

Bi-Weekly Project Status Report 4/25/2014 – 5/09/2014

Submitted by Auxiliary Services, IT

Submitted On 5/09/2014

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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 – 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.
1	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.
1	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.
1	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).
1	UCP – Upgrade UCP server	Dan Archer	Due to PCI, upgrade UCP server (UCP, Student Scheduling & Fig Press)
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	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	HSP – Create a Mobile App	Kris Klinger	Create a mobile app for USC Hospitality

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3	HOU – Mobile Website	Keenan Cheung	Implement a Mobile Website for USC Housing
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	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	TSP – IVR Project	Tony Mazza	Restore functionality to Transportation IVR
TBD	BKS – eCommerce for USC Flower Shop	Dan Archer/Jerry Wingate	Add eCommerce functionality to USC Flower Shop website
TBD	BKS – Electronic Shelf Tag	Dan Archer	Implement a system to use electronic merchandise tags
TBD	Design Studio – Mobile Game	Sam Carter	Develop a mobile game.

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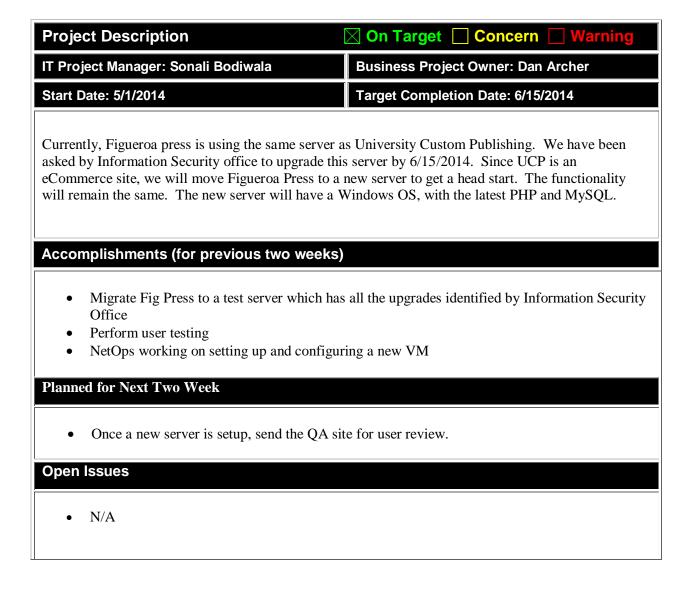
2 Active Project Summary

Project	Project Name	Status	Assessment
3	BKS – Migrate Figueroa Press to New Server	On Target	Next Milestone – Development Target Project Completion Date – 6/15/2014
4	BKS – Migrate Student Scheduling to New Server	On Target	Next Milestone – Development Target Project Completion Date – 6/15/2014
5	BKS – Upgrade eRATEX	On Target	Next Milestone – Testing Target Project Completion Date – 8/15/2014
6	HOU – USCard Students Image Upload	On Target	Next Milestone – Development Target Project Completion Date – TBD
7	TSP – Implement Online Chat	On Target	Next Milestone – Development Target Project Completion Date – 7/31/2014
8	TSP – Automate Dart	On Target	Next Milestone – Development Target Project Completion Date – TBD
9	UCP – Create a new website for EMBA	On Target	Next Milestone – Review Target Project Completion Date – TBD
10	HOU – Upgrade - Cybersource	On Target	Next Milestone – Development Target Project Completion Date – TBD
11	RAD – MICROS Point-of-Sale System Upgrade	On Target	Next Milestone – Review Target Project Completion Date – TBD
12	BKS – VR 19.2 Upgrade	On Target	Next Milestone – Review Target Project Completion Date – TBD
13	HSP – Annenberg Café POS Implementation	On Target	Next Milestone – Review Target Project Completion Date – 8/1/2014
14	BKS – Custom Banners	On Target	Next Milestone – Review Target Project Completion Date – TBD
15	SS – Replace CAPS Bulk Payment Process in CBORD	On Target	Next Milestone – Review Target Project Completion Date – 6/30/2014
16	HOU – CP IRIS Registration Implementation	On Target	Next Milestone – Implementation Target Project Completion Date – 5/23/2014
17	COL - Transition Coliseum Merchant Services to Elavon	On Target	Next Milestone – Implementation Target Project Completion Date – 5/23/2014
18	COL – Legends POS PCI Compliance	On Target	Next Milestone – Development Target Project Completion Date – 10/1/2014
19	COL – Ticket Office PCI Compliance	On Target	Next Milestone – Development Target Project Completion Date – 10/1/2014
20	COL –Upgrade Coliseum Back Office Network Infrastructure	On Target	Next Milestone – Development Target Project Completion Date – 10/01/2014

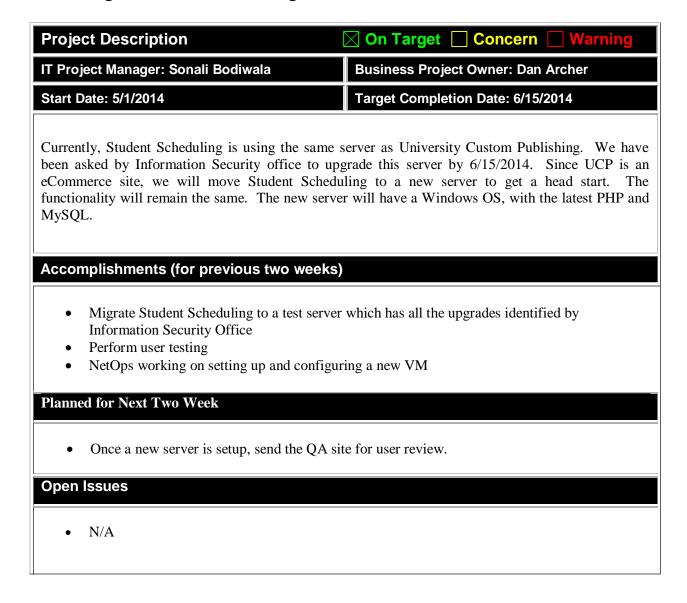
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21	HOU – WAMS Server Implementation Phase II	Warning	Next Milestone – Implementation Target Project Completion Date – 11/30/2013
22	HOU – Housing Web Site Phase II Enhancements	On Target	Next Milestone – Development Target Project Completion Date – 5/31/2014
23	COL – New Website for Coliseum (Phase I)	Concern	Next Milestone – Review Target Project Completion Date – 5/31/2014
24	ASIT – Asset Management (Absolute Manage)	On Target	Next Milestone – Installation Target Project Completion Date – TBD
25	SS – MS 365 Email Implementation	On Target	Next Milestone – Review Target Project Completion Date – 8/31/2014
26	HSP – AS Business Unit Website NextGen Project Hospitality	On Target	Next Milestone – Development Target Project Completion Date – TBD
27	SS – Accounting Kuali Purchasing/AP Payment Interfaces	On Target	Next Milestone – Review Target Project Completion Date – 6/30/2014
28	HSP – Catering Webiste Phase II	On Target	Next Milestone – Review Target Project Completion Date – TBD

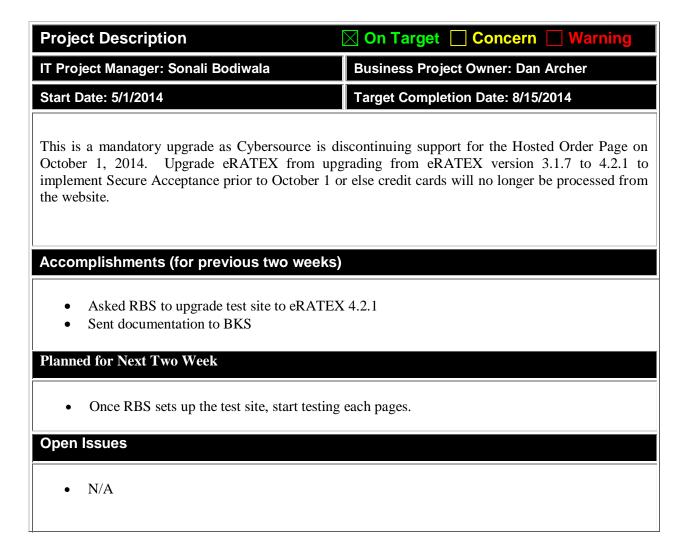
3 BKS – Migrate Figueroa Press to New Server



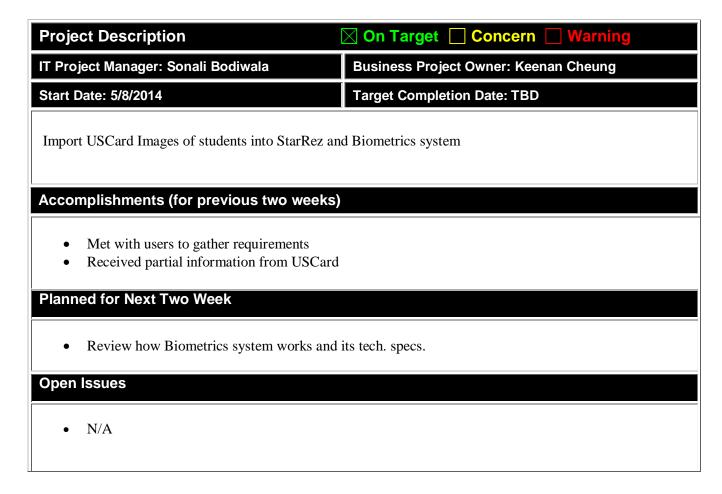
4 BKS - Migrate Student Scheduling to New Server



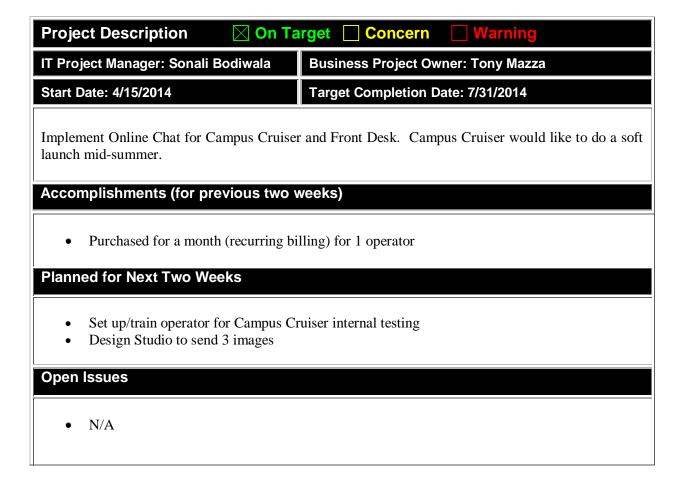
5 BKS – Upgrade eRATEX



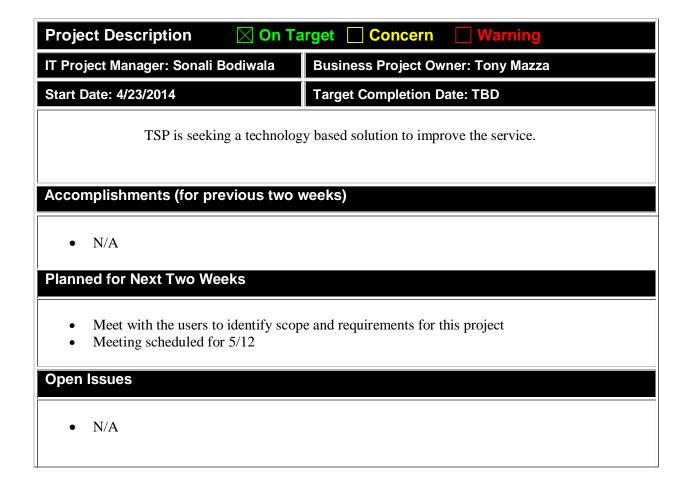
6 HOU – USCard Student Image Upload



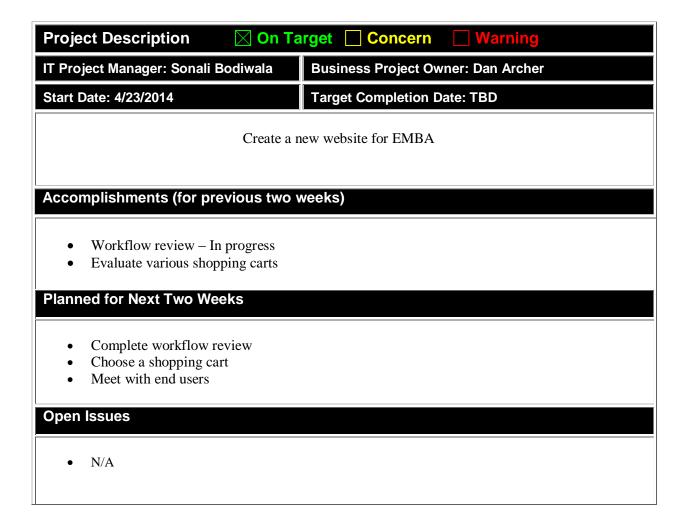
7 TSP – Implement Online Chat



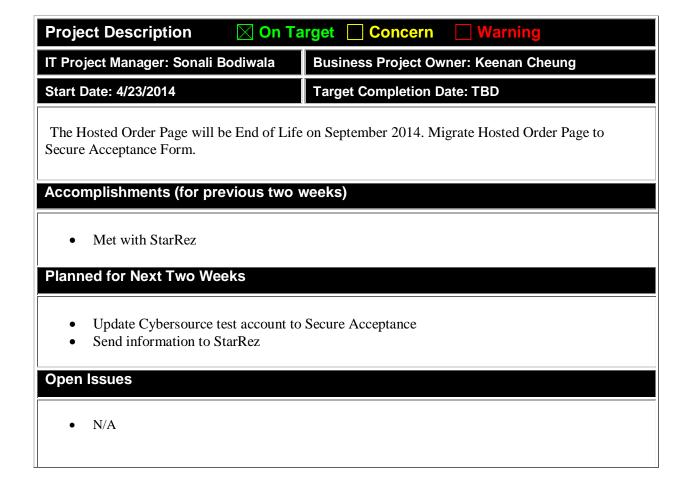
8 TSP - Automate Dart



9 UCP - Create a new website for EMBA



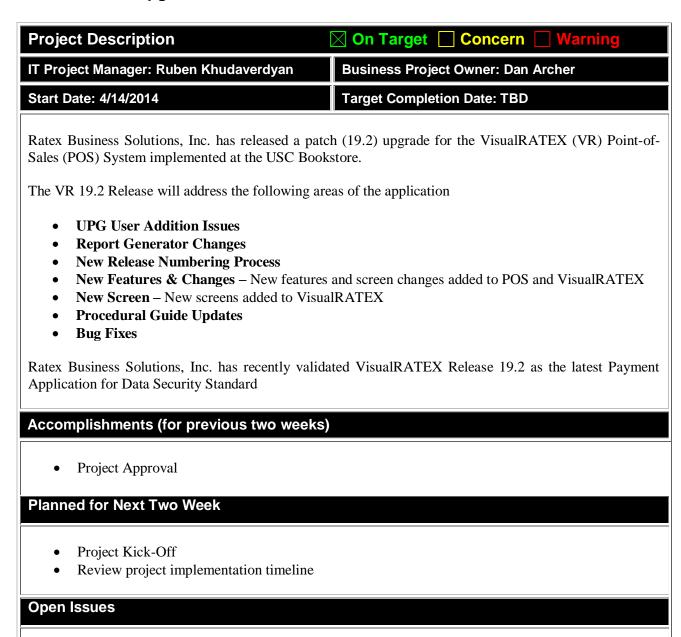
10 HOU – StarRez – Upgrade Cybersource



11 RAD – MICROS Point-of-Sale System Upgrade

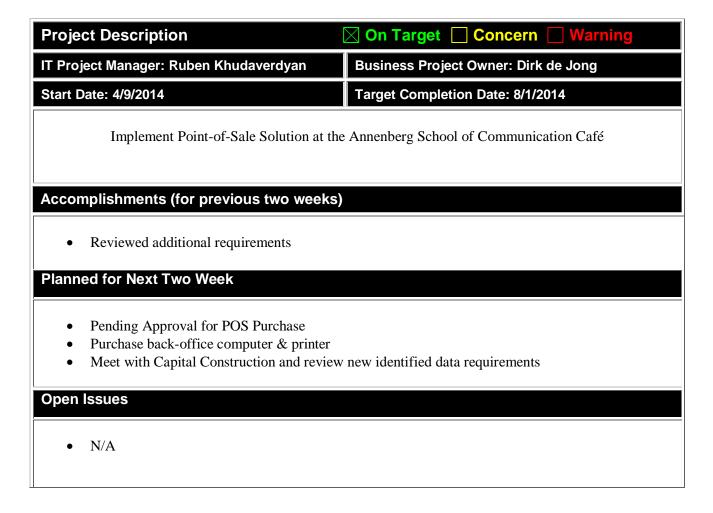
Project Description		
IT Project Manager: Ruben Khudaverdyan Business Project Owner: Mark Ewalt		
Start Date: 4/21/2014	Target Completion Date: TBD	
Radisson Mid-Town LA has made a decision to replace their current restaurant MICROS POS System. The primary reason for this upgrade is the current POS server and terminals are outdated and do not provide robust functionality. Additionally, during this upgrade MICROS in collaboration with AS IT will install the latest certified PCI-DSS PA version from MICROS Release 5.2		
During this project, a new MICROS server will be installed along with a new Operating System, the back-end point-of-sale application will be upgraded from RES v4.9 to v5.2, install and replace seven POS terminals, two kitchen printers and four impact printers. Additionally, upon completed of the upgrade the 'old' MICROS POS server will be securely wiped and retired.		
Accomplishments (for previous two w	reeks)	
Proposal sign-off		
Planned for Next Two Weeks		
 Process invoice and issue payment Review system release notes Review Implementation timeline wit 	h MICROS	
Open Issues		
• N/A		

12 BKS - VR 19.2 Upgrade

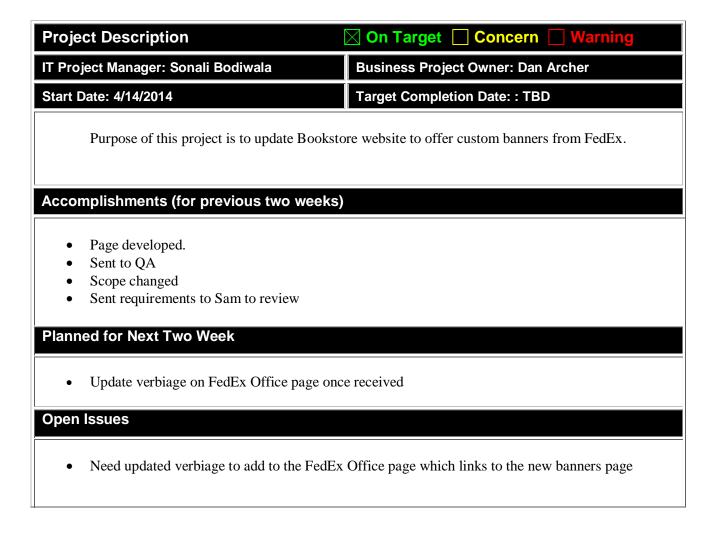


N/A

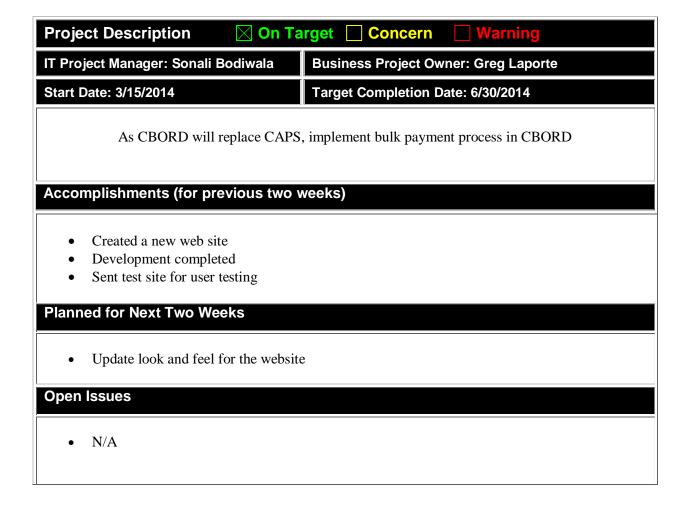
13 HSP – Annenberg Café POS Implementation



14 BKS - Custom Banners



15 SS - Replace CAPS Bulk Payment Process in CBORD



16 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: 5/23/2014	
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 week	ks)	
 Process CyberSource quote Continue configuration of CyberSource Gateway Install new CP client on end-users workstations Process VAR sheet through Elavon 		
Planned for Next Two Week		
 Production Testing and sign-off Complete final changes to the IRIS Registration page Go Live 		
Open Issues		
• N/A		

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

Project Description		
IT Project Manager: Ruben Khudaverdyan	Business Project Owner: Anjeanette Arakawa	
Start Date: 2/24/2014 Target Completion Date: 5/23/2014		
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 week	(S)	
New MID received		
Planned for Next Two Week		
 Take delivery of new handheld terminals Decommission old MID number 	S	
Open Issues		
• N/A		

18 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)	
Met with Legends and reviewed the PCI Project.		
Planned for Next Two Week		
Review action items from the meeting with the Treasury Office		
Open Issues		
• N/A		

19 COL - Ticket Office PCI Compliance

Project Description	On Target Concern Warning
IT Project Manager: Ruben Khudaverdyan	Business Project Owner: Joe Furin
Start Date: 2/24/2014	Target Completion Date: 10/1/2014

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

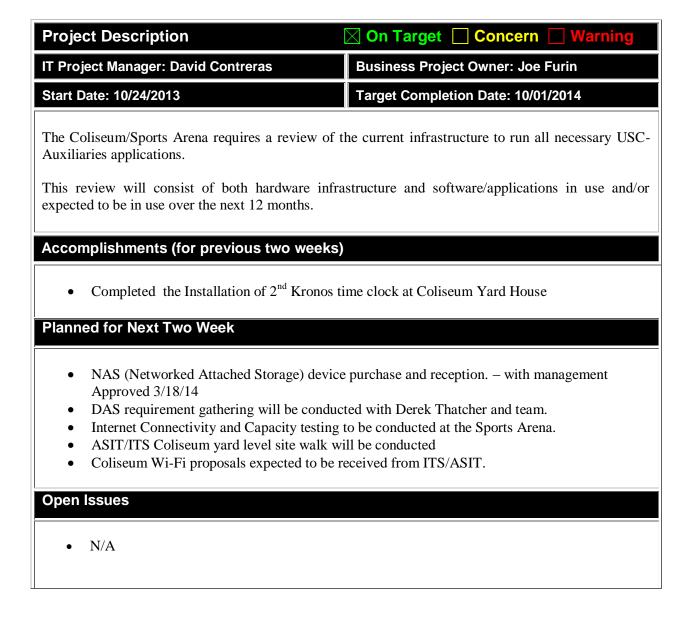
Planned for Next Two Week

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

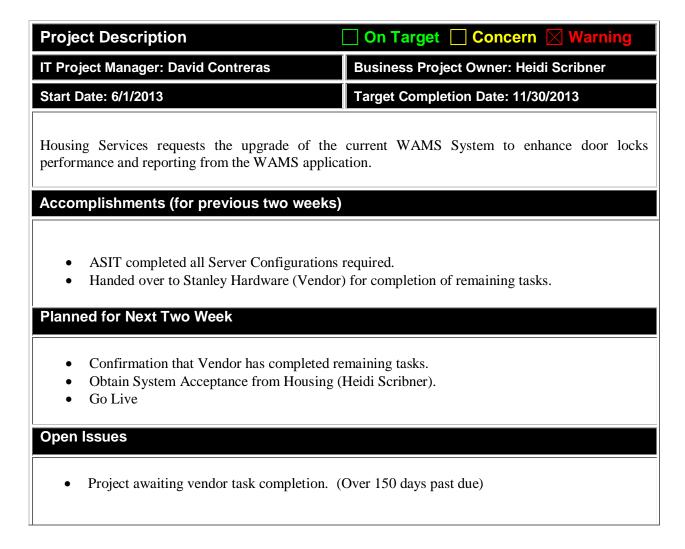
Open Issues

• Due to other PCI related projects no actions were undertaken for this project

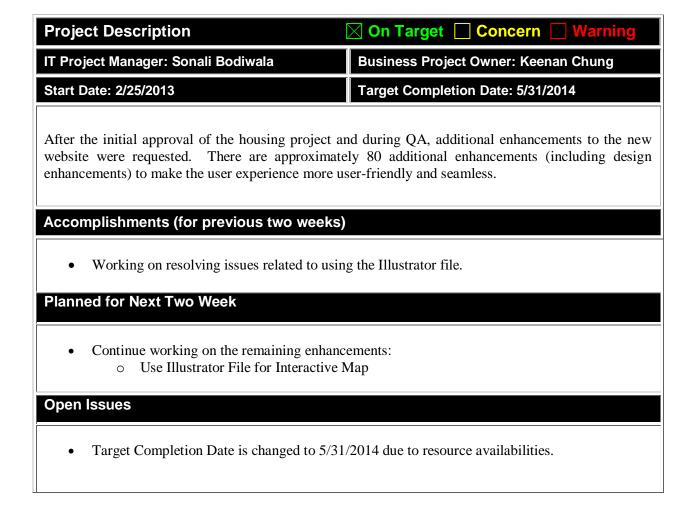
20 COL – Upgrade Coliseum Back Office Network Infrastructure



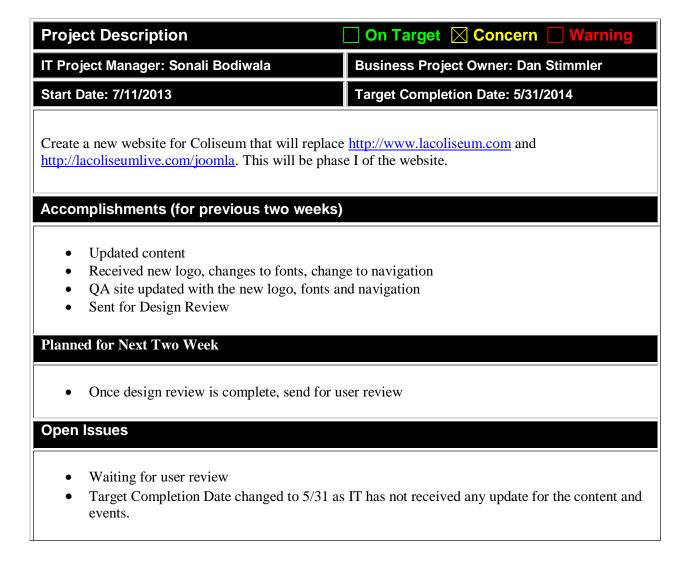
21 HOU – WAMS Server Implementation Phase II



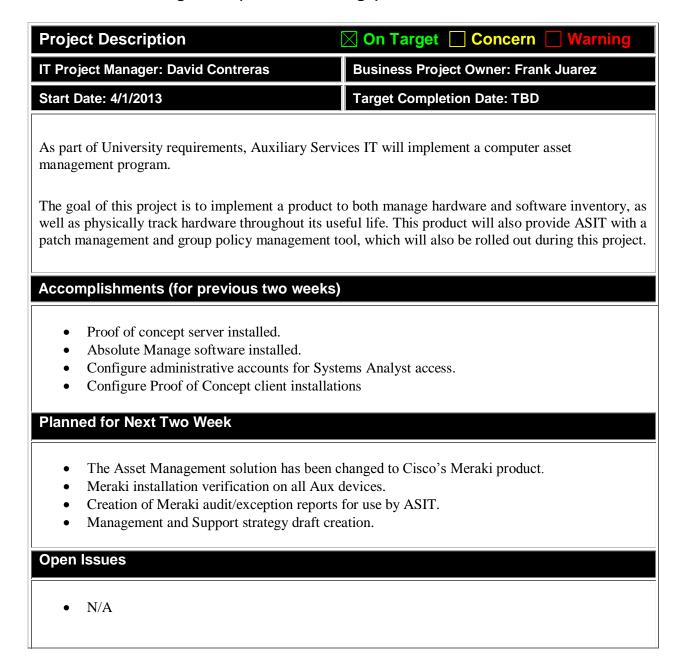
22 HOU - Housing Web Site Phase II Enhancements



23 COL - New Website for Coliseum (Phase I)



24 ASIT – Asset Management (Absolute Manage)



25 SS – MS 365 Email Implementation Phase II



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 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.

Accomplishments (for previous two weeks)

• Organizational Accounts have been reviewed with the Business Units

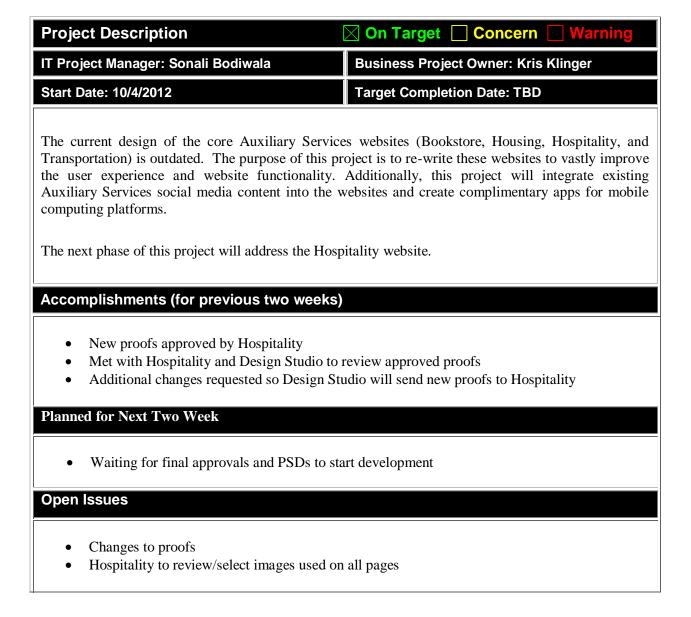
Planned for Next Two Weeks

- Create a matrix on all accounts that will need to be migrated to MS 365
- Determine a migration schedule
- Send communication to the accounts owners detailing the new ownership process

Open Issues

• Distribution Lists will not be migration to MS Office 365, AS IT will be scheduling training sessions with the business unit admin on how to create and manage their own Distribution Lists.

26 HSP - AS Business Unit Website NextGen Project - Hospitality



27 SS - Accounting Kuali Purchasing/AP Payment Interfaces

Project Description ☐ On Target ☐ Concern ☐ Warning ☐ IT Project Manager: Sonali Bodiwala ☐ Business Project Owner: Dave Racewicz ☐ Start Date: 4/26/2011 ☐ Target Completion Date: 6/30/2014

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)

- Bookstore: RBS made additional changes. Files submitted to Kuali with errors. RBS to make additional changes.
- Hospitality: IT made additional changes, sent files to ITS for their review. ITS approved the changes. Hospitality waiting to review on Cognos.

Planned for Next Two Weeks

- Bookstore: Users to test changes and send to ITS for their review
- Hospitality: Waiting on Hospitality to review Cognos

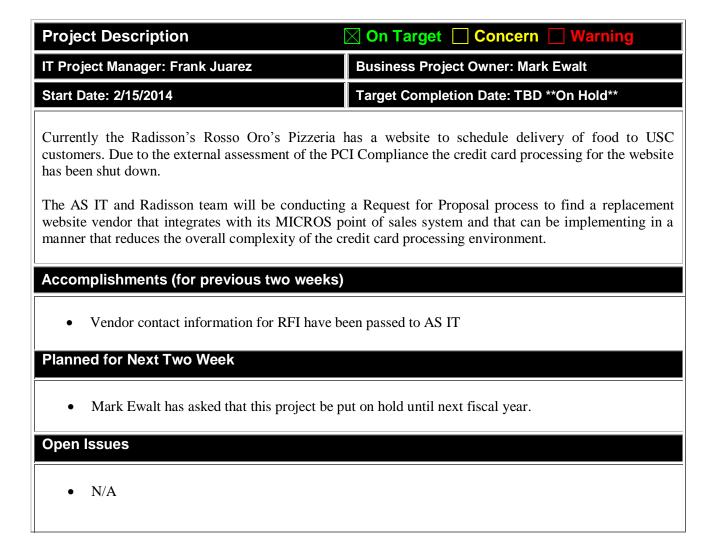
Open Issues

- Unforeseen delays due to ongoing changes to requirements by ITS and Finance & Business Services
- Due to the issues with ITS, additional requirements and fixes required by RBS & IT, the target completion date is changed to 5/31

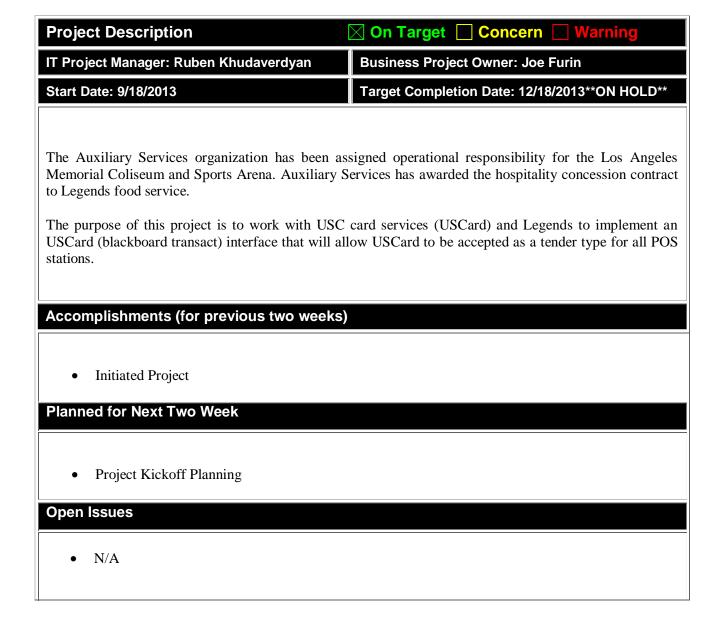
28 HSP - Catering Website Phase II

Project Description	Concern Warning	
IT Project Manager: Ruben Khudaverdyan	Business Project Owner: Erika Chesley	
Start Date: 8/15/2012	Target Completion Date: TBD	
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		
Phase II: Validate PCI Certification, implement according to PCI-DSS-PA Standards and enable processing of credit cards.		
Accomplishments (for previous two week	eks)	
Began Phase II		
Planned for Next Two Week		
 Review Network Diagram and Business Flow Diagrams from CaterTrax Review CaterTrax PCI Policy Submit Pre-Qualification Form to the Office of Treasury for review and approval 		
Open Issues		
• N/A		

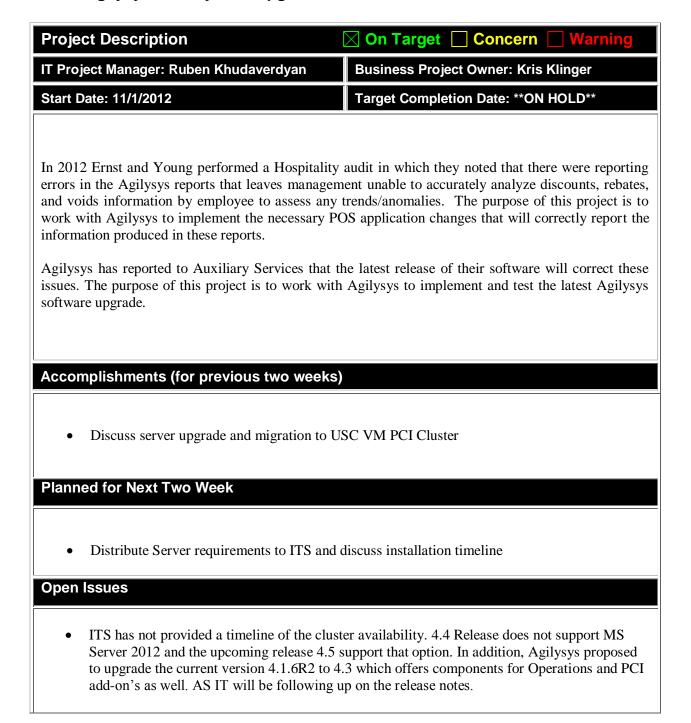
29 RAD - Rosso Oro's Online Ordering Vendor Replacement



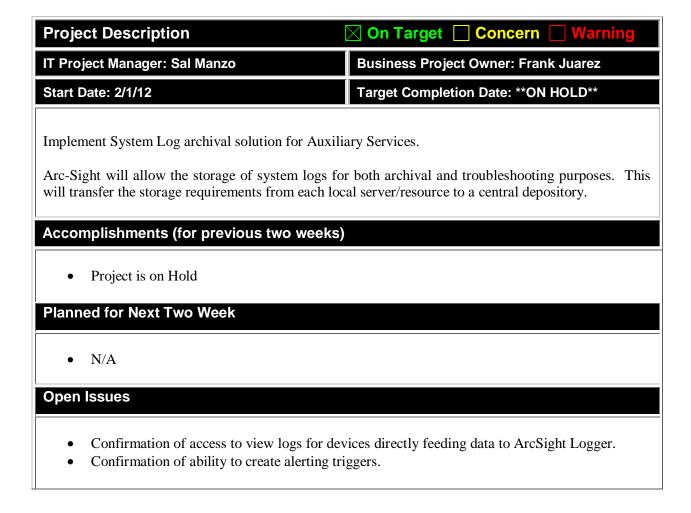
30 COL - Coliseum USCard Interface Implementation



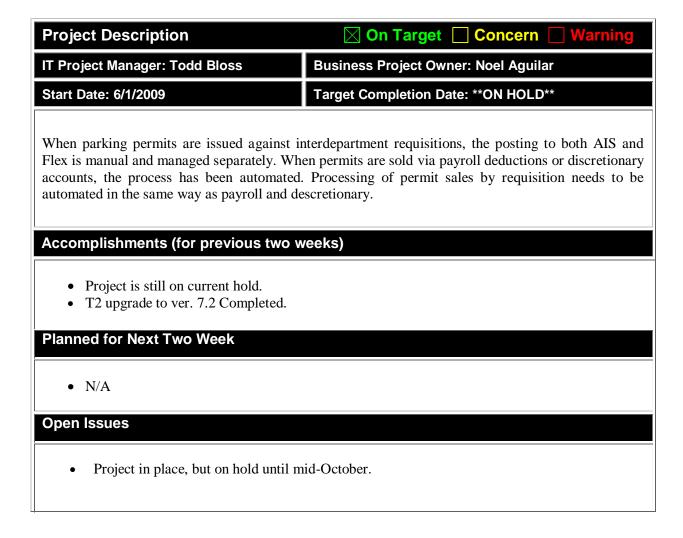
31 HSP - Agilysys POS System Upgrade



32 ASCIT - Arc-Sight Log Depository Implementation



33 TSP - Flex/AIS Integration for Internal Requisitions



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34 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.
N/P	TSP – IVR Project	Tony Mazza	Restore functionality to Transportation IVR

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N/P	TSP – Implement QR Functionality	i wiichene Garcia	Begin using QR for marketing at Transportation locations.
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