

Bi-Weekly Project Status Report 9/26/2014 – 10/10/2014

Submitted by Auxiliary Services, IT
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1 Discovery Project Summary

Priority	Project Name	Requestor	Description
1	HSP – Vendor Electronic Signature Workflow Platform	Kris Klinger	Automate the (AS) process to add a vendor to the approved HSP vendor list
1	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 bulk payment process to incorporate these changes
1	TSP – Update Android App	Michelle Garcia	Add HSC routes and additional functionality (metro, metrolink, LADOT integration, redesign)
1	TSP – Update IOS App	Michelle Garcia	Add HSC routes, additional functionality (metro, metrolink, LADOT integration, redesign, optimize for new Iphone 6)
1	TSP – Campus Cruiser Enhancements	Michelle Garcia	Online and Dispatch upgrades
1	BKS – Mobile friendly Website	Holly Bedwell	Create a Mobile friendly Website for USC Bookstore
1	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.
2	HSP – Traditions Website "Share Your Traditions" Phase II	Dirk De Jong	Project to implement new website functionality.
2	BKS – Mobile app for catalog	Darren James	Create a mobile app for catalog
2	BKS – Create separate websites for Stanford, San Fran State and others to replace OsCommerce	Darren James	Create separate websites for schools to offer functionality to replace OsCommerce
2	HR – HR Website	Barbara Sladeck	Create a new website for HR
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

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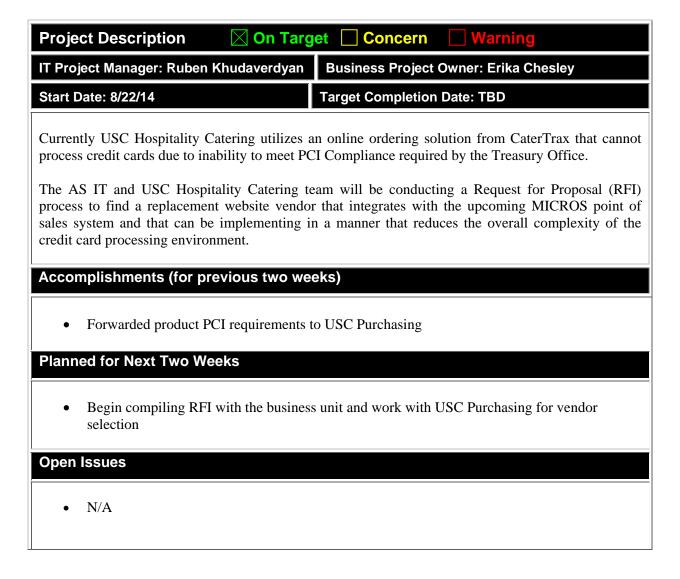
3	MonoPad Post Installation Support Plan	Keenan Cheung	Create a support plan for the installed Monopads
3	BKS – eCommerce for USC Flower Shop	Darren James /Jerry Wingate	Add eCommerce functionality to USC Flower Shop website
3	BKS – Electronic Shelf Tag	Darren James	Implement a system to use electronic merchandise tags
TBD	BKS – eRATEX upgrade from 4.2 to 4.3	Holly Bedwell	BKS has some customizations that RBS will only fix if we upgrade to eRATEX 4.3
TBD	HOU –Room Wizard tablets	Keenan Cheung	Mount tablets to each meeting room door so requesters can view availability
TBD	BKS – Online Computer Store	Darren James	Offer Computer Store products online
TBD	HOU – Display Monitors	Keenan Cheung	Add monitors outside of meeting rooms for users to view availability (related to room wizard tablets)
TBD	COL – Web Addition	Joe Furin	Add a new "What's Happening" page with links to videos
TBD	HOU – TMA Upgrade	Landry Kacou	Upgrade maintenance software for USC Housing
TBD	HOU – Update maps	Keenan Cheung	Add layers for Security Ambassadors, Blue light phones and Bus routes with stops to Housing and Building maps with CMS
TBD	TSP – Update maps	Tony Mazza	Add maps to website showing similar map to housing for consistency.

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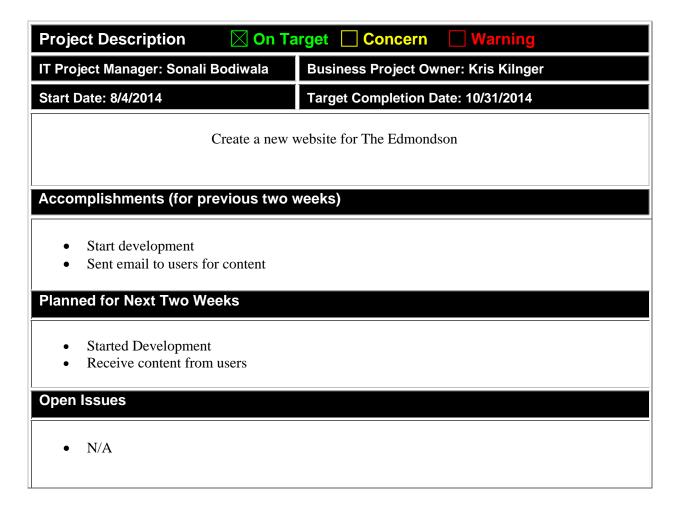
2 Active Project Summary

Project	Project Name	Status	Assessment
3	HSP – Catering Online Ordering Replacement Discovery	On Target	Next Milestone – Development Target Project Completion Date – TBD
4	Edmondson	On Target	Next Milestone – Development Target Project Completion Date – 10/31/2014
5	SS – Auxiliary Services 2014 PCI Pre- Assessment		Next Milestone – Development Target Project Completion Date – 12/31/2014
6	BKS – Create a Student Scheduling Website for Ground Floor	Concern	Next Milestone – Sign-Off Target Project Completion Date – 9/30/2014
7	HSP – MICROS Point-of-Sale System Implementation	Concern	Next Milestone – Development Target Project Completion Date – 1/30/2015
8	RAD – Upgrade MICROS/Opera Credit Card Gateway	On Target	Next Milestone – Implementation Target Project Completion Date – 12/31/2014
9	COL – Coliseum Server Replacement/Virtualization (NAS Installation)	Warning	Next Milestone – Review Target Project Completion Date – 9/1/2014
10	TSP – IVR Project	On Target	Next Milestone – Review Target Project Completion Date – 11/15/2014
11	UCP – Create a new website for EMBA	On Target	Next Milestone – Development Target Project Completion Date – 11/30/2014
12	SS – Replace CAPS Bulk Payment Process in CBORD	Concern	Next Milestone – Sign-Off Target Project Completion Date – 10/31/2014
13	COL – Ticket Office PCI Compliance	On Target	Next Milestone – Review Target Project Completion Date – 12/1/2014
14	COL –Coliseum Food and Beverage PCI Pre-Audit Review	On Target	Next Milestone – Review Target Project Completion Date – 12/23/2014
15	HOU – WAMS Server Implementation Phase II	Warning	Next Milestone – Implementation Target Project Completion Date – 11/30/2013
16	SS – MS 365 Email Implementation Phase II	On Target	Next Milestone – Phase II Target Project Completion Date –11/01/2014
17	HSP – AS Business Unit Website NextGen Project Hospitality	Concern	Next Milestone – Development Target Project Completion Date – TBD

3 HSP - Catering Online Ordering Discovery



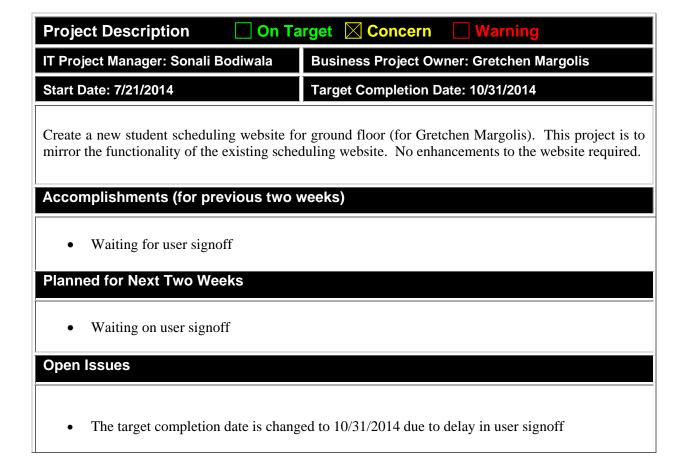
4 HSP – Create a new website for The Edmondson



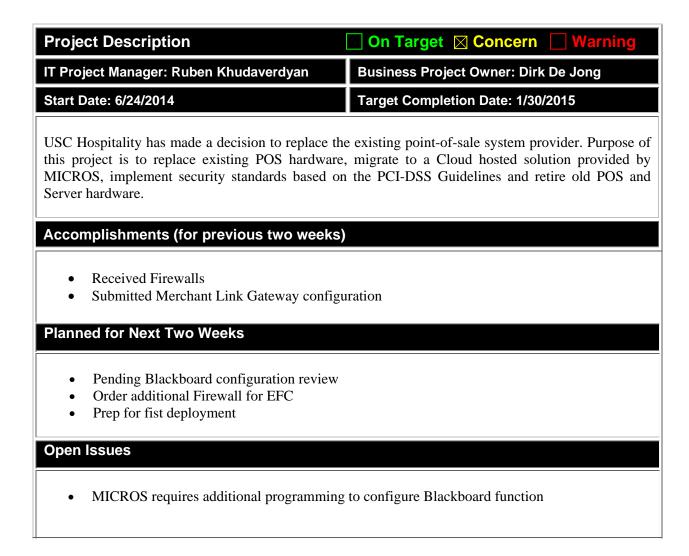
5 SS – Auxiliary Services 2014 PCI Pre-Assessment

Project Description	☑ On Target ☐ Concern ☐ Warning	
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 *	USC Bookstore USC Transportation USC Hospitality	
Accomplishments (for previous two weeks)		
Documentation Review		
Planned for Next Two Weeks		
Continue gathering documentation		
Open Issues		
• N/A		
<u> </u>		

6 BKS – Create a Student Scheduling Website for Ground Floor



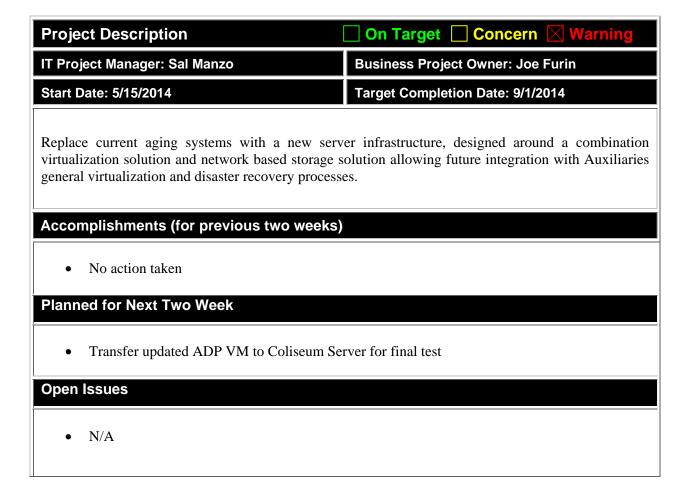
7 HSP – MICROS Point of Sale System Implementation



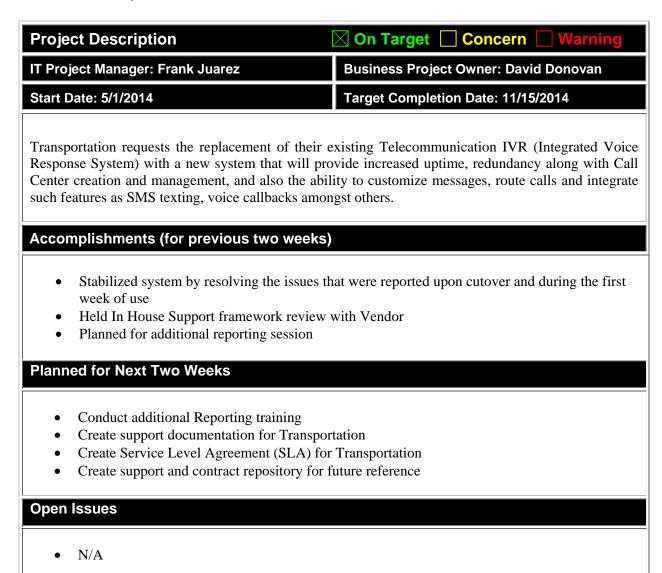
8 RAD – Upgrade Radisson Hotel MICROS & Opera Credit Card Gateway

Project Description			
IT Project Manager: Ruben Khudaverdyan	Business Project Owner: Mark Ewalt		
Start Date: 7/4/2014	Target Completion Date: 12/31/2014		
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 we	eks)		
Submitted Merchant Link documentation			
Planned for Next Two Weeks			
Schedule cutover			
Open Issues			
• N/A			

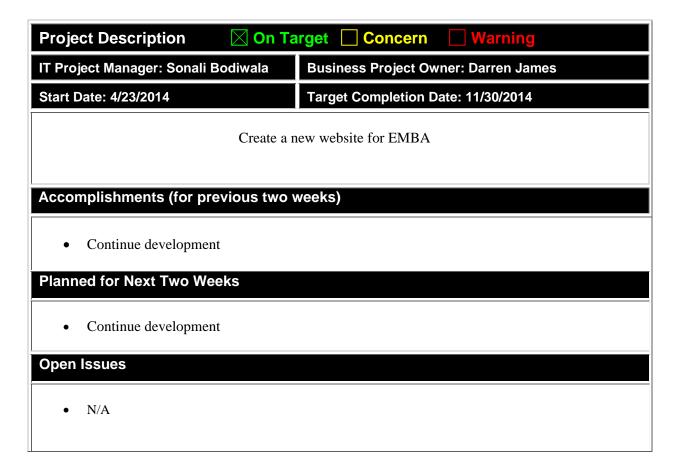
9 COL - Coliseum Server Replacement/Virtualization (NAS Installation)



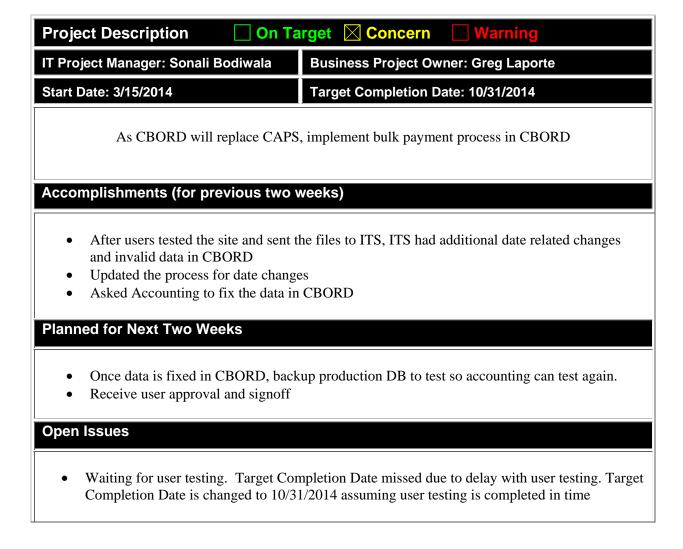
10 TSP - IVR Project



11 UCP - Create a new website for EMBA



12 SS - Replace CAPS Bulk Payment Process in CBORD



13 COL – Ticket Office PCI Compliance



AS IT will be evaluating the Payment Card Industry (PCI) Compliance of the Ticket Office credit card processing process 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 process.

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)

- Review Vision & Scope Document with the Ticket Office
- Scheduled a recurring bi-weekly meeting to review remaining PCI-DSS requirements.

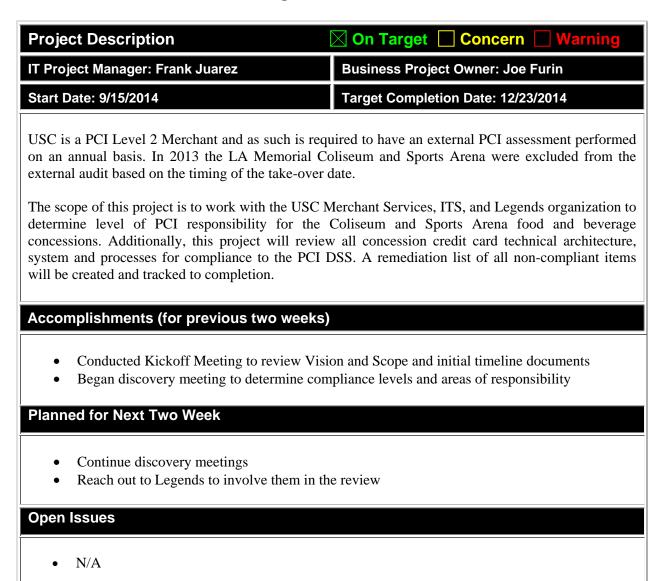
Planned for Next Two Week

• Review back office credit card handling process

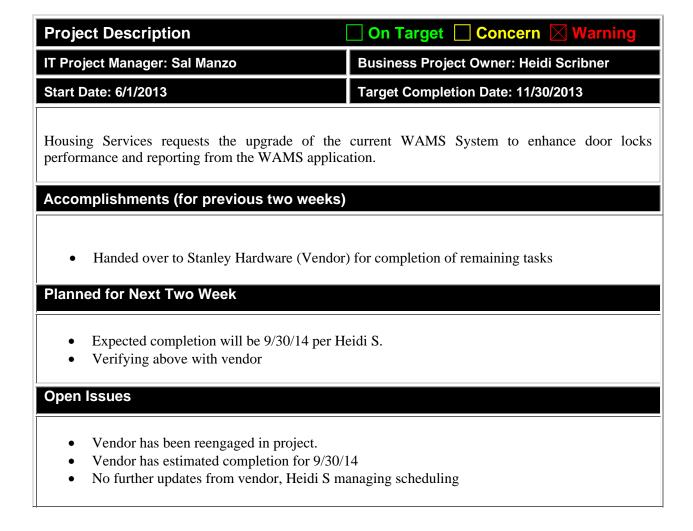
Open Issues

N/A

14 COL – Coliseum Food and Beverage PCI Pre-Audit Review



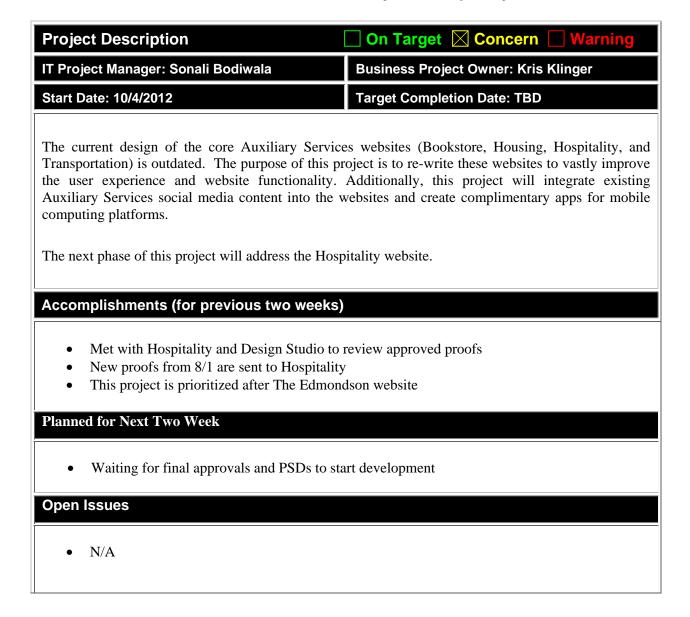
15 HOU – WAMS Server Implementation Phase II



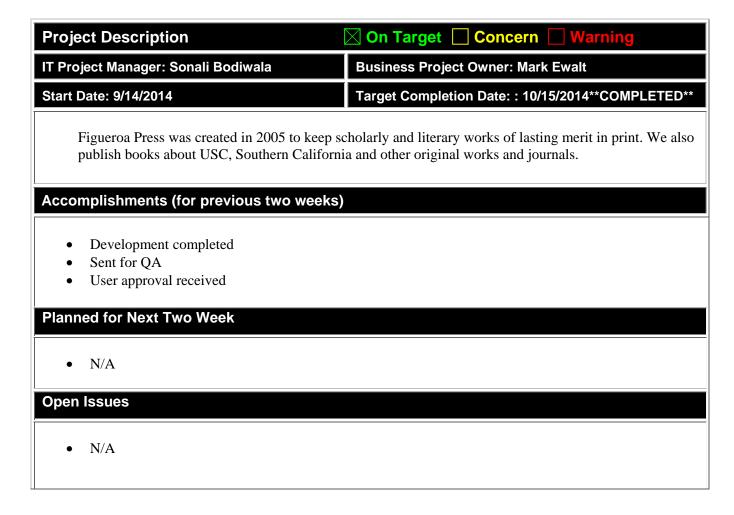
16 SS – MS 365 Email Implementation Phase II

Project Description On Target Concern Warning			
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			
Complete Org Account creation and migrate respective Auxiliary Email Accounts			
Open Issues			
• N/A			

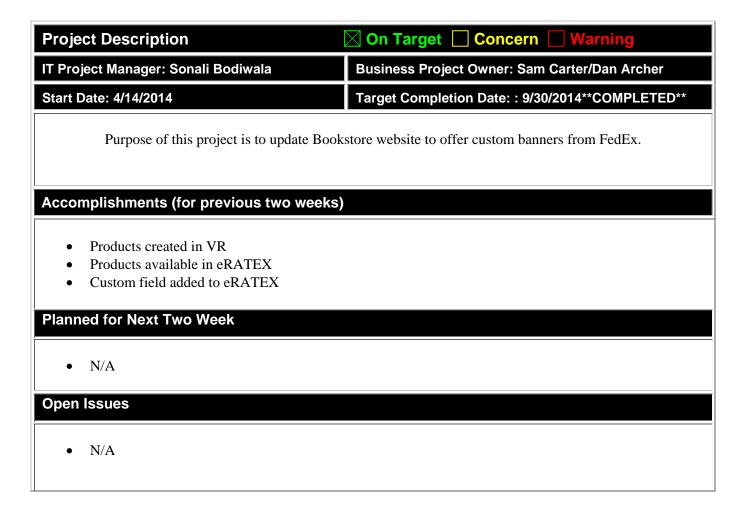
17 HSP - AS Business Unit Website NextGen Project - Hospitality



18 BKS – Figueroa Press



19 BKS – Custom Banners



20 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)

- 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

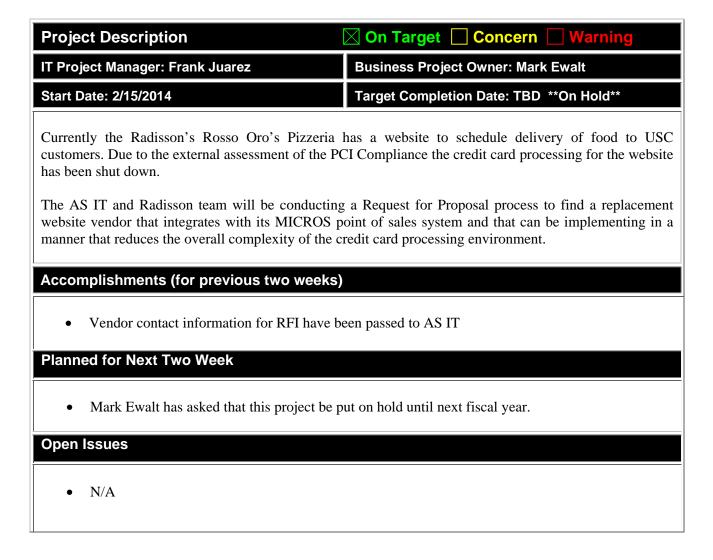
Planned for Next Two Week

• ** Due to project resource availability and higher priorities this project is being temporarily put on hold **

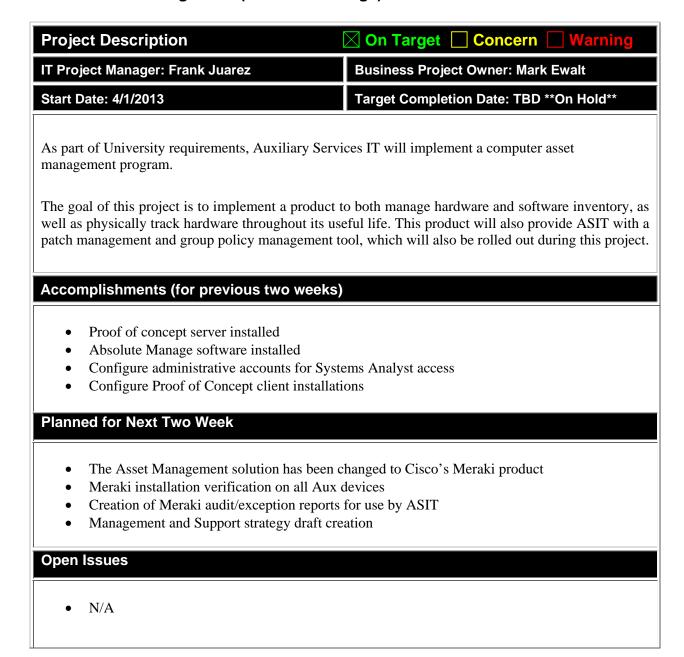
Open Issues

N/A

21 RAD - Rosso Oro's Online Ordering Vendor Replacement



22 ASIT – Asset Management (Absolute Manage)



23 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	Darren James	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.
N/P	HSP – Norris Healthcare Center POS Implementation	Kris Klinger	Implement POS solution at the NHC
N/P	ASIT – Arc-Sight Log Depository Implementation	Frank Juarez	Implement System Log archival solution for Auxiliary Services.

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N/P	COL – Coliseum USCard Implementation	Joe Furin	Implement a process to accept USCard at the Coliseum
N/P	TSP – Flex/AIS Integration for IR	Noel Aguilar	When parking permits are issued against interdepartmental requisitions, the posting to both AIS and Flex is manual and managed separately.