



Bi-Weekly Project Status Report
6/06/2014 – 6/20/2014

Submitted by Auxiliary Services, IT

Submitted On 6/20/2014

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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

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	Upgrade Starrez Web Application
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 th 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	Implement POS solution at the NHC
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
TBD	HR Website	Barbara Sladeck	Create a new website for HR (only accessible to Auxiliary staff)
TBD	HSP –Edmundson Faculty Center Website	Kris Klinger	Create a new website for Edmundson Faculty Center

2 Active Project Summary

Project	Project Name	Status	Assessment
3	BKS – VR 19.2 Upgrade	On Target	Next Milestone – Schedule Kick-Off Meeting Target Project Completion Date – 8/20/2014
4	HSP – Point-of-Sale System Replacement Discovery	Concern	Next Milestone – Review Target Project Completion Date – 6/30/2014
5	TSP – IVR Project	On Target	Next Milestone – Review Target Project Completion Date – 10/1/2014
6	HOU – Touchscreen – Upgrade WordPress	On Target	Next Milestone – Review Target Project Completion Date – 6/30/2014
7	BKS – Upgrade eRATEX	On Target	Next Milestone – Review Target Project Completion Date – 8/15/2014
8	HOU – USCard Students Image Upload	Concern	Next Milestone – Development Target Project Completion Date – 7/31/2014
9	TSP – Implement Online Chat	On Target	Next Milestone – Development Target Project Completion Date – 7/31/2014
10	TSP – Automate Dart	On Target	Next Milestone – Development Target Project Completion Date – TBD
11	UCP – Create a new website for EMBA	Concern	Next Milestone – Review Target Project Completion Date – TBD
12	HOU – Upgrade – Cybersource	Concern	Next Milestone – Development Target Project Completion Date – 8/31/2014
13	RAD – MICROS Point-of-Sale System Upgrade	On Target	Next Milestone – Review Target Project Completion Date – 8/20/2014
14	HSP – Annenberg Café POS Implementation	Concern	Next Milestone – Review Target Project Completion Date – 8/1/2014
15	BKS – Custom Banners	On Target	Next Milestone – Review Target Project Completion Date – TBD
16	SS – Replace CAPS Bulk Payment Process in CBORD	Concern	Next Milestone – Review Target Project Completion Date – 6/30/2014
17	HOU – CP IRIS Registration Implementation	On Target	Next Milestone – Sign-off Target Project Completion Date – 7/11/2014
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
21	HOU – WAMS Server Implementation Phase II	Warning	Next Milestone – Implementation Target Project Completion Date – 11/30/2013

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22	HOU – Housing Web Site Phase II Enhancements	Concern	Next Milestone – Development Target Project Completion Date – TBD
23	ASIT – Asset Management (Absolute Manage)	On Target	Next Milestone – Review Target Project Completion Date – TBD
24	SS – MS 365 Email Implementation	On Target	Next Milestone – Phase II Target Project Completion Date – 11/01/2014
25	HSP – AS Business Unit Website NextGen Project Hospitality	Concern	Next Milestone – Development Target Project Completion Date – TBD
26	SS – Accounting Quali Purchasing/AP Payment Interfaces	Concern	Next Milestone – Review Target Project Completion Date – 6/30/2014

3 BKS – VR 19.2 Upgrade

Project Description		<input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning
IT Project Manager: Ruben Khudaverdyan	Business Project Owner: Dan Archer	
Start Date: 4/14/2014	Target Completion Date: 8/20/2014	
<p>Ratex Business Solutions, Inc. has released a patch (19.2) upgrade for the VisualRATEX (VR) Point-of-Sales (POS) System implemented at the USC Bookstore.</p> <p>The VR 19.2 Release will address the following areas of the application</p> <ul style="list-style-type: none"> • UPG User Addition Issues • Report Generator Changes • New Release Numbering Process • New Features & Changes – New features and screen changes added to POS and VisualRATEX • New Screen – New screens added to VisualRATEX • Procedural Guide Updates • Bug Fixes <p>Ratex Business Solutions, Inc. has recently validated VisualRATEX Release 19.2 as the latest Payment Application for Data Security Standard</p>		
Accomplishments (for previous two weeks)		
<ul style="list-style-type: none"> • Project Approval 		
Planned for Next Two Weeks		
<ul style="list-style-type: none"> • Identify project team members • Schedule Project Kick-Off • Prep UPG Server 		
Open Issues		
<ul style="list-style-type: none"> • N/A 		

4 HSP – Point of Sale System Replacement Discovery

Project Description		<input type="checkbox"/> On Target <input checked="" type="checkbox"/> Concern <input type="checkbox"/> Warning
IT Project Manager: Frank Juarez	Business Project Owner: Dirk De Jong	
Start Date: 3/15/2014	Target Completion Date: 6/30/2014	
<p>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.</p> <p>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.</p>		
Accomplishments (for previous two weeks)		
<ul style="list-style-type: none"> • The Vendor license and Security Addendum modifications have been accepted and both documents have been signed • Vendor has shipped equipment 		
Planned for Next Two Weeks		
<ul style="list-style-type: none"> • Provide check for Vendor payment • Phase II planning 		
Open Issues		
<ul style="list-style-type: none"> • 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. 		

5 TSP – IVR Project

Project Description		<input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: David Contreras		Business Project Owner: David Donovan	
Start Date: 5/1/2014		Target Completion Date: 10/01/2014	
<p>Transportation requests the replacement of their existing Telecommunication IVR (Integrated Voice Response System) with a new system that will provide increased uptime, redundancy along with Call Center creation and management, and also the ability to customize messages, route calls and integrate such features as SMS texting, voice callbacks amongst others.</p>			
Accomplishments (for previous two weeks)			
<ul style="list-style-type: none"> ASIT conducted needs analysis/scope definition with Transportation Staff. Held meetings with prospective Vendors. Received quotations for Telecommunication systems that meet Transportations requirements. Conducted demonstration of proposed solution for Transportation Selected solution and vendor for new system. 			
Planned for Next Two Weeks			
<ul style="list-style-type: none"> Complete single source vendor approval Sign proposal and SOW from vendor selected. Conduct Kick-Off meeting to discuss scope and implementation. 			
Open Issues			
<ul style="list-style-type: none"> N/A 			

6 HOU – Touchscreen – Upgrade Wordpress

Project Description <input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Sonali Bodiwala	Business Project Owner: Leslie Belluci
Start Date: 5/27/2014	Target Completion Date: 6/30/2014
Upgrade wordpress and plugins to enhance integrity and security of the server	
Accomplishments (for previous two weeks)	
<ul style="list-style-type: none"> • Prepare the site for an upgrade • Updated users with the project plan 	
Planned for Next Two Weeks	
<ul style="list-style-type: none"> • Finish testing the upgrade locally • Once tested locally, move changes to the QA site • User review 	
Open Issues	
<ul style="list-style-type: none"> • N/A 	

7 BKS – Upgrade eRATEX

Project Description		<input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Sonali Bodiwala		Business Project Owner: Dan Archer	
Start Date: 5/1/2014		Target Completion Date: 8/15/2014	
<p>This is a mandatory upgrade as Cybersource is discontinuing support for the Hosted Order Page on October 1, 2014. Upgrade eRATEX from upgrading from eRATEX version 3.1.7 to 4.2.1 to implement Secure Acceptance prior to October 1 or else credit cards will no longer be processed from the website.</p>			
Accomplishments (for previous two weeks)			
<ul style="list-style-type: none"> User testing completed 			
Planned for Next Two Weeks			
<ul style="list-style-type: none"> Schedule Go Live date with RBS 			
Open Issues			
<ul style="list-style-type: none"> N/A 			

8 HOU – USCard Student Image Upload

Project Description		<input type="checkbox"/> On Target <input checked="" type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Sonali Bodiwala		Business Project Owner: Keenan Cheung	
Start Date: 5/8/2014		Target Completion Date: 7/31/2014	
Import USCard Images of students into StarRez and Biometrics system			
Accomplishments (for previous two weeks)			
<ul style="list-style-type: none"> • Created a process that successfully calls USCCARD. Using the process, able to access and download the pictures from USCCARD • Updated UNIS database with the images downloaded from USCCARD • Update UNIS form to see the updated USCCARD image 			
Planned for Next Two Weeks			
<ul style="list-style-type: none"> • Review 2 available options for importing images • Pending additional information from USC Housing 			
Open Issues			
<ul style="list-style-type: none"> • If the processes need network access, we will document the process so only 5 laptops (one for each area) need Wi-Fi access and we will provide documentation how to enable/disable Wi-Fi 			

9 TSP – Implement Online Chat

Project Description <input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Sonali Bodiwala	Business Project Owner: Tony Mazza
Start Date: 4/15/2014	Target Completion Date: 7/31/2014
Implement Online Chat for Campus Cruiser and Front Desk. Campus Cruiser would like to do a soft launch mid-summer.	
Accomplishments (for previous two weeks)	
<ul style="list-style-type: none"> Updated Campus Cruiser Chat program with the new images and content Go Live Date for Campus Cruiser Chat is 7/1. 	
Planned for Next Two Weeks	
<ul style="list-style-type: none"> Pending Images from Design Studio Set up a new page for offline (when operator is not available) – Waiting for content 	
Open Issues	
<ul style="list-style-type: none"> N/A 	

10 TSP – Automate Dart

Project Description <input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Sonali Bodiwala	Business Project Owner: Tony Mazza
Start Date: 4/23/2014	Target Completion Date: TBD
TSP is seeking a technology based solution to improve the service.	
Accomplishments (for previous two weeks)	
<ul style="list-style-type: none"> N/A 	
Planned for Next Two Weeks	
<ul style="list-style-type: none"> Tentative meeting scheduled for 7/8 	
Open Issues	
<ul style="list-style-type: none"> N/A 	

11 UCP – Create a new website for EMBA

Project Description <input type="checkbox"/> On Target <input checked="" type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Sonali Bodiwala	Business Project Owner: Dan Archer
Start Date: 4/23/2014	Target Completion Date: TBD
Create a new website for EMBA	
Accomplishments (for previous two weeks)	
<ul style="list-style-type: none"> • Workflow review – In progress • Evaluate various shopping carts 	
Planned for Next Two Weeks	
<ul style="list-style-type: none"> • Complete workflow review • Choose a shopping cart • Meet with end users 	
Open Issues	
<ul style="list-style-type: none"> • Due to the UCP server project, no progress has been made for EMBA. 	

12 HOU – StarRez – Upgrade CyberSource

Project Description <input type="checkbox"/> On Target <input checked="" type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Sonali Bodiwala	Business Project Owner: Keenan Cheung
Start Date: 4/23/2014	Target Completion Date: 8/31/2014
<p>The Hosted Order Page will be End of Life on September 2014. Migrate Hosted Order Page to Secure Acceptance Form.</p>	
Accomplishments (for previous two weeks)	
<ul style="list-style-type: none"> StarRez application upgrade is required for CyberSource upgrade 	
Planned for Next Two Weeks	
<ul style="list-style-type: none"> StarRez to continue development 	
Open Issues	
<ul style="list-style-type: none"> StarRez Dev team has advised that they will be writing code for the latest StarRez Application and we will need to upgrade the application prior to StarRez/CyberSource Gateway. A new project will be initiated to upgrade StarRez Application. 	

13 RAD – MICROS Point-of-Sale System Upgrade

Project Description <input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Ruben Khudaverdyan	Business Project Owner: Mark Ewalt
Start Date: 4/21/2014	Target Completion Date: 8/20/2014
<p>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</p> <p>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.</p>	
Accomplishments (for previous two weeks)	
<ul style="list-style-type: none"> • NetOps has taken delivery of the server and MICROS POS Hardware 	
Planned for Next Two Weeks	
<ul style="list-style-type: none"> • Prep POS Server • Schedule a weekly status call with BU • Review Implementation schedule with BU and MICROS • Schedule a system review call with MICROS and Radisson 	
Open Issues	
<ul style="list-style-type: none"> • N/A 	

14 HSP – Annenberg Café POS Implementation

Project Description		<input type="checkbox"/> On Target <input checked="" type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Ruben Khudaverdyan		Business Project Owner: Dirk de Jong	
Start Date: 4/9/2014		Target Completion Date: 8/1/2014	
Implement Point-of-Sale Solution at the Annenberg School of Communication Café			
Accomplishments (for previous two weeks)			
<ul style="list-style-type: none"> • Received back-office hardware • Received MAC mini's for digital signage • Order data line activation 			
Planned for Next Two Week			
<ul style="list-style-type: none"> • Order POS Hardware • Meet with ITS and the Construction team to review TV screen installation • Order telephone lines 			
Open Issues			
<ul style="list-style-type: none"> • Digital Screen location has been identified, but will be meeting with ITS and the construction team to finalize mounting hardware and data/electrical requirements. • Additionally, additional data and electrical requirements are pending installation by the construction team. 			

15 BKS – Custom Banners

Project Description		<input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Sonali Bodiwala		Business Project Owner: Dan Archer	
Start Date: 4/14/2014		Target Completion Date: : TBD	
<p>Purpose of this project is to update Bookstore website to offer custom banners from FedEx.</p>			
Accomplishments (for previous two weeks)			
<ul style="list-style-type: none"> Meet with Design Studio to evaluate other options we can offer without any customizations 			
Planned for Next Two Week			
<ul style="list-style-type: none"> Send options to users for their approvals 			
Open Issues			
<ul style="list-style-type: none"> N/A 			

16 SS – Replace CAPS Bulk Payment Process in CBORD

Project Description <input type="checkbox"/> On Target <input checked="" type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Sonali Bodiwala	Business Project Owner: Greg Laporte
Start Date: 3/15/2014	Target Completion Date: 6/30/2014
As CBORD will replace CAPS, implement bulk payment process in CBORD	
Accomplishments (for previous two weeks)	
<ul style="list-style-type: none"> • Site sent for user testing 	
Planned for Next Two Weeks	
<ul style="list-style-type: none"> • Receive user approval and signoff 	
Open Issues	
<ul style="list-style-type: none"> • Waiting for user testing. Target Completion Date may be missed due to delay with user testing. 	

17 HOU – CP IRIS Registration Implementation

Project Description		<input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning
IT Project Manager: Ruben Khudaverdyan	Business Project Owner: Keenan Cheung	
Start Date: 3/3/2014	Target Completion Date: 7/04/2014	
<p>The purpose of this project is to upgrade the existing Summer Conference Application CP to a newer version, CP6, which will allow guests to register and pay for their stay during the summer at a USC Housing Facility through a new web function called IRIS Registration.</p> <p>IRIS Registration is a web based application that is hosted in the Cloud by a Microsoft product, Azure. IRIS Registration has integrated with a hosted, PCI Compliant platform from CyberSource called “Secure Acceptance” which has replaced the traditional Hosted-Order-Page solution</p> <p>**PCI Component of this application will be reviewed with Treasury and Compliance Office’s as it will be in scope for next year’s external compliance validation.**</p>		
Accomplishments (for previous two weeks)		
<ul style="list-style-type: none"> Completed testing 		
Planned for Next Two Week		
<ul style="list-style-type: none"> Due to operational reconciliation Accounting requested new MID through processing bank 		
Open Issues		
<ul style="list-style-type: none"> New MID has been requested through Treasury Office which can take 5-7 business days for Elavon to complete. Project completion date is being postponed per Elavon timeline. 		

18 COL – Legends POS PCI Compliance

Project Description		<input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Ruben Khudaverdyan		Business Project Owner: Joe Furin	
Start Date: 3/3/2014		Target Completion Date: 10/1/2014	
<p>AS IT will assess the Payment Card Industry (PCI) Compliance of the current Point-of-Sale (POS) system provider, Legends, and hardware from NCR that is implemented at the USC Coliseum and Sports Arena. In addition, if necessary implement processes, procedures and or technical architecture required by the PCI-Counsel that is outlined in the PCI-Data Security Standards (DSS) document V 3.0.</p> <p>Self-Assessment-Questionnaire (SAQ) Level D V 3.0 will be utilized as a guide to evaluate the PCI Compliance of Legends implementation and the NCR hardware at the Coliseum and Sports Arena.</p>			
Accomplishments (for previous two weeks)			
<ul style="list-style-type: none"> Received IP/Protocol documentation from Legends 			
Planned for Next Two Week			
<ul style="list-style-type: none"> Schedule a follow up call with Legends to review the PCI compliance timeline 			
Open Issues			
<ul style="list-style-type: none"> N/A 			

19 COL – Ticket Office PCI Compliance

Project Description		<input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Ruben Khudaverdyan	Business Project Owner: Joe Furin		
Start Date: 2/24/2014	Target Completion Date: 10/1/2014		
<p>AS IT will be evaluating the Payment Card Industry (PCI) Compliance of the Ticket Office credit card processing method at the Coliseum and the Sport Arena. During this assessment period, Ticket Office service level A-D will be determined, and based on the identified information, a PCI Data Security Standard (DSS) Self-Assessment-Questionnaire (SAQ) V 3.0 with corresponding level will be used to evaluate the Ticket Office credit card processing method.</p> <p>In addition, AS IT will review the existing server and hardware implementation by Ticketmaster and recommend a solution that will reduce the overall PCI exposure.</p> <p>Post assessment period, AS IT will implement processes, procedures, and/or technical infrastructure required by the PCI-Counsel to meet PCI Compliance.</p> <p>The areas in scope for this evaluation are the main Ticket Office located at the Sports Arena along with Gate 4 and Gate 19 located at the Coliseum.</p>			
Accomplishments (for previous two weeks)			
<ul style="list-style-type: none"> Received signed USC Security Addendum 			
Planned for Next Two Week			
<ul style="list-style-type: none"> Gather necessary audit requirements for PCI review Review back-office network segmentation Pending addition documentation from Ticketmaster 			
Open Issues			
<ul style="list-style-type: none"> N/A 			

20 COL – Upgrade Coliseum Back Office Network Infrastructure

Project Description		<input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: David Contreras		Business Project Owner: Joe Furin	
Start Date: 10/24/2013		Target Completion Date: 10/01/2014	
<p>The Coliseum/Sports Arena requires a review of the current infrastructure to run all necessary USC-Auxiliaries applications.</p> <p>This review will consist of both hardware infrastructure and software/applications in use and/or expected to be in use over the next 12 months.</p>			
Accomplishments (for previous two weeks)			
<ul style="list-style-type: none"> Completed the Installation of 2nd Kronos time clock at Coliseum Yard House 			
Planned for Next Two Week			
<ul style="list-style-type: none"> Configure new NAS (Networked Attached Storage) device. Review NAS implementation plan and timeline with Derek Thatcher. Install new NAS device at Coliseum/Sports Arena. Additionally, ASIT/ITS Coliseum yard level site walk will be conducted Coliseum Wi-Fi proposals expected to be received from ITS/ASIT pending completion of additional site walk and infrastructure testing. 			
Open Issues			
<ul style="list-style-type: none"> N/A 			

21 HOU – WAMS Server Implementation Phase II

Project Description		<input type="checkbox"/> On Target <input type="checkbox"/> Concern <input checked="" type="checkbox"/> Warning	
IT Project Manager: David Contreras		Business Project Owner: Heidi Scribner	
Start Date: 6/1/2013		Target Completion Date: 11/30/2013	
<p>Housing Services requests the upgrade of the current WAMS System to enhance door locks performance and reporting from the WAMS application.</p>			
Accomplishments (for previous two weeks)			
<ul style="list-style-type: none"> ASIT completed all Server Configurations required. Handed over to Stanley Hardware (Vendor) for completion of remaining tasks. 			
Planned for Next Two Week			
<ul style="list-style-type: none"> Confirmation that Vendor has completed remaining tasks. Obtain System Acceptance from Housing (Heidi Scribner). Go Live 			
Open Issues			
<ul style="list-style-type: none"> Project awaiting vendor task completion. (Over 150 days past due) 			

22 HOU - Housing Web Site Phase II Enhancements

Project Description		<input type="checkbox"/> On Target	<input checked="" type="checkbox"/> Concern	<input type="checkbox"/> Warning
IT Project Manager: Sonali Bodiwala		Business Project Owner: Keenan Chung		
Start Date: 2/25/2013		Target Completion Date: TBD		
<p>After the initial approval of the housing project and during QA, additional enhancements to the new website were requested. There are approximately 80 additional enhancements (including design enhancements) to make the user experience more user-friendly and seamless.</p>				
Accomplishments (for previous two weeks)				
<ul style="list-style-type: none"> Working on resolving issues related to using the Illustrator file. Identified issues with IE On further review, it was identified that the underlying cause was the illustrator file. The illustrator file runs streets in diagonal. If we have the illustrator file where streets are going from left to right and with north on top, we can make it work. Another option of Interactive PDF was also reviewed but that would not have any functionality of Filter and Pop-up. 				
Planned for Next Two Week				
<ul style="list-style-type: none"> Meet with users and reviewed available options 				
Open Issues				
<ul style="list-style-type: none"> Target Completion Date is changed to 5/31/2014 to TBD as the issues are related to the illustrator file. We have tried various options but the only way to make the map work with the illustrator file is with the changes in the illustrator file 				

23 ASIT – Asset Management (Absolute Manage)

Project Description		<input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: David Contreras		Business Project Owner: Frank Juarez	
Start Date: 4/1/2013		Target Completion Date: TBD	
<p>As part of University requirements, Auxiliary Services IT will implement a computer asset management program.</p> <p>The goal of this project is to implement a product to both manage hardware and software inventory, as well as physically track hardware throughout its useful life. This product will also provide ASIT with a patch management and group policy management tool, which will also be rolled out during this project.</p>			
Accomplishments (for previous two weeks)			
<ul style="list-style-type: none"> • Proof of concept server installed. • Absolute Manage software installed. • Configure administrative accounts for Systems Analyst access. • Configure Proof of Concept client installations 			
Planned for Next Two Week			
<ul style="list-style-type: none"> • The Asset Management solution has been changed to Cisco’s Meraki product. • Meraki installation verification on all Aux devices. • Creation of Meraki audit/exception reports for use by ASIT. • Management and Support strategy draft creation. 			
Open Issues			
<ul style="list-style-type: none"> • N/A 			

24 SS – MS 365 Email Implementation Phase II

Project Description <input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Ruben Khudaverdyan	Business Project Owner: Dan Stimmler
Start Date: 2/20/2013	Target Completion Date: 11/1/2014
<p>USC is in the process to migrate to the University email and calendaring systems to the Microsoft Office 365 cloud based services. The first phase of this project will be to migrate all faculty and staff the MS 365 environment. Future phases will include rolling out the Link collaboration tool and MS 365 SharePoint.</p> <p>Auxiliary Services has been identified as the 4th business unit that will migrate to the new environment. The first phase of this project will eliminate the auxiliary email domain and will have all users migrate to the new USC MS 365 tenancy.</p>	
Accomplishments (for previous two weeks)	
<ul style="list-style-type: none"> Met with HR and reviewed MS 365 Email Administration Process 	
Planned for Next Two Weeks	
<ul style="list-style-type: none"> Complete Testing of Pilot Org Accounts that have already migrated 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 	
Open Issues	
<ul style="list-style-type: none"> N/A 	

25 HSP - AS Business Unit Website NextGen Project – Hospitality

Project Description		<input type="checkbox"/> On Target <input checked="" type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Sonali Bodiwala		Business Project Owner: Kris Klinger	
Start Date: 10/4/2012		Target Completion Date: TBD	
<p>The current design of the core Auxiliary Services websites (Bookstore, Housing, Hospitality, and Transportation) is outdated. The purpose of this project is to re-write these websites to vastly improve the user experience and website functionality. Additionally, this project will integrate existing Auxiliary Services social media content into the websites and create complimentary apps for mobile computing platforms.</p> <p>The next phase of this project will address the Hospitality website.</p>			
Accomplishments (for previous two weeks)			
<ul style="list-style-type: none"> • New proofs approved by Hospitality • Met with Hospitality and Design Studio to review approved proofs • Additional changes requested so Design Studio will send new proofs to Hospitality 			
Planned for Next Two Week			
<ul style="list-style-type: none"> • Waiting for final approvals and PSDs to start development 			
Open Issues			
<ul style="list-style-type: none"> • Changes to proofs • Hospitality to review/select images used on all pages 			

26 SS – Accounting Kuali Purchasing/AP Payment Interfaces

Project Description <input type="checkbox"/> On Target <input checked="" type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Sonali Bodiwala	Business Project Owner: Dave Racewicz
Start Date: 4/26/2011	Target Completion Date: 6/30/2014
<p>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.</p> <p>The purpose of this project is to identify candidate interfaces for the Purchasing/AP module and to convert the interfaces to use Kuali technologies.</p>	
Accomplishments (for previous two weeks)	
<ul style="list-style-type: none"> • 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	
<ul style="list-style-type: none"> • Bookstore: Users to test changes and send to ITS for their review 	
Open Issues	
<ul style="list-style-type: none"> • 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 6/30 	

27 UCP – Upgrade UCP Server

Project Description <input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Sonali Bodiwala	Business Project Owner: Dan Archer
Start Date: 5/21/2014	Target Completion Date: 6/15/2014**COMPLETED**
<p>Per PCI Compliance, the University Custom Publishing website server will require and upgrade to the latest Apache, MySQL and PHP.</p>	
Accomplishments (for previous two weeks)	
<ul style="list-style-type: none"> University Custom Publishing website was upgraded to the new server on 6/17. 	
Planned for Next Two Weeks	
<ul style="list-style-type: none"> N/A 	
Open Issues	
<ul style="list-style-type: none"> N/A 	

28 BKS – Migrate Figueroa Press to New Server

Project Description		<input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Sonali Bodiwala		Business Project Owner: Dan Archer	
Start Date: 5/1/2014		Target Completion Date: 6/15/2014**COMPLETED**	
<p>Currently, Figueroa press is using the same server as University Custom Publishing. We have been asked by Information Security office to upgrade this server by 6/15/2014. Since UCP is an eCommerce site, we will move Figueroa Press to a new server to get a head start. The functionality will remain the same. The new server will have a Windows OS, with the latest PHP and MySQL.</p>			
Accomplishments (for previous two weeks)			
<ul style="list-style-type: none"> • Figueroa Press website was upgraded to the new server on 6/13 			
Planned for Next Two Week			
<ul style="list-style-type: none"> • N/A 			
Open Issues			
<ul style="list-style-type: none"> • N/A 			

29 BKS – Migrate Student Scheduling to New Server

Project Description		<input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Sonali Bodiwala		Business Project Owner: Dan Archer	
Start Date: 5/1/2014		Target Completion Date: 6/15/2014**COMPLETED**	
<p>Currently, Student Scheduling is using the same server as University Custom Publishing. We have been asked by Information Security office to upgrade this server by 6/15/2014. Since UCP is an eCommerce site, we will move Student Scheduling to a new server to get a head start. The functionality will remain the same. The new server will have a Windows OS, with the latest PHP and MySQL.</p>			
Accomplishments (for previous two weeks)			
<ul style="list-style-type: none"> • Student Scheduling website was upgraded to the new server on 6/11. 			
Planned for Next Two Week			
<ul style="list-style-type: none"> • N/A 			
Open Issues			
<ul style="list-style-type: none"> • N/A 			

30 COL – New Website for Coliseum (Phase I)

Project Description		<input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Sonali Bodiwala		Business Project Owner: Dan Stimmler	
Start Date: 7/11/2013		Target Completion Date: 6/30/2014**COMPLETED**	
<p>Create a new website for Coliseum that will replace http://www.lacoliseum.com and http://lacoliseumlive.com/joomla. This will be phase I of the website.</p>			
Accomplishments (for previous two weeks)			
<ul style="list-style-type: none"> Website launched on 6/3 			
Planned for Next Two Week			
<ul style="list-style-type: none"> N/A 			
Open Issues			
<ul style="list-style-type: none"> N/A 			

31 TSP – Campus Cruiser Server Virtualization

Project Description		<input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Salvador Manzo		Business Project Owner: John Jazac	
Start Date: 6/1/2014		Target Completion Date: 6/24/2014**COMPLETED	
<p>To help insure against hardware failure, the Campus Cruiser system will be virtualized and transferred from its current hardware and to our virtualization cluster. An IP change will be required, which will be coordinated with Synchronomatics, as needed.</p>			
Accomplishments (for previous two weeks)			
<ul style="list-style-type: none"> Virtualized Campus Cruiser Transferred system to new IP range 			
Planned for Next Two Week			
<ul style="list-style-type: none"> N/A 			
Open Issues			
<ul style="list-style-type: none"> N/A 			

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

Project Description <input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Ruben Khudaverdyan	Business Project Owner: Anjeanette Arakawa
Start Date: 2/24/2014	Target Completion Date: 7/1/2014**COMPLETED**
<p>During this transition, an assessment will be performed in order to determine the total number of Merchant IDs (MID) and Terminal IDs (TID) assigned to the Coliseum with the current service provider/processor, RBS World Pay. Once identified, the PMO will be working with Elavon through the Treasury Office to assign new MIDs for the Coliseum.</p> <p>In addition, the Coliseum has over two dozen Omni 3750 credit card terminals that they have purchased through RBS World Pay over the years that would need to be inspected by Elavon to determine compatibility and if a firmware upgrade will be necessary.</p> <p>If the terminals are not compatible or are out of support, a purchase of new terminals will be required to support the Ticketmaster sales through the ticket office and other venues where credit cards are accepted. (A separate project focusing on PCI Compliance of the Coliseum and the Sport Arena will be filed separately).</p> <p>**Note: The commission would like this transition to occur as soon as possible, but has not identified a deadline**</p> <p>**If transition does not occur on time, the MID can be revoked and the Coliseum will not have the ability to process credit cards**</p>	
Accomplishments (for previous two weeks)	
<ul style="list-style-type: none"> • Elavon completed Amex configuration • Completed training • Deployed new credit card terminals • Old card terminal have been decommissioned and are offline. 	
Planned for Next Two Week	
<ul style="list-style-type: none"> • N/A 	
Open Issues	
<ul style="list-style-type: none"> • N/A 	

33 RAD – Rosso Oro’s Online Ordering Vendor Replacement

Project Description		<input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Frank Juarez		Business Project Owner: Mark Ewalt	
Start Date: 2/15/2014		Target Completion Date: TBD **On Hold**	
<p>Currently the Radisson’s Rosso Oro’s Pizzeria has a website to schedule delivery of food to USC customers. Due to the external assessment of the PCI Compliance the credit card processing for the website has been shut down.</p> <p>The AS IT and Radisson team will be conducting a Request for Proposal process to find a replacement website vendor that integrates with its MICROS point of sales system and that can be implementing in a manner that reduces the overall complexity of the credit card processing environment.</p>			
Accomplishments (for previous two weeks)			
<ul style="list-style-type: none"> Vendor contact information for RFI have been passed to AS IT 			
Planned for Next Two Week			
<ul style="list-style-type: none"> Mark Ewalt has asked that this project be put on hold until next fiscal year. 			
Open Issues			
<ul style="list-style-type: none"> N/A 			

34 COL – Coliseum USCard Interface Implementation

Project Description		<input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Ruben Khudaverdyan		Business Project Owner: Joe Furin	
Start Date: 9/18/2013		Target Completion Date: 12/18/2013**ON HOLD**	
<p>The Auxiliary Services organization has been assigned operational responsibility for the Los Angeles Memorial Coliseum and Sports Arena. Auxiliary Services has awarded the hospitality concession contract to Legends food service.</p> <p>The purpose of this project is to work with USC card services (USCard) and Legends to implement an USCard (blackboard transact) interface that will allow USCard to be accepted as a tender type for all POS stations.</p>			
Accomplishments (for previous two weeks)			
<ul style="list-style-type: none"> Initiated Project 			
Planned for Next Two Week			
<ul style="list-style-type: none"> Project Kickoff Planning 			
Open Issues			
<ul style="list-style-type: none"> N/A 			

35 HSP – Agilysys POS System Upgrade

Project Description		<input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Ruben Khudaverdyan		Business Project Owner: Kris Klinger	
Start Date: 11/1/2012		Target Completion Date: **ON HOLD**	
<p>In 2012 Ernst and Young performed a Hospitality audit in which they noted that there were reporting errors in the Agilysys reports that leaves management unable to accurately analyze discounts, rebates, and voids information by employee to assess any trends/anomalies. The purpose of this project is to work with Agilysys to implement the necessary POS application changes that will correctly report the information produced in these reports.</p> <p>Agilysys has reported to Auxiliary Services that the latest release of their software will correct these issues. The purpose of this project is to work with Agilysys to implement and test the latest Agilysys software upgrade.</p>			
Accomplishments (for previous two weeks)			
<ul style="list-style-type: none"> • Discuss server upgrade and migration to USC VM PCI Cluster 			
Planned for Next Two Week			
<ul style="list-style-type: none"> • Distribute Server requirements to ITS and discuss installation timeline 			
Open Issues			
<ul style="list-style-type: none"> • ITS has not provided a timeline of the cluster availability. 4.4 Release does not support MS Server 2012 and the upcoming release 4.5 support that option. In addition, Agilysys proposed to upgrade the current version 4.1.6R2 to 4.3 which offers components for Operations and PCI add-on's as well. AS IT will be following up on the release notes. 			

36 ASCIT – Arc-Sight Log Depository Implementation

Project Description		<input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Sal Manzo		Business Project Owner: Frank Juarez	
Start Date: 2/1/12		Target Completion Date: **ON HOLD**	
<p>Implement System Log archival solution for Auxiliary Services.</p> <p>Arc-Sight will allow the storage of system logs for both archival and troubleshooting purposes. This will transfer the storage requirements from each local server/resource to a central depository.</p>			
Accomplishments (for previous two weeks)			
<ul style="list-style-type: none"> Project is on Hold 			
Planned for Next Two Week			
<ul style="list-style-type: none"> N/A 			
Open Issues			
<ul style="list-style-type: none"> Confirmation of access to view logs for devices directly feeding data to ArcSight Logger. Confirmation of ability to create alerting triggers. 			

37 TSP – Flex/AIS Integration for Internal Requisitions

Project Description		<input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning
IT Project Manager: Todd Bloss	Business Project Owner: Noel Aguilar	
Start Date: 6/1/2009	Target Completion Date: **ON HOLD**	
<p>When parking permits are issued against interdepartment requisitions, the posting to both AIS and Flex is manual and managed separately. When permits are sold via payroll deductions or discretionary accounts, the process has been automated. Processing of permit sales by requisition needs to be automated in the same way as payroll and discretionary.</p>		
Accomplishments (for previous two weeks)		
<ul style="list-style-type: none"> • Project is still on current hold. • T2 upgrade to ver. 7.2 Completed. 		
Planned for Next Two Week		
<ul style="list-style-type: none"> • N/A 		
Open Issues		
<ul style="list-style-type: none"> • Project in place, but on hold until mid-October. 		

38 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	Protect against unauthorized access or use of records or information which could result in harm or inconvenience to customer.
N/P	HSP – Web Online Ordering Application	Kris Klinger	Online Ordering Application
N/P	TSP – Interactive displays at UPC Bus Stops	Michelle Garcia	Implement KIOSKs at selected bus stops displaying bus route information
N/P	Create/Update Commencement Website	Mark Ewalt	Create a new website or update the bookstore website to streamline ordering from Herf Jones for Commencement
N/P	BKS – Figueroa Press Rewrite	Mark Ewalt	Rewrite of Figueroa Press website.
N/P	TSP – Implement QR Functionality	Michelle Garcia	Begin using QR for marketing at Transportation locations.