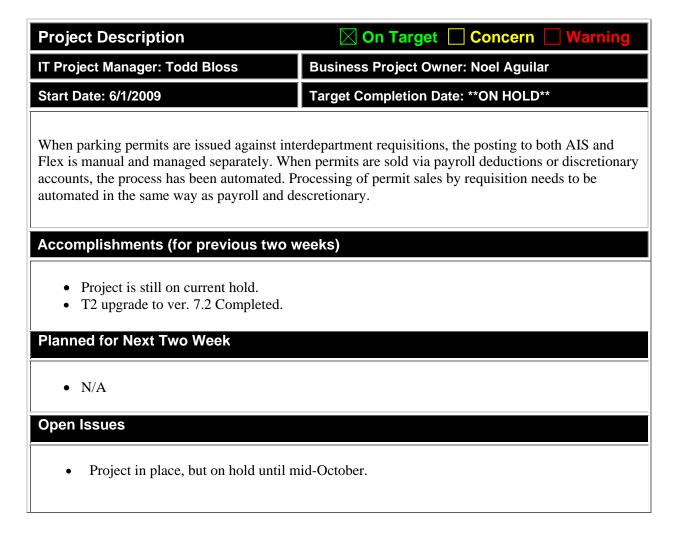
25 HSP - Agilysys POS System Upgrade



26 ASCIT – Arc-Sight Log Depository Implementation



27 TSP - Flex/AIS Integration for Internal Requisitions



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28 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.