

# Bi-Weekly Project Status Report 5/23/2014 – 6/06/2014

Submitted by Auxiliary Services, IT

Submitted On 6/06/2014

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# 1 Discovery Project Summary

Priority	Project Name	Requestor	Description
1	Update AS BU Hosted Order Pages with CyberSource Secure Acceptance connections (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).
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
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

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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	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.
TBD	HOU – StarRez Upgrade	Keenan Cheung	
TBD	RAD – Upgrade MICROS Credit Card Gateway	Mark Ewalt	Upgrade MICROS credit Card Gateway. Current credit card gateway (ProtoBase) services will reach end-of-life by Sept. 30 <sup>th</sup> 2014.
TBD	COL – Coliseum Server Visualization	Joe Furin	Replace current aging system with a new virtualized platform
TBD	HSP – Norris Healthcare Center POS Implementation	Kris Klinger	
TBD	BKS – add custom orders	Dan Archer	Add custom order functionality to uscbookstore.com
TBD	SS – IT Disaster Recovery Program	Frank Juarez	Limit the disruption to Auxiliary Organization in a wake of a critical outage
TBD	HSP – Catering Online Ordering Replacement Discovery	Erika Chesley	Research a replacement online ordering solution

# 2 Active Project Summary

Project	Project Name	Status	Assessment
3	HSP – Point-of-Sale System Replacement Discovery	Concern	Next Milestone – Review Target Project Completion Date – 6/30/2014
4	TSP – IVR Project	On Target	Next Milestone – Review Target Project Completion Date – 10/1/2014
5	TSP – Campus Cruiser Server Virtualization	On Target	Next Milestone – Development Target Project Completion Date – 6/24/2014
6	HOU – Touchscreen – Upgrade WordPress	On Target	Next Milestone – Review Target Project Completion Date – 6/30/2014
7	BKS – Upgrade UCP Server	Concern	Next Milestone – Review Target Project Completion Date – 6/15/2014
8	BKS – Migrate Figueroa Press to New Server	Concern	Next Milestone – Review Target Project Completion Date – 6/15/2014
9	BKS – Migrate Student Scheduling to New Server	On Target	Next Milestone – Implementation Target Project Completion Date – 6/15/2014
10	BKS – Upgrade eRATEX	On Target	Next Milestone – Review Target Project Completion Date – 8/15/2014
11	HOU – USCard Students Image Upload	On Target	Next Milestone – Development Target Project Completion Date – TBD
12	TSP – Implement Online Chat	On Target	Next Milestone – Development Target Project Completion Date – 7/31/2014
13	TSP – Automate Dart	On Target	Next Milestone – Development Target Project Completion Date – TBD
14	UCP – Create a new website for EMBA	On Target	Next Milestone – Review Target Project Completion Date – TBD
15	HOU – Upgrade - Cybersource	On Target	Next Milestone – Development Target Project Completion Date – 8/31/2014
16	RAD – MICROS Point-of-Sale System Upgrade	On Target	Next Milestone – Review Target Project Completion Date – TBD
17	HSP – Annenberg Café POS Implementation	Concern	Next Milestone – Review Target Project Completion Date – 8/1/2014
18	BKS – Custom Banners	On Target	Next Milestone – Review Target Project Completion Date – TBD
19	SS – Replace CAPS Bulk Payment Process in CBORD	On Target	Next Milestone – Review Target Project Completion Date – 6/30/2014
20	HOU – CP IRIS Registration Implementation	Concern	Next Milestone – Sign-off Target Project Completion Date – 5/23/2014
21	COL - Transition Coliseum Merchant Services to Elavon	On Target	Next Milestone – Implementation Target Project Completion Date – 7/1/2014
22	COL – Legends POS PCI Compliance	On Target	Next Milestone – Development Target Project Completion Date – 10/1/2014

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23	COL – Ticket Office PCI Compliance	On Target	Next Milestone – Development Target Project Completion Date – 10/1/2014
24	COL –Upgrade Coliseum Back Office Network Infrastructure	On Target	Next Milestone – Development Target Project Completion Date – 10/01/2014
25	HOU – WAMS Server Implementation Phase II	Warning	Next Milestone – Implementation Target Project Completion Date – 11/30/2013
26	HOU – Housing Web Site Phase II Enhancements	Concern	Next Milestone – Development Target Project Completion Date – TBD
27	COL – New Website for Coliseum (Phase I)	Concern	Next Milestone – Review Target Project Completion Date – 6/30/2014
28	ASIT – Asset Management (Absolute Manage)	On Target	Next Milestone – Review Target Project Completion Date – TBD
29	SS – MS 365 Email Implementation	Concern	Next Milestone – Phase II Target Project Completion Date – 8/31/2014
30	HSP – AS Business Unit Website NextGen Project Hospitality	Concern	Next Milestone – Development Target Project Completion Date – TBD
31	SS – Accounting Kuali Purchasing/AP Payment Interfaces	Concern	Next Milestone – Review Target Project Completion Date – 6/30/2014

#### 3 HSP - Point of Sale System Replacement Discovery

Project Description	On Target Concern Warning
IT Project Manager: Frank Juarez	Business Project Owner: Dirk De Jong
Start Date: 3/15/2014	Target Completion Date: 6/30/2014

USC Hospitality has expressed an interest in investigating the feasibility of replacing their current POS vendor with MICROS for their restaurant, retail, and residential venues.

The purpose of this project is to perform a high level documentation of the USC Hospitality Point of Sales requirements and to conduct a discovery process to see if MICROS can meet our needs. Also, this project includes definition of implementation projects and the initial hardware acquisitions for a fiscal year 2014 spend.

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

 Working with Purchasing and legal to approve the Vendor license and Security Addendum modifications.

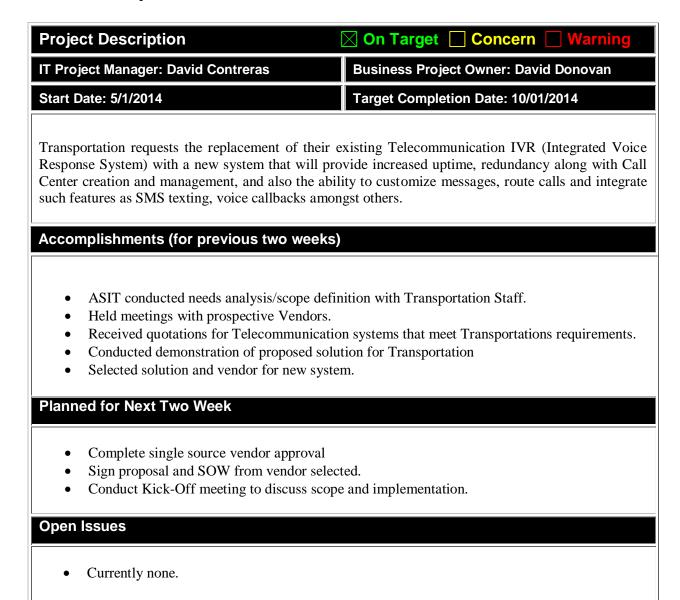
#### **Planned for Next Two Week**

- Gain approval for license and security addendums
- Order hardware

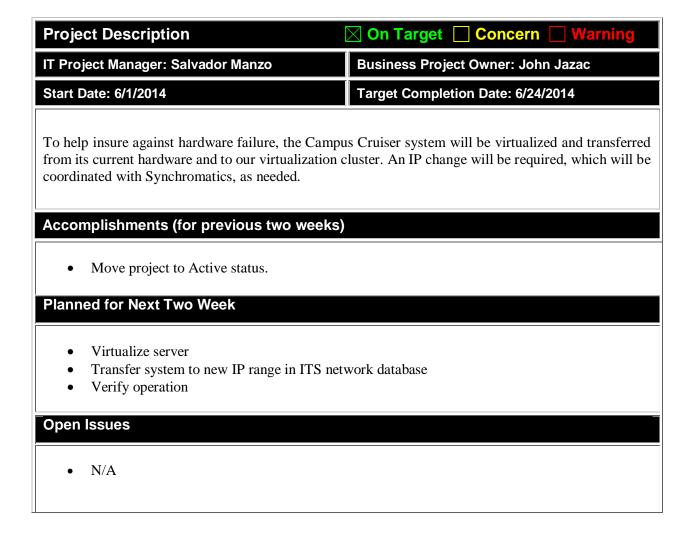
#### **Open Issues**

• In order to purchase initial hardware for FY14 MICROS has informed us that the paper work must be processed and fully executed by June 1, 2014. Frank is working closely with Purchasing to ensure that this takes place.

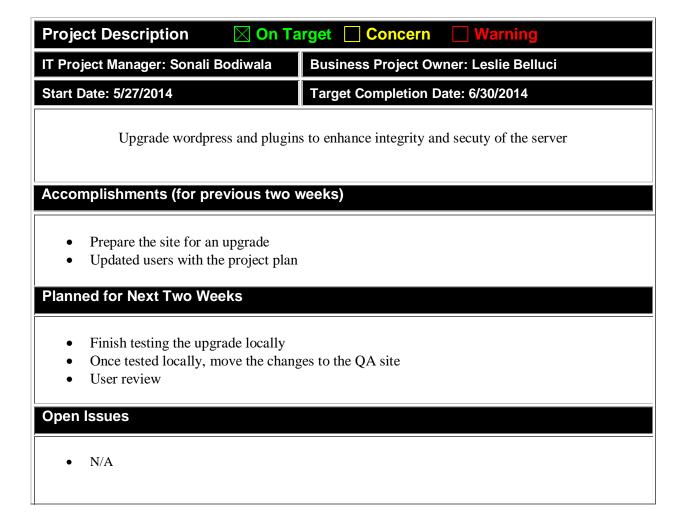
#### 4 TSP - IVR Project



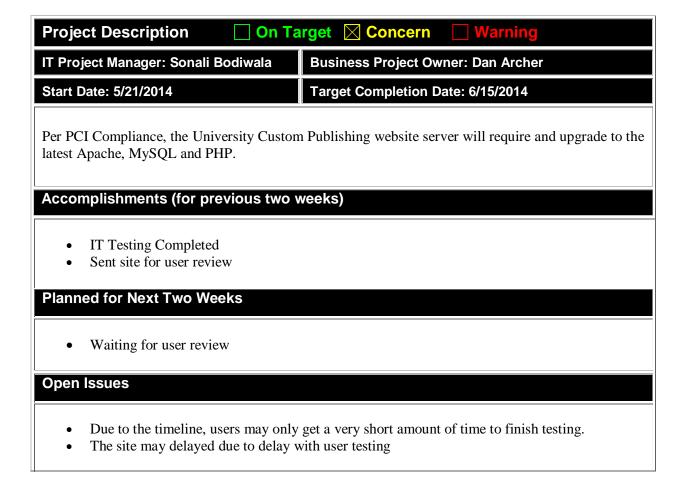
#### 5 TSP - Campus Cruiser Server Virtualization



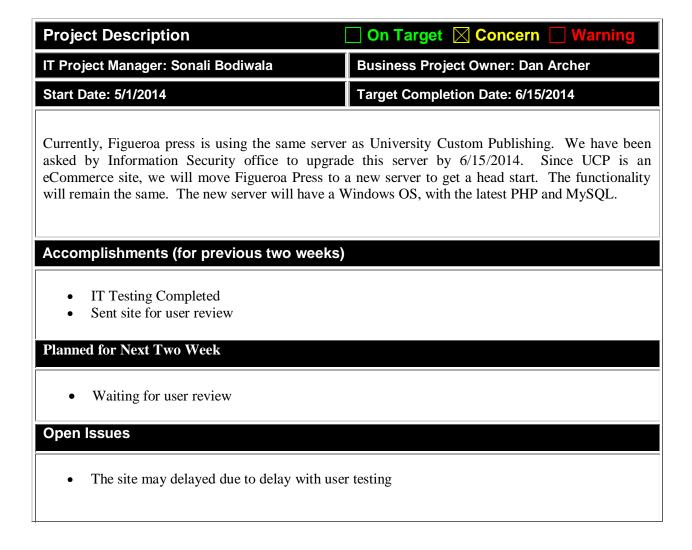
#### 6 HOU - Touchscreen - Upgrade Wordpress



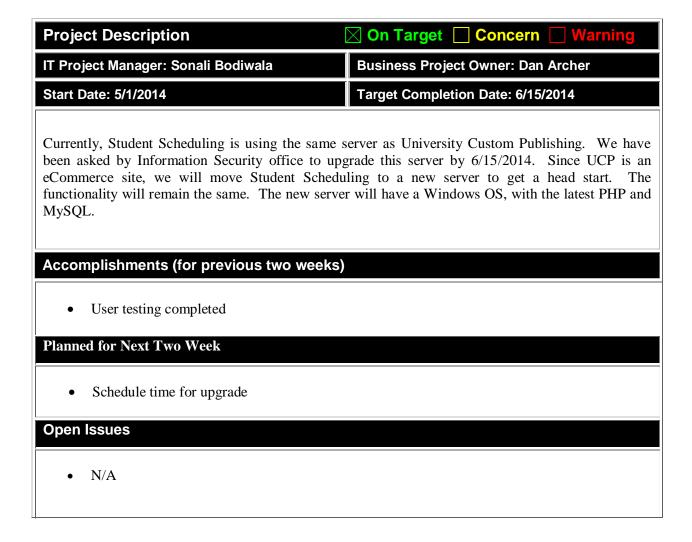
#### 7 UCP - Upgrade UCP Server



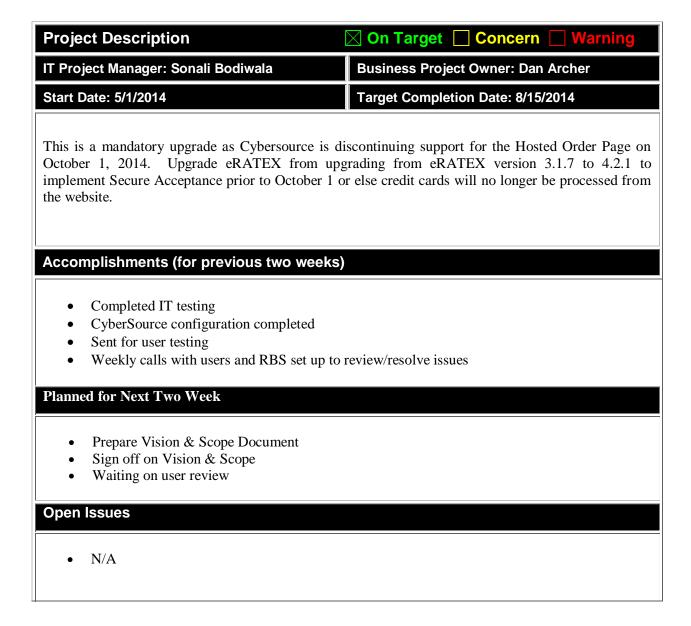
#### 8 BKS – Migrate Figueroa Press to New Server



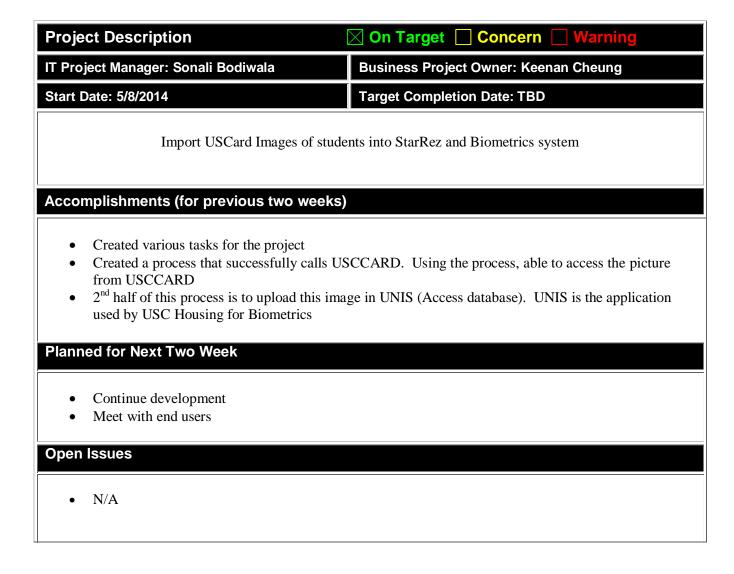
#### 9 BKS - Migrate Student Scheduling to New Server



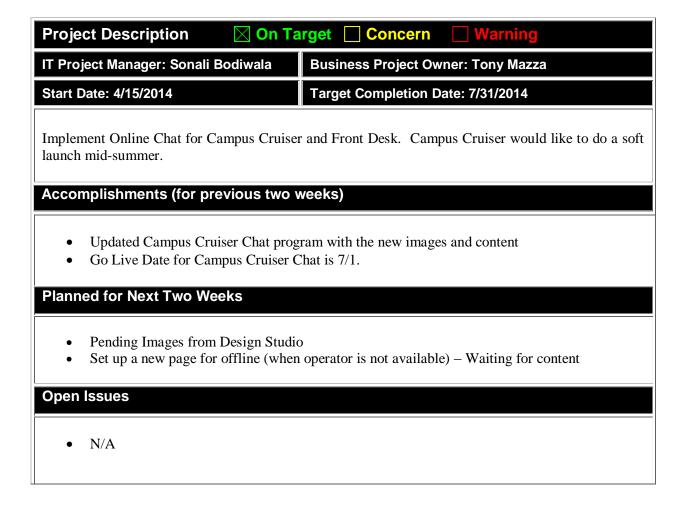
#### 10 BKS - Upgrade eRATEX



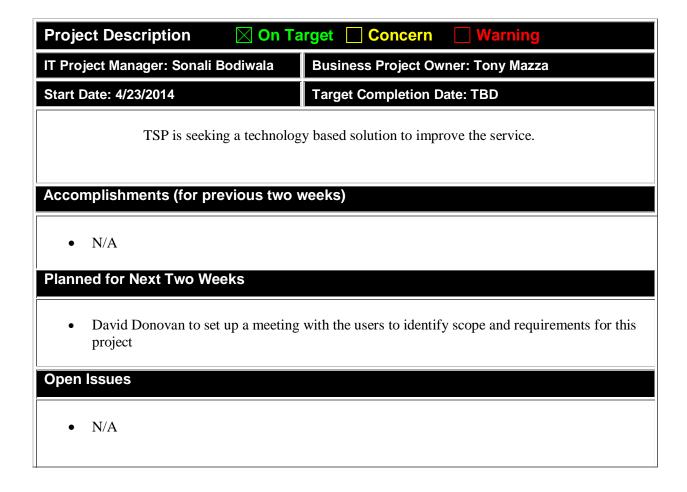
#### 11 HOU - USCard Student Image Upload



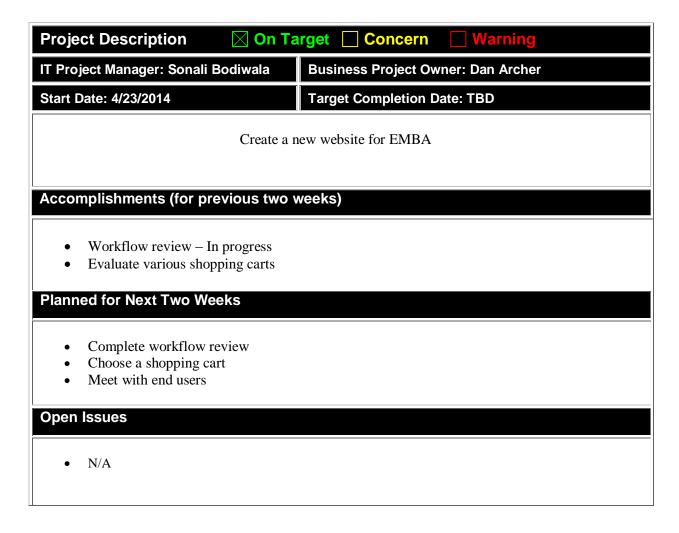
#### 12 TSP – Implement Online Chat



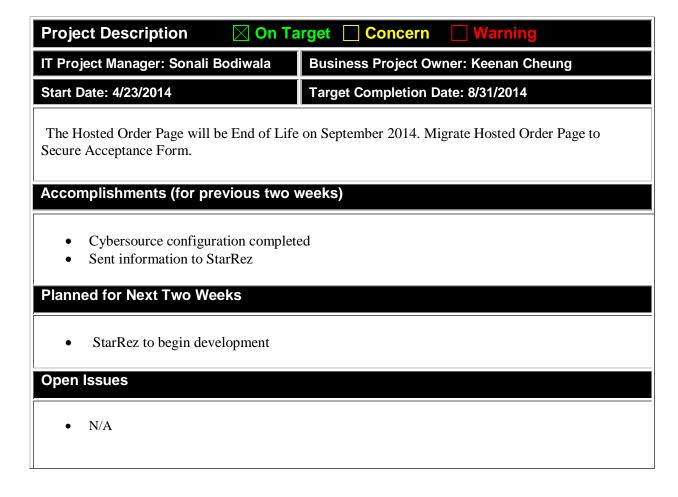
#### 13 TSP - Automate Dart



#### 14 UCP - Create a new website for EMBA



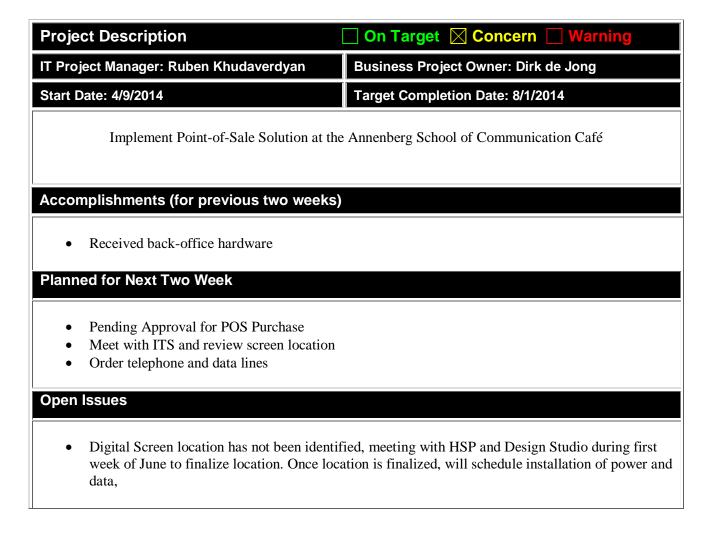
#### 15 HOU - StarRez - Upgrade Cybersource



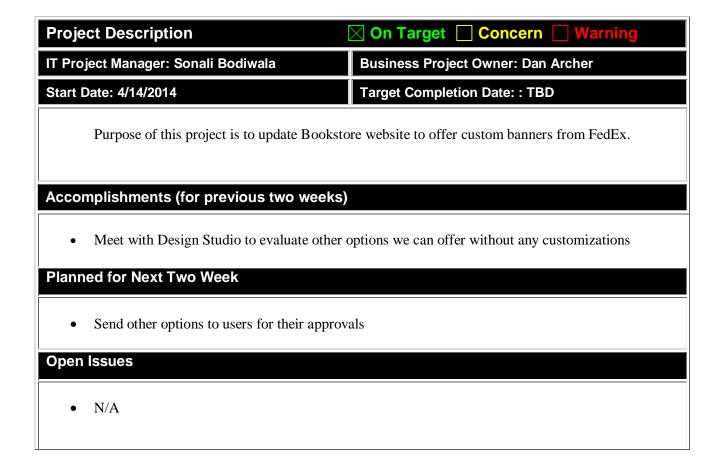
# 16 RAD – MICROS Point-of-Sale System Upgrade

Project Description		
IT Project Manager: Ruben Khudaverdyar	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)	
NetOps has taken delivery of the server		
Planned for Next Two Weeks		
<ul> <li>Prep POS Server</li> <li>Schedule a weekly status call with B</li> <li>Review Implementation schedule wi</li> </ul>		
Open Issues		
• N/A		

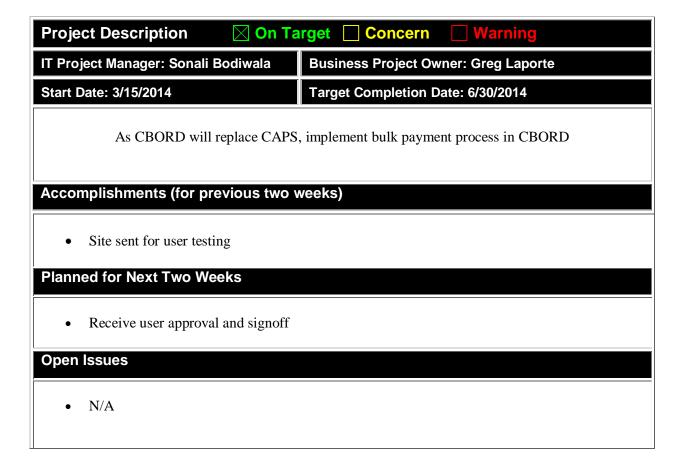
#### 17 HSP – Annenberg Café POS Implementation



#### 18 BKS - Custom Banners



#### 19 SS - Replace CAPS Bulk Payment Process in CBORD



# 20 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)	
Completed testing		
Planned for Next Two Week		
<ul><li>End user Sign-off</li><li>Go Live</li></ul>		
Open Issues		
Pending Users Testing and Sign-off		

### 21 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: 7/1/2014	
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 ability to process credit cards**	can be revoked and the Coliseum will not have the	
Accomplishments (for previous two week	ks)	
<ul> <li>Elavon completed Amex configuration</li> <li>Completed training</li> <li>Deployed new credit card terminals</li> </ul>		
Planned for Next Two Week		
Decommission old MID number		
Open Issues		
• N/A		

# 22 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	ks)	
Received IP/Protocol documentation from Legends		
Planned for Next Two Week		
Schedule a follow up call with Legends	to review the PCI compliance timeline	
Open Issues		
• N/A		

#### 23 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)**

Received signed USC Security Addendum

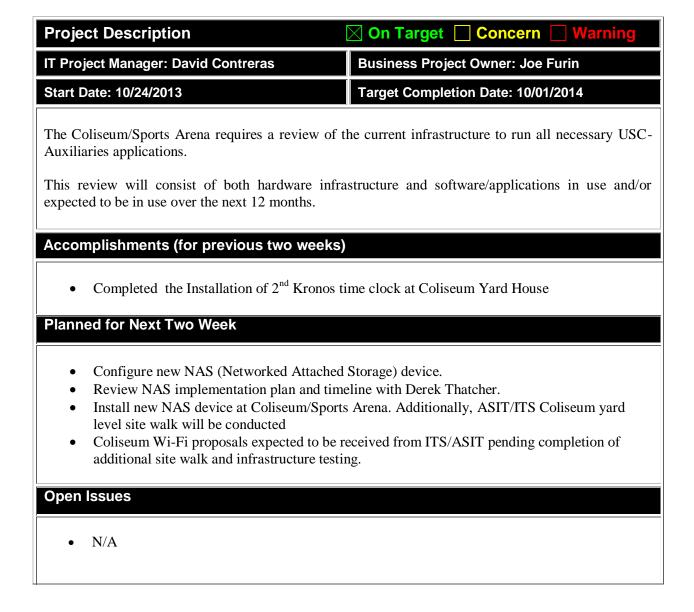
#### **Planned for Next Two Week**

- Gather necessary audit requirements for PCI review
- Review back-office network segmentation
- Pending addition documentation from Ticketmaster

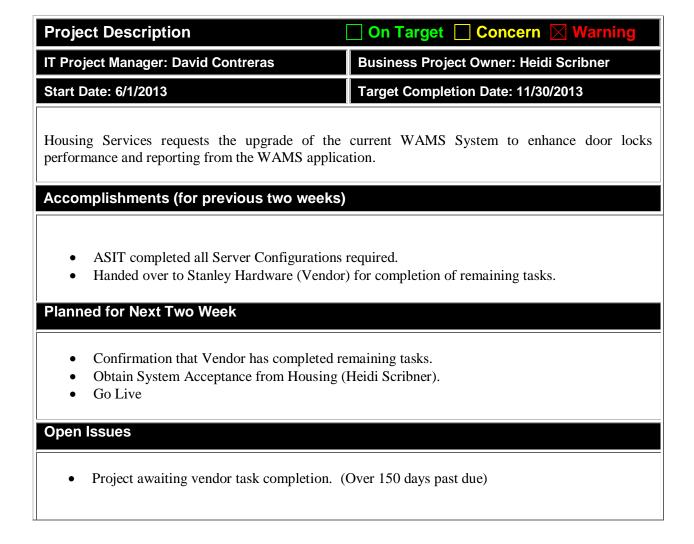
#### **Open Issues**

N/A

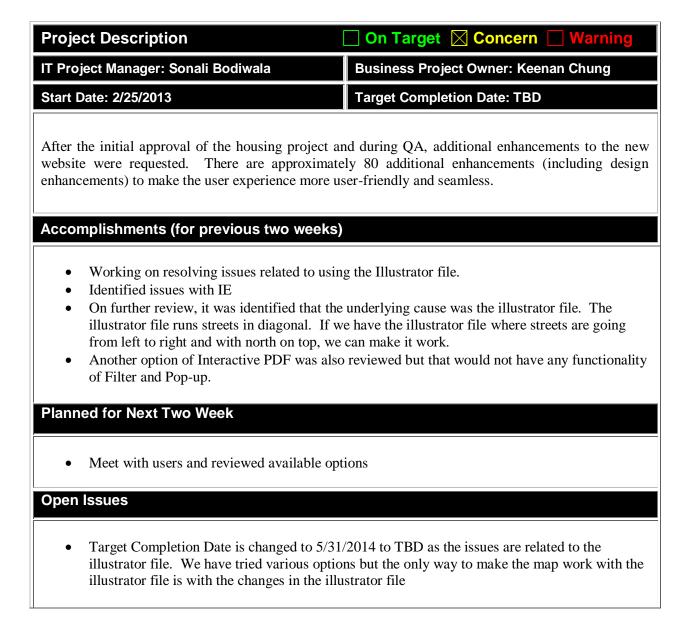
#### 24 COL – Upgrade Coliseum Back Office Network Infrastructure



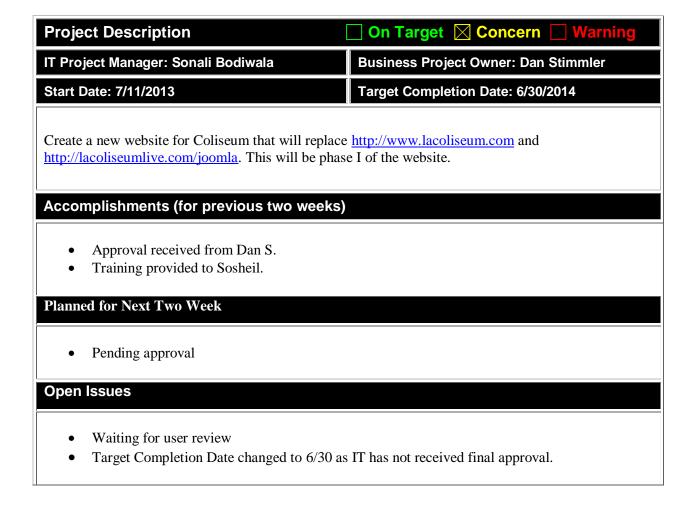
#### 25 HOU - WAMS Server Implementation Phase II



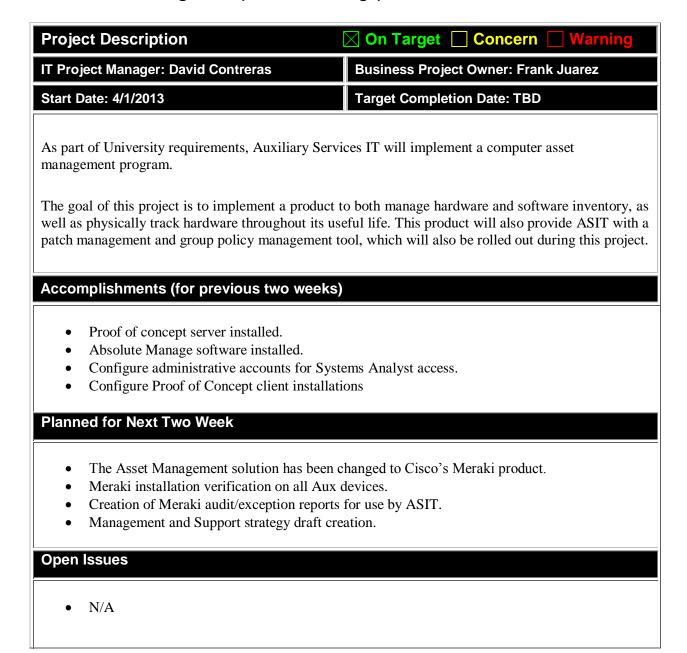
#### 26 HOU - Housing Web Site Phase II Enhancements



#### 27 COL - New Website for Coliseum (Phase I)



#### 28 ASIT – Asset Management (Absolute Manage)



#### 29 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 4<sup>th</sup> 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
- Created Matrix on all accounts that will need to be migrated to MS 365
- Completed draft documentation of MS 365 email administration

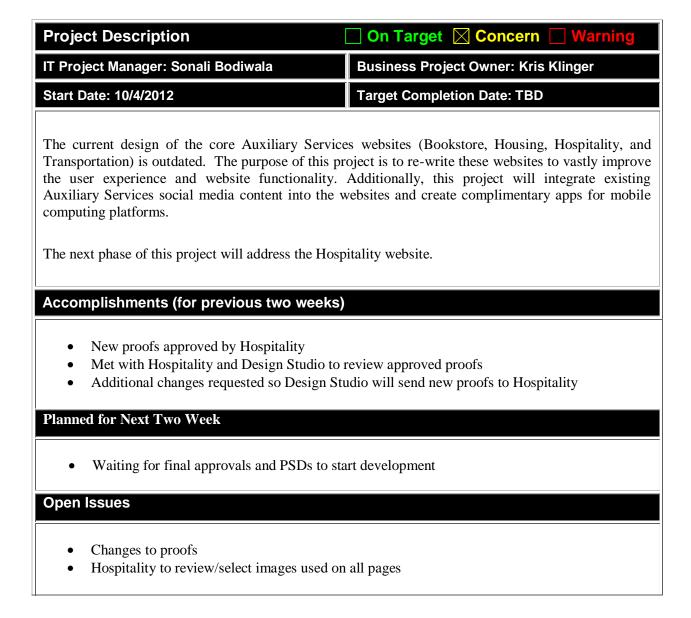
#### **Planned for Next Two Weeks**

- Schedule On-Prem Org Accounts for 365 migration
- Send notification to Org Account owners
- Send communication to the accounts owners detailing the new ownership process
- Schedule a follow up meeting with HR to review revised email administration procedure.

#### **Open Issues**

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

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



#### 31 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: Live with all changes

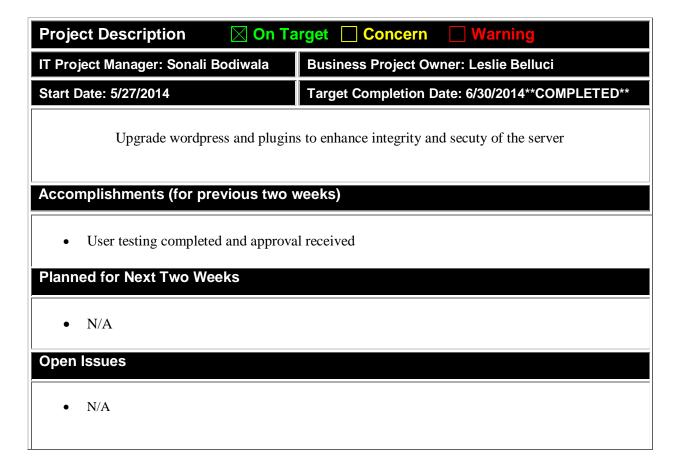
#### Planned for Next Two Weeks

Bookstore: Users to test changes and send to ITS for their review

#### **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

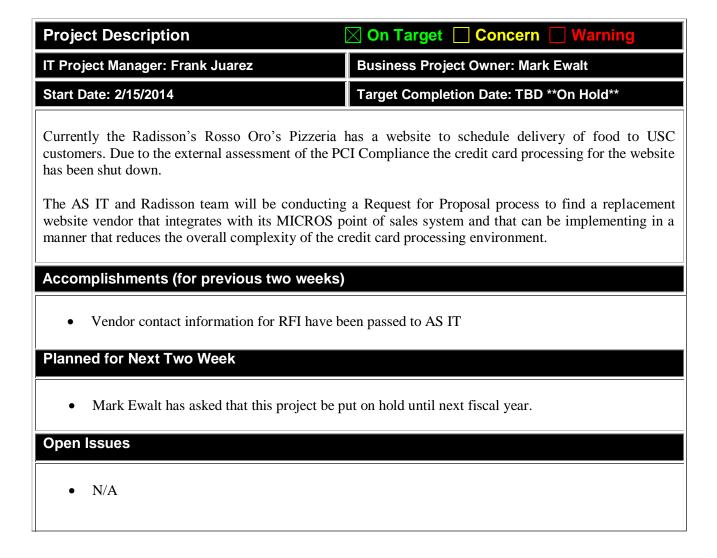
#### 32 HOU - Upgrade Wordpress



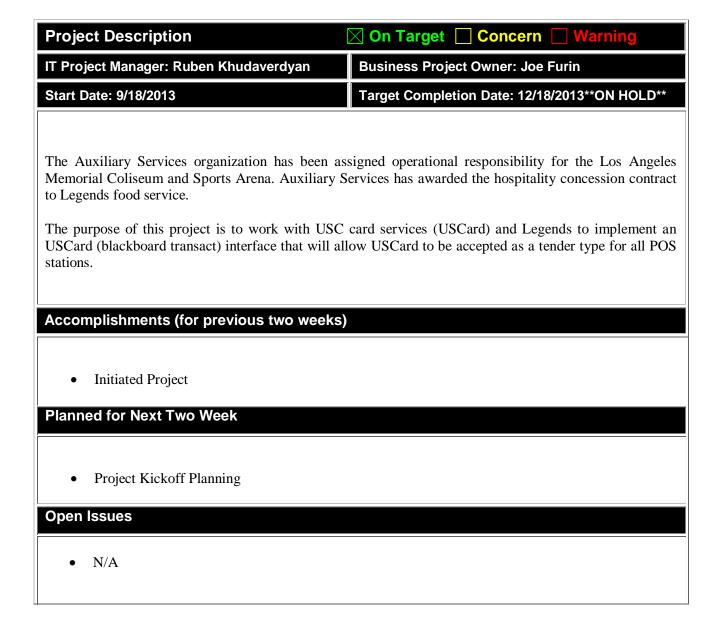
# 33 HSP - Catering Website Phase II

Project Description   On Target	□ Concern    □ Warning	
IT Project Manager: Ruben Khudaverdyan	Business Project Owner: Erika Chesley	
Start Date: 8/15/2012	Target Completion Date: TBD **CLOSED**	
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.		
of credit cards.	nt according to PCI-DSS-PA Standards and enable processing	
Accomplishments (for previous two wee	ks)	
<ul> <li>The Treasury Office cannot accept the current proposed solution from CaterTrax due an existing contract with Elavon</li> <li>Will be scheduling time with business unit to discuss other options for this project.</li> </ul>		
Planned for Next Two Week		
• N/A		
Open Issues		
• N/A		

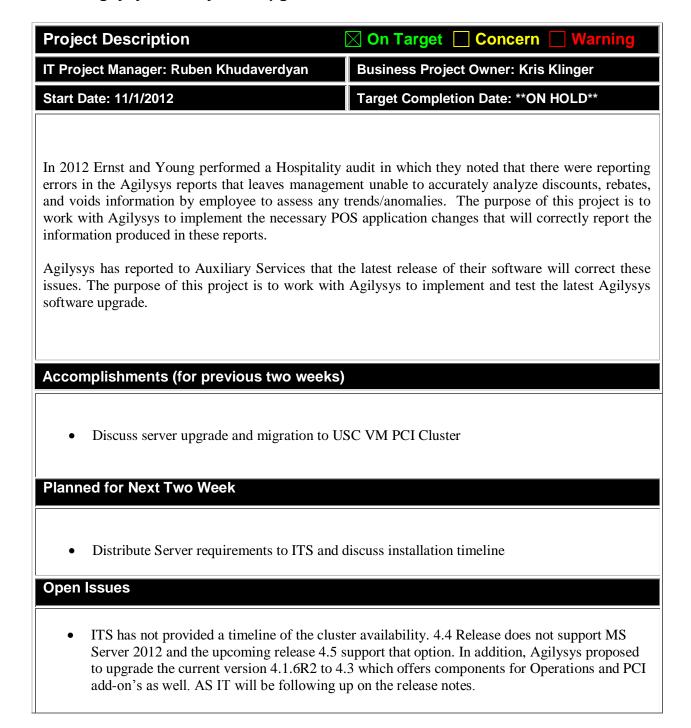
#### 34 RAD - Rosso Oro's Online Ordering Vendor Replacement



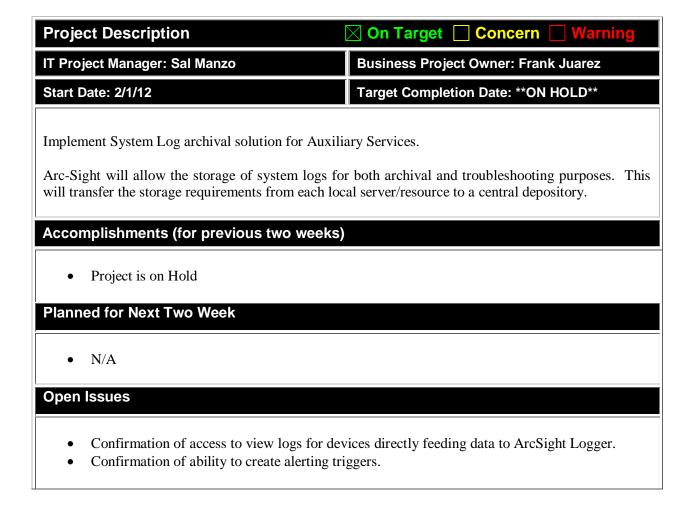
#### 35 COL - Coliseum USCard Interface Implementation



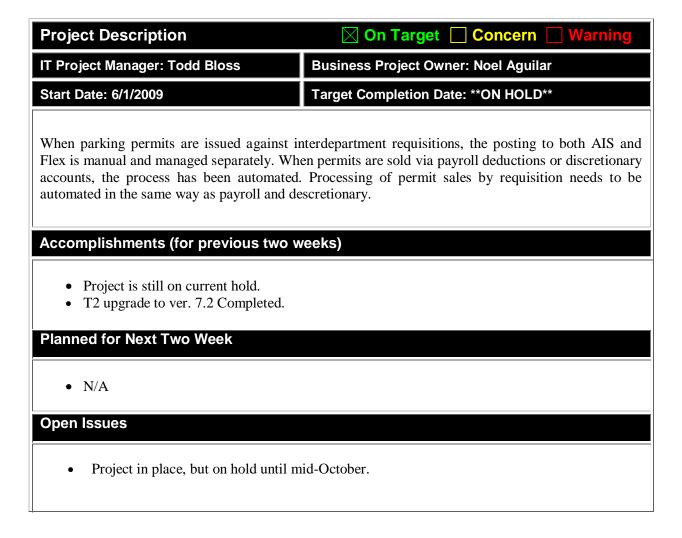
#### 36 HSP - Agilysys POS System Upgrade



#### 37 ASCIT - Arc-Sight Log Depository Implementation



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



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# 39 Archived Project Summary

Priority	Project Name	Requestor	Description
N/P	HSP – Expand URBNMRKT Landing Page to Website	Erika Chesley	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	Marissa Tan	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	BKS – Mobile Applications for USC Bookstores	Dan Archer	Develop one or more applications using mobile technologies
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 – Implement QR Functionality	Michelle Garcia	Begin using QR for marketing at Transportation locations.