

Bi-Weekly Project Status Report 8/1/2014 – 8/15/2014

Submitted by Auxiliary Services, IT

Submitted On 8/15/2014

Bi-Weekly Project Status Report

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1 Discovery Project Summary

Priority	Project Name	Requestor	Description
1	HSP – Catering Online Ordering Replacement Discovery	Erika Chesley	Research a replacement online ordering solution
1	HSP – Vendor Electronic Signature Workflow Platform	Kris Klinger	Automate the (AS) process to add a vendor to the approved HSP vendor list
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
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
3	MonoPad Post Installation Support Plan	Keenan Cheung	Create a support plan for the installed Monopads
3	BKS – eCommerce for USC Flower Shop	Dan Archer/Jerry Wingate	Add eCommerce functionality to USC Flower Shop website
3	BKS – Electronic Shelf Tag	Dan Archer	Implement a system to use electronic merchandise tags
Research	ACCT – Check Scanning	Greg Laporte	The University no longer offers scanning solution. Currently, checks are scanned manually. Accounting would like to implement an effective solution (ITS – Laserfiche/RBS/Other) to remedy this process.
TBD	BKS – Create separate websites for Stanford, San Fran State and others to replace OsCommerce	Dan Archer	Create separate websites for schools to offer functionality to replace OsCommerce
TBD	ACCT – Add Partial Payment Processing to Bulk Payment to CBOARD	Greg Laporte	ITS will add a new functionality to bulk payment for partial processing. This project will involve upgrading AS CBOARD bilk payment process to incorporate these changes

2 Active Project Summary

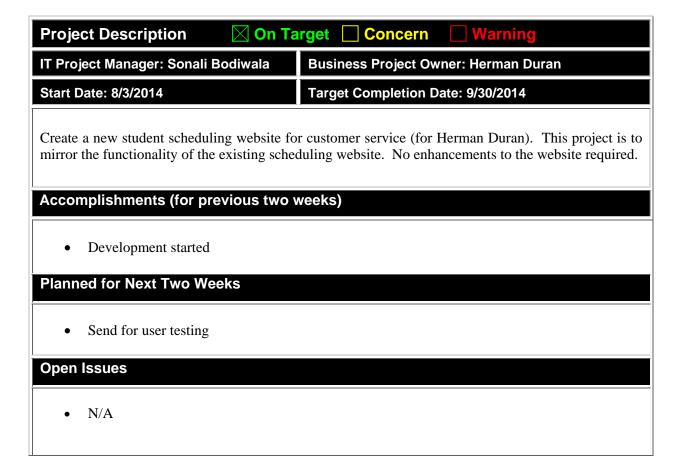
Project	Project Name	Status	Assessment
3	BKS – Create a Student Scheduling Website for Customer Service	On Target	Next Milestone – Testing Target Project Completion Date – 9/30/2014
4	HSL – Create a New Website for The Edmondson Faculty Center	On Target	Next Milestone – Development Target Project Completion Date – TBD
5	SS – Auxiliary Services 2014 PCI Pre- Assessment	On Target	Next Milestone – Review Target Project Completion Date – 12/31/2014
6	BKS – Create a Student Scheduling Website for Ground Floor	On Target	Next Milestone – Review Target Project Completion Date – 9/30/2014
7	HSP – MICROS Point-of-Sale System Implementation	On Target	Next Milestone – Development Target Project Completion Date – 1/30/2015
8	BKS – Gamble House – CyberSource Upgrade	On Target	Next Milestone – Development Target Project Completion Date – 9/30/2014
9	RAD – Upgrade MICROS/Opera Credit Card Gateway		Next Milestone – Review Target Project Completion Date – 9/26/2014
10	RAD – Increase Internet Bandwidth in Banquet Areas	On Target	Next Milestone – Review Target Project Completion Date – 11/1/2014
11	COL – Coliseum Server Replacement/Virtualization (NAS Installation)	On Target	Next Milestone – Review Target Project Completion Date – 9/1/2014
12	SS – Disaster Recovery Program	On Target	Next Milestone – Development Target Project Completion Date – 7/30/2014
13	TSP – IVR Project	On Target	Next Milestone – Review Target Project Completion Date – 10/1/2014
14	TSP – Automate Dart	On Target	Next Milestone – Testing Target Project Completion Date – TBD
15	UCP – Create a new website for EMBA	On Target	Next Milestone – Development Target Project Completion Date – TBD
16	HOU – Upgrade – CyberSource	On Target	Next Milestone – Testing Target Project Completion Date – 8/31/2014
17	HSP – Annenberg Café POS Implementation	On Target	Next Milestone – Development Target Project Completion Date – 8/18/2014
18	BKS – Custom Banners	On Target	Next Milestone – Review Target Project Completion Date – TBD
19	SS – Replace CAPS Bulk Payment Process in CBORD	Concern	Next Milestone – Review Target Project Completion Date – 8/31/2014
20	COL – Legends POS PCI Compliance	On Target	Next Milestone – Development Target Project Completion Date – 12/31/2014
21	COL – Ticket Office PCI Compliance	On Target	Next Milestone – Development Target Project Completion Date – 10/1/2014

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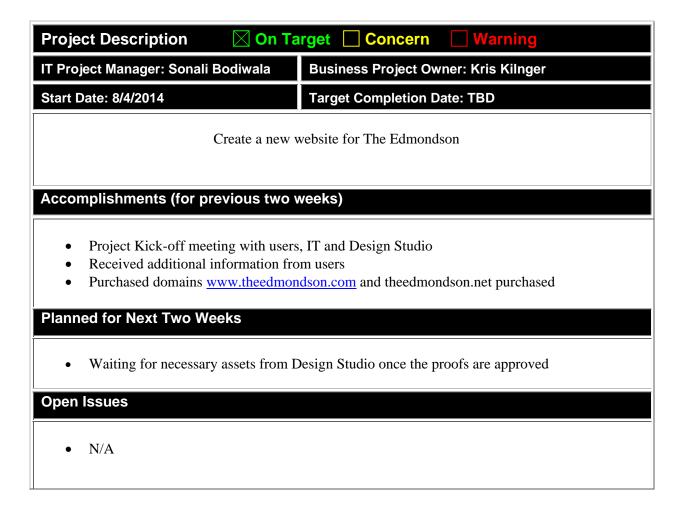
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22	COL –Upgrade Coliseum Back Office Network Infrastructure	On Target	Next Milestone – Development Target Project Completion Date – 10/01/2014
23	HOU – WAMS Server Implementation Phase II	Warning	Next Milestone – Implementation Target Project Completion Date – 11/30/2013
24	ASIT – Asset Management (Absolute Manage)	On Target	Next Milestone – Review Target Project Completion Date – TBD
25	SS – MS 365 Email Implementation	On Target	Next Milestone – Phase II Target Project Completion Date –11/01/2014
26	HSP – AS Business Unit Website NextGen Project Hospitality	Concern	Next Milestone – Development Target Project Completion Date – TBD
27	SS – Accounting Kuali Purchasing/AP Payment Interfaces	Concern	Next Milestone – Review Target Project Completion Date – 7/31/2014

3 BKS - Create a Student Scheduling Website for Customer Service



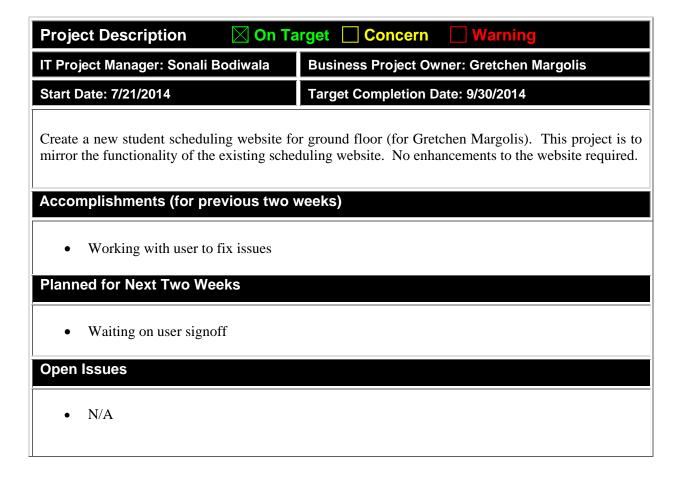
4 HSP - Create a new website for The Edmondson



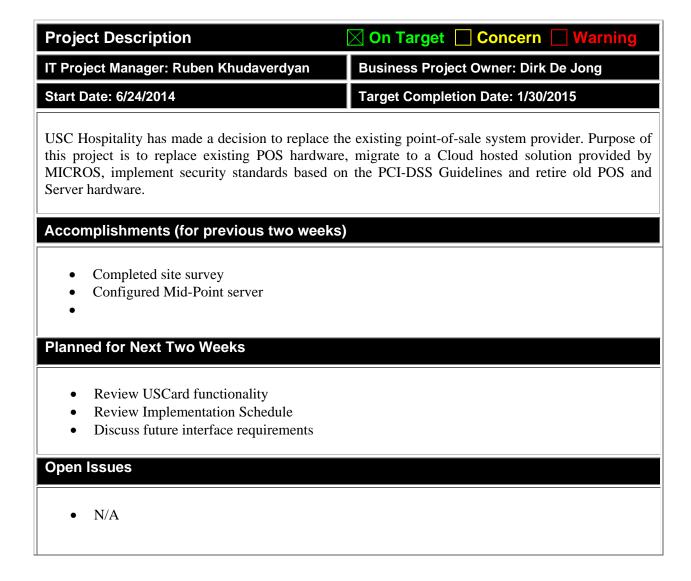
5 SS – Auxiliary Services 2014 PCI Pre-Assessment

Project Description		
IT Project Manager: Ruben Khudaverdyan	Business Project Owner: Mark Ewalt	
Start Date: 7/09/2014	Target Completion Date: 12/31/2014	
Assess Auxiliary Services credit card processing business units and gather required information necessary for the PCI Audit. Additionally, review credit card handling procedures with business operations and prepare them for the audit.		
The review will include		
* USC Radisson * U	JSC Bookstore JSC Transportation USC Hospitality	
Accomplishments (for previous two weeks)		
 Project Start Created a repository for the 2014 audit located at <u>Auxiliary Services 2014 PCI Pre-Assessment</u> 		
Planned for Next Two Weeks		
 Begin documentation review (Transportation) Continue gathering required documentation 		
Open Issues		
• N/A		

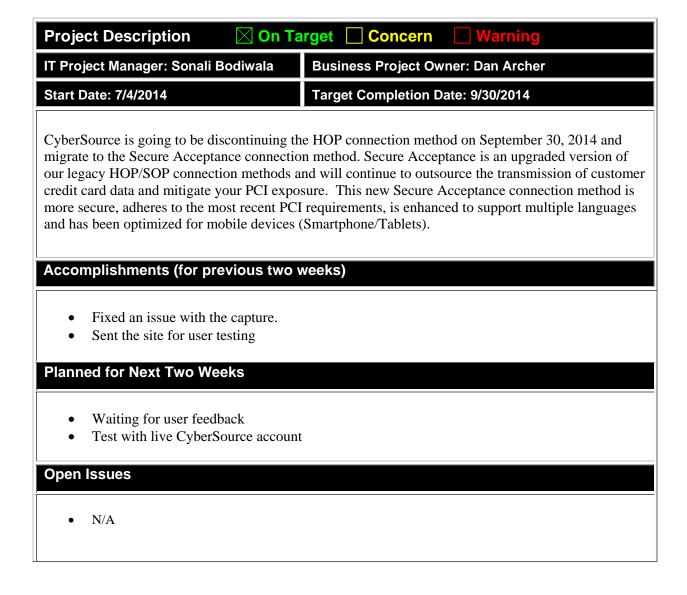
6 BKS – Create a Student Scheduling Website for Ground Floor



7 HSP – MICROS Point of Sale System Implementation



8 BKS – Gamble House – CyberSource Upgrade



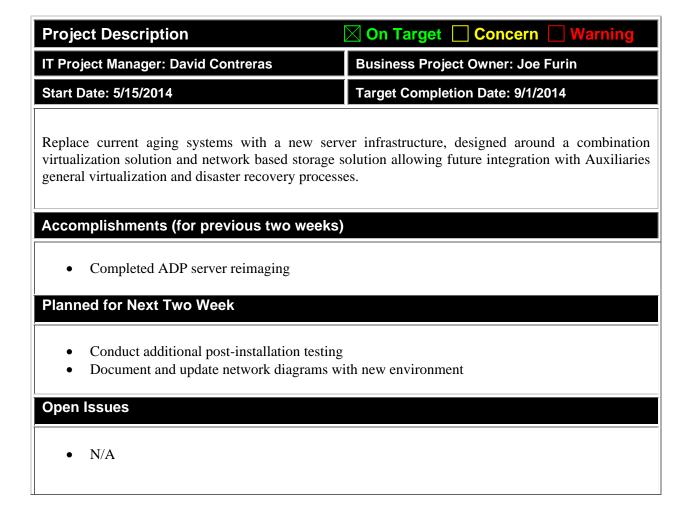
9 RAD – Upgrade Radisson Hotel MICROS & Opera Credit Card Gateway

Project Description On Target Concern Warning		
IT Project Manager: Ruben Khudaverdyan	Business Project Owner: Mark Ewalt	
Start Date: 7/4/2014 Target Completion Date: 9/26/2014		
AS IT has received a notification from Carlson Rezidor Hotel Group that they have selected Merchant Link as the new credit card gateway vendor. The Gateway vendor provides the software that will link Opera to the credit card processor.		
This is a required upgrade as the existing Gateway Protobase will reach end-of-life on September 30 th . **If the upgrade is not complete before September 30 th , the hotel will not be able to process credit cards**		
Merchant Link software leads the industry and will provide the capability for improved credit card processing in the future. Merchant Link's software is called Transaction Vault – a proven, cost-effective tokenization solution. As a cloud-based tokenization solution, Transaction Vault ensures that stored payment data is completely removed from the local IT environment.		
(Tokenization is the process of replacing sensitive data with unique identification symbols that retain all the essential information about the data without compromising its security.)		
Accomplishments (for previous two week	eks)	
 Project Start Documentation has been submitted to Merchant Planned for Next Two Weeks		
 Review documentation from Merchant Link Schedule Upgrade 		
Open Issues		
Merchant Link requires ACH Authorization (banking information to authorize monthly payments) to schedule the upgrade. USC Merchant Services has been asked to review whether this information can be shared with Merchant Link		

10 RAD – Increase Internet Bandwith in Banquet Areas

Project Description			
IT Project Manager: David Contreras	Business Project Owner: Mark Ewalt		
Start Date: 7/4/2014	Target Completion Date: 11/1/2014		
Radisson is requesting to look at the capability to offer internet service to their prospective client in all meeting rooms and Grand Ballroom.			
Accomplishments (for previous two v	weeks)		
 Completed walk-through of Grand Ballroom for connectivity. Identified potential data jacks that could be used to provide connectivity 			
Planned for Next Two Weeks			
 Upon approval from Hotel management, will have all data jacks in Grand Ballroom, identified, tagged and labeled for potential future use 			
Open Issues			
• N/A			

11 COL - Coliseum Server Replacement/Virtualization (NAS Installation)



12 SS – Disaster Recovery Program



Currently the AS IT team backs up data from our storage devices and file servers to a local SAN device located in the Carol Little building. Although having data backups gives us some capability for recovering any lost data it does not give us the ability to recover data and resume systems operations if the Carol Little building or the ITS data center is compromised or unable to function due to local emergencies effecting its operations.

AS IT Disaster Recovery Program Description

This program will limit the disruption to our Auxiliaries organization in the wake of a disaster or other critical outage. This plan once fully implemented will allow the organization to quickly resume mission-critical functions, and minimize the negative effects of a disaster. These file servers, storage devices and other critical system will be located at our offsite co-location facility located in Arizona.

Benefits

- Restoration of Servers.
- Restoration of Network Storage devices
- Restoration of critical Business Systems.
- Re-provisioning of the Auxiliaries Local Area Network to meet the immediate business needs.
- Minimize the down time during any disaster or critical outage.

Accomplishments (for previous two weeks)

- Completed any necessary administrative paperwork for both internal (ITS) and external (Sunguard) parties.
- Delivered hardware to Disaster Recovery Site and USC co-location facility
- Begin initial configuration of hardware for deployment
- Installed initial deployment of hardware
- Configured initial hardware
- Completed initial connectivity between USC and Sunguard, AZ

Planned for Next Two Week

- Continue configuration of replication sites
- Requested switch replacement configuration from ITS
- Replace faulty switch at Sunguard, AZ
- Continue replication testing and confirm functionality
- Begin initial Technical documentation

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Open Issues

• N/A

13 TSP – IVR Project



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.

Accomplishments (for previous two weeks)

- Conducted Kick-Off meeting to discuss scope and implementation
- Completed phase 2 Avaya/Windstream software and professional services order
- Conducted Design meetings with Enghouse
- Completed implementation plan/schedule for Enghouse System
- Confirmed Windstream Statement of Work
- Confirmed Winstream (ITS-Avaya) Professional Services Installation timeline

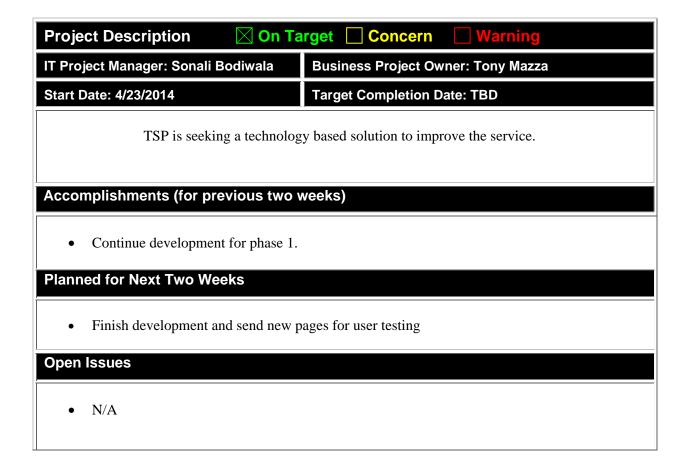
Planned for Next Two Weeks

- Complete racking of Avaya AES Server
- Complete Avaya AES Server installation/configuration (Windstream)
- Complete configuration of Enghouse Communication Server
- Complete installation of new music on hold for Transportation
- Conduct preliminary testing of new communications system. Confirm proposed go-live date for week of 9/15/14.

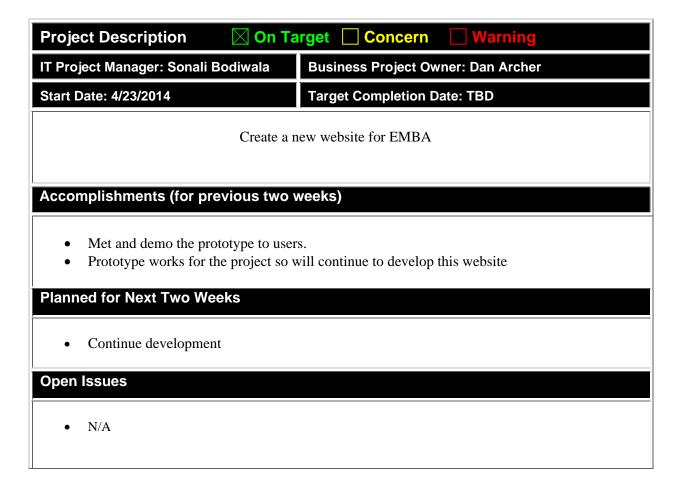
Open Issues

N/A

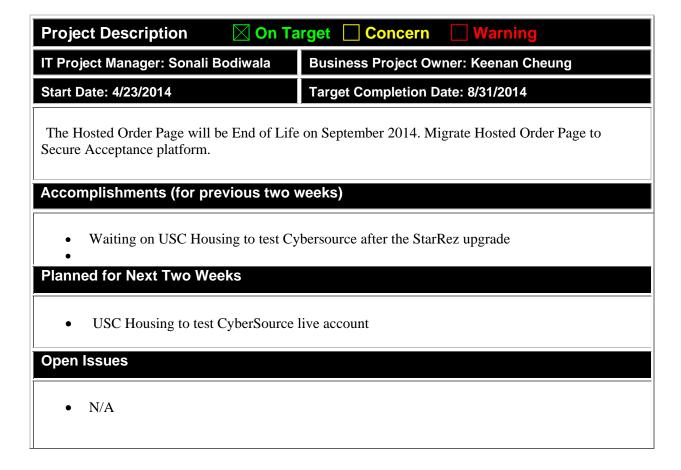
14 TSP – Automate Dart



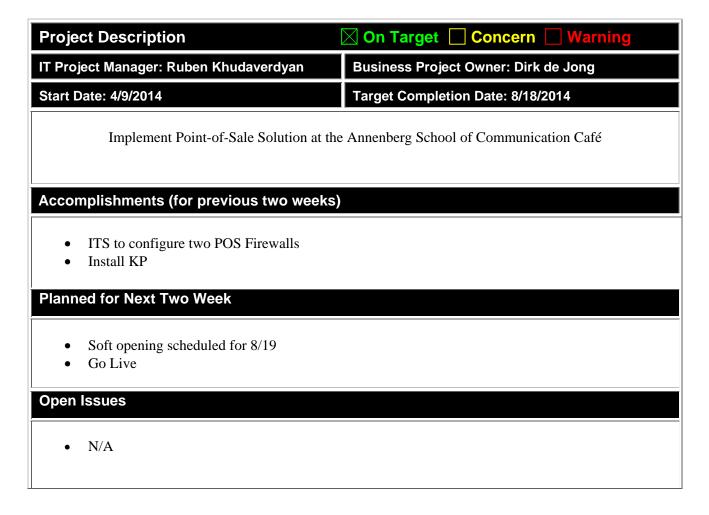
15 UCP - Create a new website for EMBA



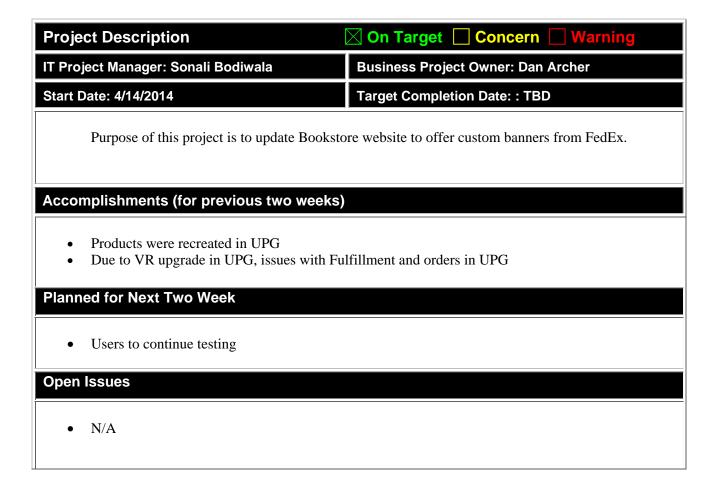
16 HOU – StarRez – Upgrade CyberSource



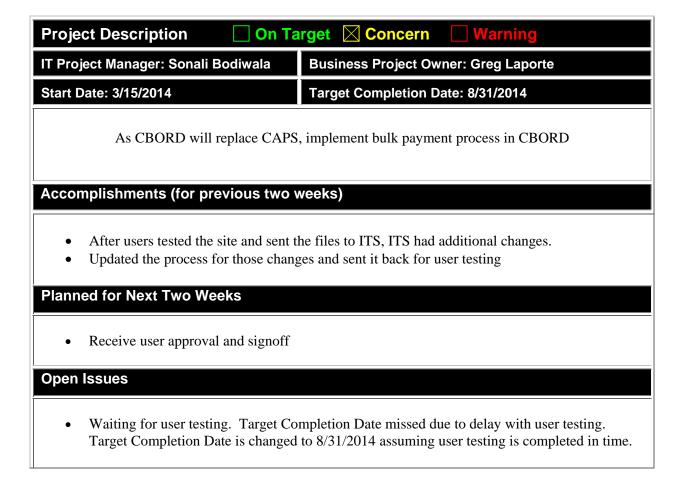
17 HSP – Annenberg Café POS Implementation



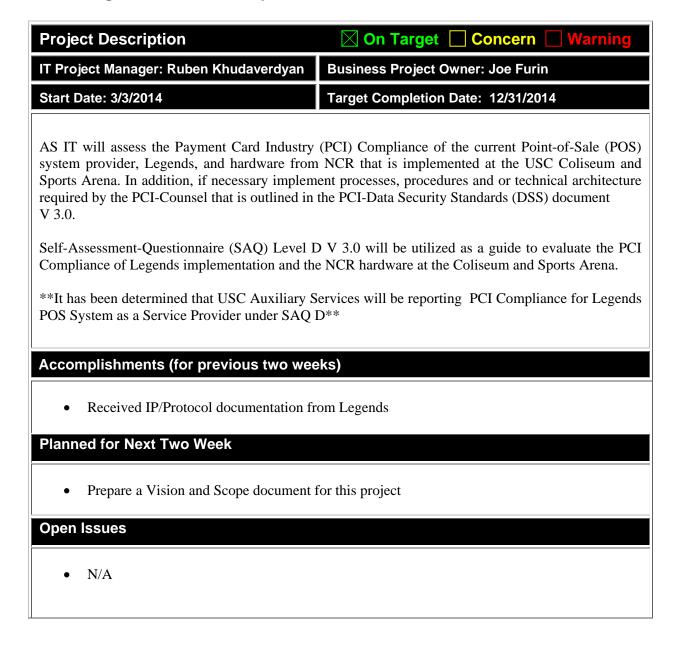
18 BKS – Custom Banners



19 SS – Replace CAPS Bulk Payment Process in CBORD



20 COL - Legends POS PCI Compliance



21 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
- Received fully executed Security Addendum

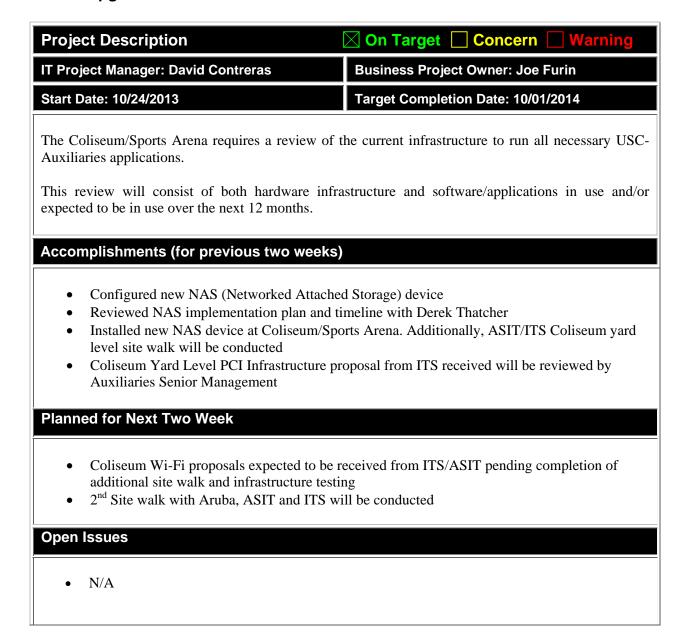
Planned for Next Two Week

- Revise scope document for this project
- Review back-office network segmentation
- Scheduled a meeting with Ticket Office staff and review PCI-DSS guidelines

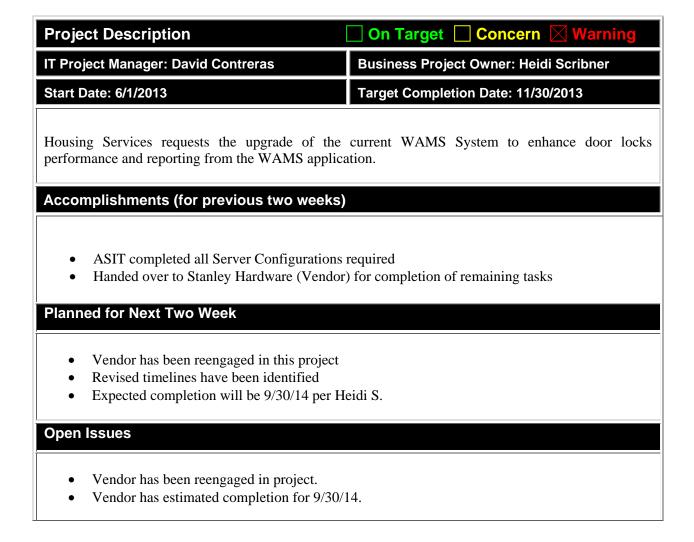
Open Issues

N/A

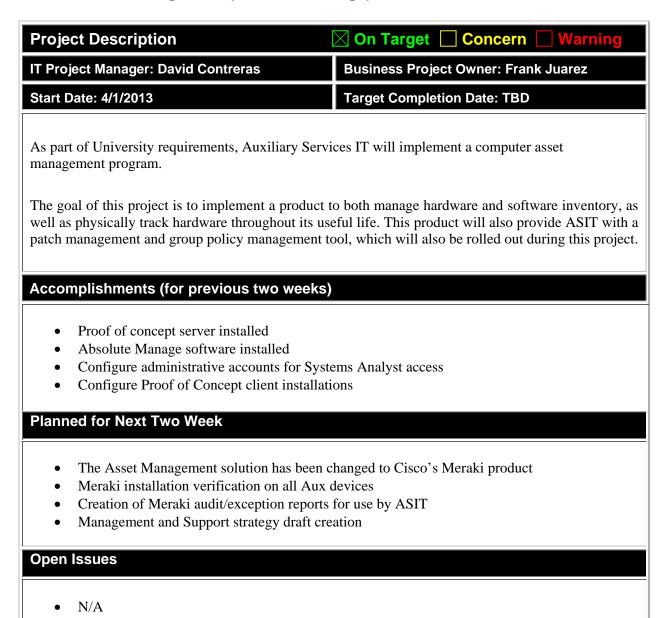
22 COL – Upgrade Coliseum Back Office Network Infrastructure



23 HOU - WAMS Server Implementation Phase II



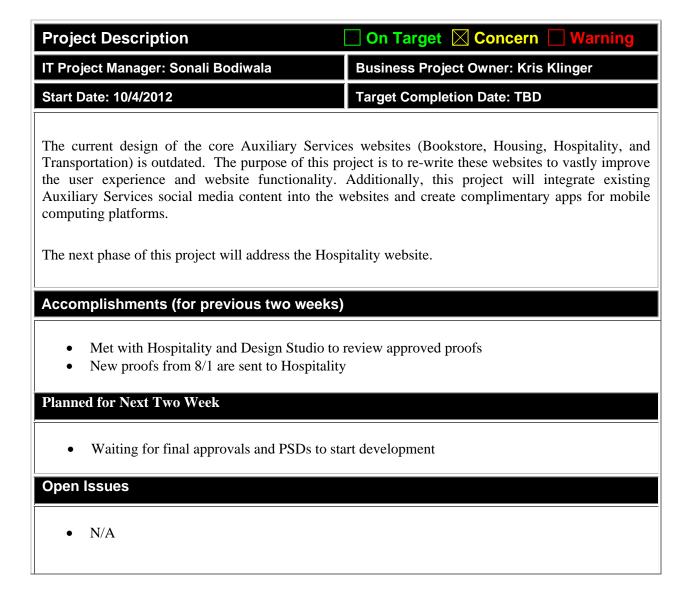
24 ASIT – Asset Management (Absolute Manage)



25 SS – MS 365 Email Implementation Phase II

Project Description			
IT Project Manager: Ruben Khudaverdyan	Business Project Owner: Dan Stimmler		
Start Date: 2/20/2013	Target Completion Date: 11/1/2014		
USC is in the process to migrate to the University email and calendaring systems to the Microsoft Office 365 cloud based services. The first phase of this project will be to migrate all faculty and staff the MS 365 environment. Future phases will include rolling out the Link collaboration tool and MS 365 SharePoint.			
Auxiliary Services has been identified as the 4 th business unit that will migrate to the new environment. The first phase of this project will eliminate the auxiliary email domain and will have all users migrate to the new USC MS 365 tenancy.			
Accomplishments (for previous two week	s)		
Initiated the pilot for decommission Auxiliaries IT staff username@auxiliaries.usc.edu , <u>username@bookstore.usc.edu</u> , <u>username@trojanservices.usc.edu</u> and related exchange email accounts			
Planned for Next Two Weeks			
Continue working with ITS on Organization Account creation			
Open Issues			
• N/A			

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: 8/31/2014	
The Kuali suite of administrative software solutions is being developed by a consortium of universities, of which USC is a contributing partner. As a partner in the Kuali Foundation, USC is at the forefront of a new tool in Financial System software. ITS project teams are in the process of customizing Kuali Financial System (KFS) for USC, and releasing different components through phased roll-outs. In addition, paperless workflow processes are also being developed and released to the USC community. The purpose of this project is to identify candidate interfaces for the Purchasing/AP module and to convert the interfaces to use Kuali technologies.		
Accomplishments (for previous two v	veeks)	
 Bookstore: Waiting for user testing Hospitality: Live with all changes 		
Planned for Next Two Weeks		
Bookstore: Users to test changes and send to ITS for their review		
Open Issues		
Waiting on users to complete their testing for the bookstore.		

28 BKS - VR 19.2 Upgrade



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.

The VR 19.2 Release will address the following areas of the application

- 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

Ratex Business Solutions, Inc. has recently validated VisualRATEX Release 19.2 as the latest Payment Application for Data Security Standard

Accomplishments (for previous two weeks)

- 19.2 release installed on UPG
- RBS installed a "hot fix" 19.2.7. Continue testing and report identified issues.

Planned for Next Two Weeks

- Continue end-user testing
- User Acceptance
- Go Live
- Implementation is scheduled for Monday8/4 @ 3am PST

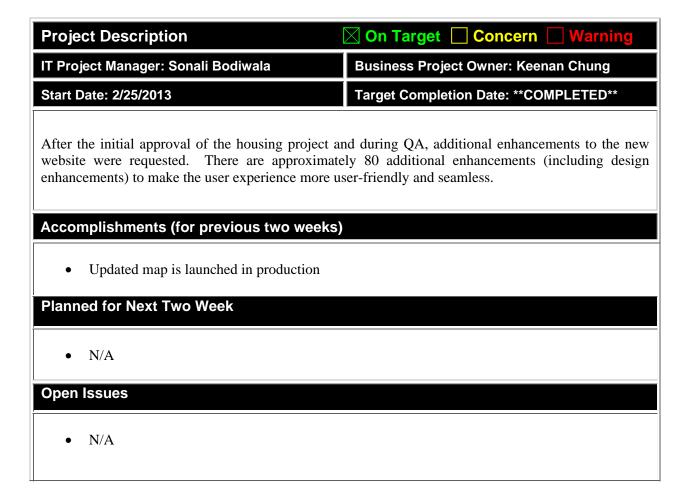
Open Issues

N/A

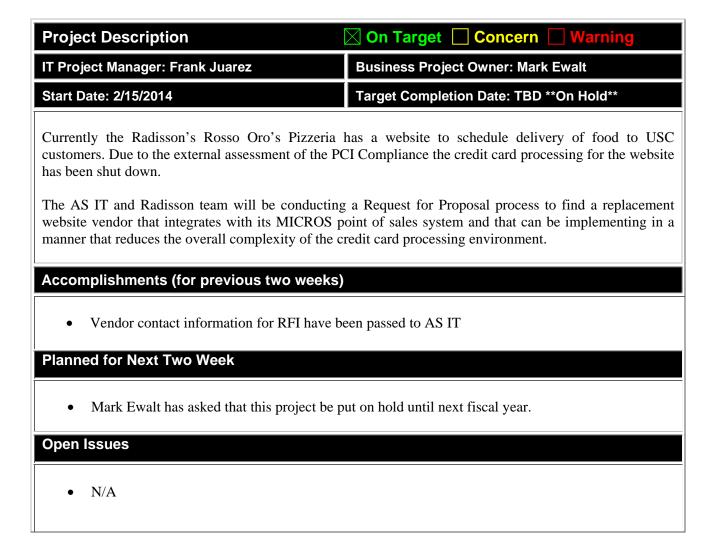
29 HOU – StarRez Web Application Upgrade

Project Description			
IT Project Manager: Ruben Khudaverdyan	Business Project Owner: Maria Catindig		
Start Date: 7/4/2014	Target Completion Date: 8/05/2014**COMPLETED**		
StarRez Web application upgrade: StarRez support has notified AS IT that in order to upgrade the CuberSource "Secure Acceptace" payment page, USC Housing must first upgrade the application to the latest release.			
Accomplishments (for previous two week	eks)		
Upgrade completed on August 5			
Planned for Next Two Weeks			
• N/A			
Open Issues			
• N/A			

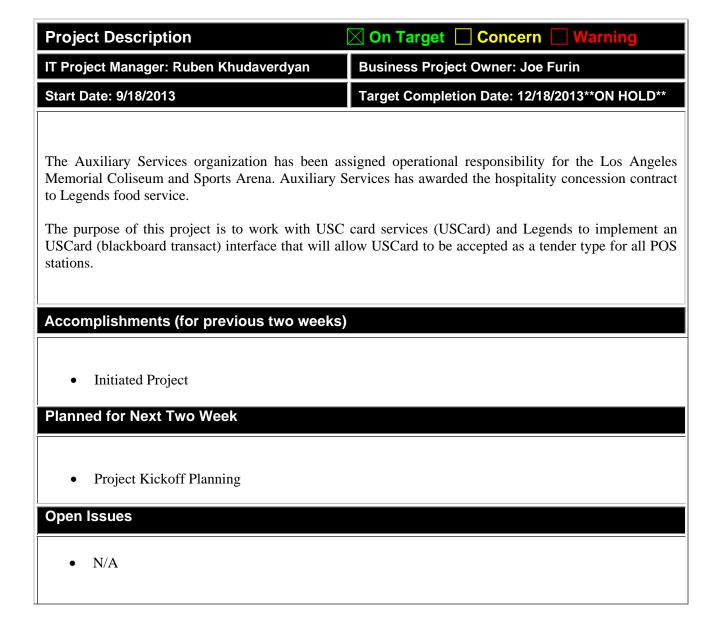
30 HOU - Housing Web Site Phase II Enhancements



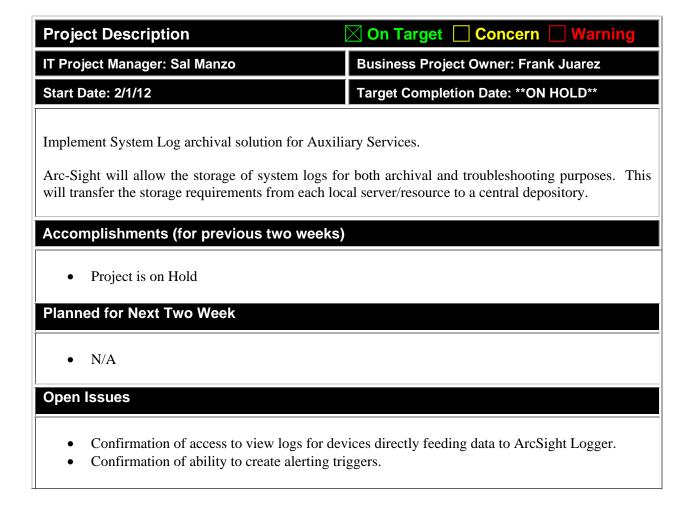
31 RAD - Rosso Oro's Online Ordering Vendor Replacement



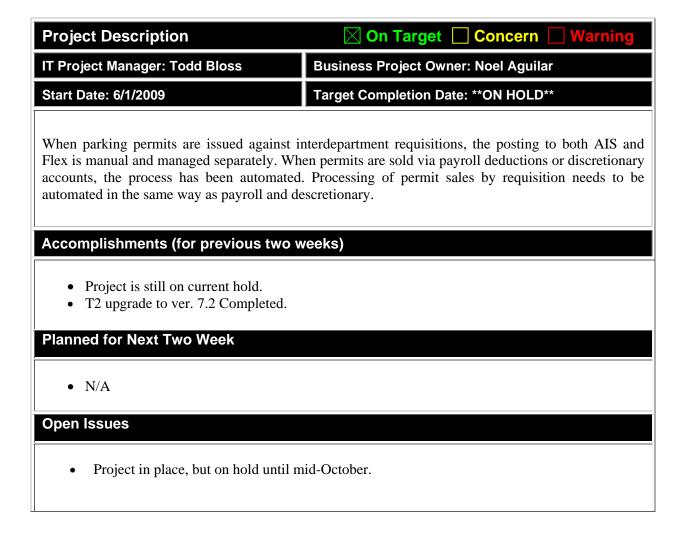
32 COL - Coliseum USCard Interface Implementation



33 ASCIT – Arc-Sight Log Depository Implementation



34 TSP - Flex/AIS Integration for Internal Requisitions



35 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.
TBD	HSP – Norris Healthcare Center POS Implementation	Kris Klinger	Implement POS solution at the NHC