Bi-Weekly Project Status Report
10/24/2014 – 11/07/2014

Submitted by Auxiliary Services, IT

Submitted On 11/07/2014

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1 Discovery Project Summary

Priority	Project Name	Requestor	Description
1	HSP – Illy Board Automation	Kris Klinger	Automate the digital signage to show appropriate menus at designated times
1	SS – Implement KRONOS Scheduling Module Upgrade	Maria Memphin	Implement KRONOS pre-shift schedule functionality
1	BKS – Game Day Twitter Sales Proof of Concept	Darren James	Work with Grab Analytics to pilot the use of Twitter to promote and sell Bookstore items
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.
1	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
1	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
1	TSP – Update maps	Tony Mazza	Add maps to website showing similar map to housing for consistency.

1	HOU – BioDemographic Import	Keenan Cheung	Implement a real time feed from SIS with information on admitted students
2	HOU – Implement Meeting Room tablets	Keenan Cheung	Mount tablets to each meeting room door so requesters can view availability
2	COL – Web Addition	Joe Furin	Add a new "What's Happening" page with links to videos
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
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 – Online Computer Store	Darren James	Offer Computer Store products online

2   Active Project Summary

Project	Project Name	Status	Assessment
3	HOU – StarRez BioDemographic Import	On Target	Next Milestone – Development Target Project Completion Date – 1/16/15
4	TSP – T2 Flex Credit Card Gateway Upgrade	Concern	Next Milestone – Implementation Target Project Completion Date – 12/31/2014
5	SS – AS IT Ticketing Payroll System (Zendesk) Implementation	On Target	Next Milestone – Kick-Off Target Project Completion Date – 12/24/2014
6	HSP – Catering Online Ordering Replacement Discovery	On Target	Next Milestone – Development Target Project Completion Date – TBD
7	SS – Auxiliary Services 2014 PCI Pre-Assessment	On Target	Next Milestone – Development Target Project Completion Date – 12/31/2014
8	BKS – Create a Student Scheduling Website for Ground Floor	Concern	Next Milestone – Sign-Off Target Project Completion Date – 11/30/2014
9	HSP – MICROS Point-of-Sale System Implementation	Concern	Next Milestone – Development Target Project Completion Date – 1/30/2015
10	UCP – Create a new website for EMBA	On Target	Next Milestone – Development Target Project Completion Date – 1/5/2015
11	SS – Replace CAPS Bulk Payment Process in CBORD	Concern	Next Milestone – Sign-Off Target Project Completion Date – TBD
12	COL – Ticket Office PCI Compliance	On Target	Next Milestone – Review Target Project Completion Date – 12/1/2014
13	COL –Coliseum Food and Beverage PCI Pre-Audit Review	Concern	Next Milestone – Review Target Project Completion Date – 12/23/2014
14	HOU – WAMS Server Implementation Phase II	Warning	Next Milestone – Implementation Target Project Completion Date – 11/30/2013
15	SS – MS 365 Email Implementation Phase II	On Target	Next Milestone – Phase II Target Project Completion Date –1/01/2015
16	HSP – AS Business Unit Website NextGen Project Hospitality	Concern	Next Milestone – Development Target Project Completion Date – TBD

3 HOU – StarRez BioDemographic Import

Project Description	☒ On Target ☐ Concern ☐ Warning
IT Project Manager: Ruben Khudaverdyan	**Business Project Owner: Maria Catintig**
Start Date: 9/11/14	**Target Completion Date: 1/16/2015**

Implement a real time feed from SIS with information on admitted students and import into Housing StarRez Application. This would enable Housing to verify that the new housing applicants are indeed admitted, and would populate important demographic information straight from SIS thus ensuring the data is correct.

Currently, students register with no verification and all information including USC ID, DOB and gender is self-reported. Students unfortunately, incorrectly input that important information which can impact assignments and billing.

Accomplishments (for previous two weeks)

- Reviewed technical requirements with StarRez
- Received quote from StarRez to implement application programming interface (API)

Planned for Next Two Weeks

- Schedule technical call with SIS and determine timeline for implementation

Open Issues

- N/A

4   TSP – T2 Flex Credit Card Gateway Upgrade

Project Description ☐ **On Target** ☒ **Concern** ☐ **Warning**
IT Project Manager: Ruben Khudaverdyan   **Business Project Owner: David Donovan**
Start Date: 9/11/14   **Target Completion Date: 12/31/2014**

AS IT has received a notification from T2 Flex that they have selected Fusebox, a product from Elavon as the new credit card gateway for the T2 POS application . The Gateway vendor provides the software that will link T2 application to the credit card processor.

This is a required upgrade. The existing Gateway Protobase also a product of Elavon will reach end-of-life on September 30th 2014. **Due to the high volume of cutomers that require this upgrade, Elavon has extended the support date to Dec 31st 2014.**

Accomplishments (for previous two weeks)

- Administrative documents been forwarded to Elavon for review

Planned for Next Two Weeks

- Security Addendum sign off
- Schedule the cut-over

Open Issues

- USC Procurement Office has been advised by the OGC and ITS to obtain DSA from Elavon.

5   SS – AS IT Payroll Ticketing System (Zendesk) Implementation

Project Description	☒ **On Target** ☐ **Concern** ☐ **Warning**
IT Project Manager: Frank Juarez	**Business Project Owner: Maria Mempin**
Start Date: 11/4/2014	**Target Completion Date: 12/24/2014**

AS Payroll receives constant requests from AS Employees to provide Payroll related information and to perform data analysis. Examples of these types of requests are manual check requests, WorkDay data analysis, and KRONOS update requests. These requests come to the department via email, phone calls, and drop by visits.

The scope of this project is to work with the AS IT Payroll team to define ticketing system requirements and to implement a ticket tracking system for all AS Payroll requests. This will include customization of the Zendesk ticketing system and the creation of management reporting on ticket activity.

Accomplishments (for previous two weeks)

- Completed system demo (Zendesk) and discussion
- Completed initial scope document
- Completed initial timeline

Planned for Next Two Week

- Conduct kickoff meeting
- Begin design and configuration

Open Issues

- N/A

6 HSP – Catering Online Ordering Discovery

Project Description ☒ **On Target** ☐ **Concern** ☐ **Warning**
IT Project Manager: Ruben Khudaverdyan | **Business Project Owner: Erika Chesley**
Start Date: 8/22/14 | **Target Completion Date: TBD**

Currently USC Hospitality Catering utilizes an online ordering solution from CaterTrax that cannot process credit cards due to inability to meet PCI Compliance required by the Treasury Office.

The AS IT and USC Hospitality Catering team will be conducting a Request for Proposal (RFI) process to find a replacement website vendor that integrates with the upcoming MICROS point of sales system and that can be implementing in a manner that reduces the overall complexity of the credit card processing environment.

Accomplishments (for previous two weeks)

- Forwarded product PCI requirements to USC Purchasing

Planned for Next Two Weeks

- Begin compiling RFI with the business unit and work with USC Purchasing for vendor selection

Open Issues

- Pending RFI review with Hospitality Catering

7   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 Housing   * USC Bookstore
* USC Radisson   * USC Transportation
* USC Coliseum & Sports Arena   * USC Hospitality

Accomplishments (for previous two weeks)

- Received and uploaded additional Security Addendum's

Planned for Next Two Weeks

- Upload Bookstore and Housing Appendix documentation to the PCI SharePoint site
- Review Transportation and Radisson Appendix information

Open Issues

- N/A

8 BKS – Create a Student Scheduling Website for Ground Floor

Project Description	☐ **On Target**	☒ **Concern**	☐ **Warning**

IT Project Manager: Sonali Bodiwala	**Business Project Owner: Gretchen Margolis**
Start Date: 7/21/2014	**Target Completion Date: 11/30/2014**

Create a new student scheduling website for ground floor (for Gretchen Margolis). This project is to mirror the functionality of the existing scheduling website. No enhancements to the website required.

Accomplishments (for previous two weeks)

- Waiting for user signoff

Planned for Next Two Weeks

- Waiting on user signoff

Open Issues

- The target completion date is changed to 11/30/2014 due to delay in user signoff and other high priority projects

9   HSP – MICROS Point of Sale System Implementation

Project Description	☐ **On Target** ☒ **Concern** ☐ **Warning**
IT Project Manager: Ruben Khudaverdyan	**Business Project Owner: Dirk De Jong**
Start Date: 6/24/2014	**Target Completion Date: 1/30/2015**

USC Hospitality has made a decision to replace the existing point-of-sale system provider. Purpose of this project is to replace existing POS hardware, migrate to a Cloud hosted solution provided by MICROS, implement security standards based on the PCI-DSS Guidelines and retire old POS and Server hardware.

Accomplishments (for previous two weeks)

- MICROS Application has been upgraded to 2.7 release that supports the new Wireless Tablets

Planned for Next Two Weeks

- Database review
- Continue Credit Card and Blackboard testing
- Configure and review firewalls
- Order EVM Pin Pads
- Re-CAL POS Terminals

Open Issues

- MICROS require additional programming to configure Blackboard student tax function. Function availability is TBD
- Project implementation has been pushed forward to mid-November.
- Exchange POS Terminals for Wireless Tablets
- Confirm Tablet Encryption method

10 UCP – Create a new website for EMBA

Project Description	☒ **On Target**	☐ **Concern**	☐ **Warning**

IT Project Manager: Sonali Bodiwala	**Business Project Owner: Darren James**
Start Date: 4/23/2014	**Target Completion Date: 1/5/2015**

Create a new website for EMBA

Accomplishments (for previous two weeks)

- Continue development

Planned for Next Two Weeks

- Continue development

Open Issues

- Due to The Edmondson and Figueroa Press, this project is delayed.

11 SS – Replace CAPS Bulk Payment Process in CBORD

Project Description	☐ **On Target** ☒ **Concern** ☐ **Warning**
IT Project Manager: Sonali Bodiwala	**Business Project Owner: Greg Laporte**
Start Date: 3/15/2014	**Target Completion Date: TBD**

As CBORD will replace CAPS, implement bulk payment process in CBORD

Accomplishments (for previous two weeks)

- After users tested the site and sent the files to ITS, ITS had additional date related changes and invalid data in CBORD
- Updated the process for date changes
- Asked Accounting to fix the data in CBORD

Planned for Next Two Weeks

- Once data is fixed in CBORD, backup production DB to test so accounting can test again.
- Receive user approval and signoff

Open Issues

- Waiting for user testing. Target Completion Date missed due to delay with user testing. Target Completion Date is changed to TBD.
- Hospitality is working on MICROS upgrade so they have asked to make this a Spring 2015 priority (email from Phil Turner, dated 10/22/2014)

12 COL – Ticket Office PCI Compliance

Project Description	☒ On Target ☐ Concern ☐ Warning
IT Project Manager: Ruben Khudaverdyan	**Business Project Owner: Joe Furin**
Start Date: 2/24/2014	**Target Completion Date: 12/1/2014**

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)

- Met with Ticket Office Staff and reviewed back office credit card handling process
- IT related requirements for the PCI audit have been met (documentation only)

Planned for Next Two Week

- Complete necessary SOP's required for the external audit
- Close Project

Open Issues

- N/A

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

Project Description	☐ **On Target** ☒ **Concern** ☐ **Warning**
IT Project Manager: Frank Juarez	**Business Project Owner: Joe Furin**
Start Date: 9/15/2014	**Target Completion Date: 12/23/2014**

USC is a PCI Level 2 Merchant and as such is required to have an external PCI assessment performed on an annual basis. In 2013 the LA Memorial Coliseum and Sports Arena were excluded from the external audit based on the timing of the take-over date.

The scope of this project is to work with the USC Merchant Services, ITS, and Legends organization to determine level of PCI responsibility for the Coliseum and Sports Arena food and beverage concessions. Additionally, this project will review all concession credit card technical architecture, system and processes for compliance to the PCI DSS. A remediation list of all non-compliant items will be created and tracked to completion.

Accomplishments (for previous two weeks)

- Met with Legends IT Management to discuss approach and responsibilities for PCI Compliance
- Sent Scope, Timeline, and Responsibilities documents to Legends for review

Planned for Next Two Week

- Conduct Legends meeting
- Revise remediation list based on meeting

Open Issues

- To date Legends has not responded to request for detail meeting. This will be escalated to Legends Senior Management if no response is received by 11/14

14 HOU – WAMS Server Implementation Phase II

Project Description	☐ On Target ☐ Concern ☒ Warning
IT Project Manager: Sal Manzo	Business Project Owner: Heidi Scribner
Start Date: 6/1/2013	Target Completion Date: 11/30/2013

Housing Services requests the upgrade of the current WAMS System to enhance door locks performance and reporting from the WAMS application.

Accomplishments (for previous two weeks)

- Handed over to Stanley Hardware (Vendor) for completion of remaining tasks

Planned for Next Two Week

- Vendor to continue work with Heidi Scribner's assistance

Open Issues

- Current estimate from Housing is completion in November, 2014
- Recommend changing to end of Q1, 2015,

15 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: 1/1/2015**

USC is in the process to migrate to the University email and calendaring systems to the Microsoft Office 365 cloud based services. The first phase of this project will be to migrate all faculty and staff the MS 365 environment. Future phases will include rolling out the Link collaboration tool and MS 365 SharePoint.

Auxiliary Services has been identified as the 4th business unit that will migrate to the new environment. The first phase of this project will eliminate the auxiliary email domain and will have all users migrate to the new USC MS 365 tenancy.

Accomplishments (for previous two weeks)

- Migrated second group of Org Accounts

Planned for Next Two Weeks

- Identify remaining email accounts that need to be created and migrated to MS365
- Delete Shared Services auxiliaries email accounts
- Notify Housing to add "new email address tag" to their signatures

Open Issues

- N/A

16 HSP - AS Business Unit Website NextGen Project – Hospitality

Project Description	☐ **On Target** ☒ **Concern** ☐ **Warning**
IT Project Manager: Sonali Bodiwala	**Business Project Owner: Kris Klinger**
Start Date: 10/4/2012	**Target Completion Date: TBD**

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.

The next phase of this project will address the Hospitality website.

Accomplishments (for previous two weeks)

- Revised mockup was sent to users on 11/7.

Planned for Next Two Week

- Waiting for final approvals and PSDs to start development

Open Issues

- N/A

17 HSP – Create a new website for The Edmondson

Project Description	☒ On Target ☐ Concern ☐ Warning
IT Project Manager: Sonali Bodiwala	**Business Project Owner: Kris Kilnger**
Start Date: 8/4/2014	**Target Completion Date: 10/31/2014**COMPLETED****

Create a new website for The Edmondson

Accomplishments (for previous two weeks)

- The website was launched on 10/30.

Planned for Next Two Weeks

- N/A

Open Issues

- N/A

18 TSP – IVR Project

Project Description	☒ **On Target** ☐ **Concern** ☐ **Warning**
IT Project Manager: Frank Juarez	**Business Project Owner: David Donovan**
Start Date: 5/1/2014	**Target Completion Date: 11/15/2014**COMPLETED**

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)

- Phase I of this project has been completed

Planned for Next Two Weeks

- N/A

Open Issues

- N/A

19 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: 12/31/2014**COMPLETED**

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 30th. **If the upgrade is not complete before December 30th, 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 weeks)

- Implementation scheduled for Nov 5th

Planned for Next Two Weeks

- N/A

Open Issues

- N/A

20 SS – Disaster Recovery Program

Project Description	☒ **On Target** ☐ **Concern** ☐ **Warning**
IT Project Manager: Frank Juarez	**Business Project Owner: Mark Ewalt**
Start Date: 4/1/2014	**Target Completion Date: 9/15/2014**HOLD****

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
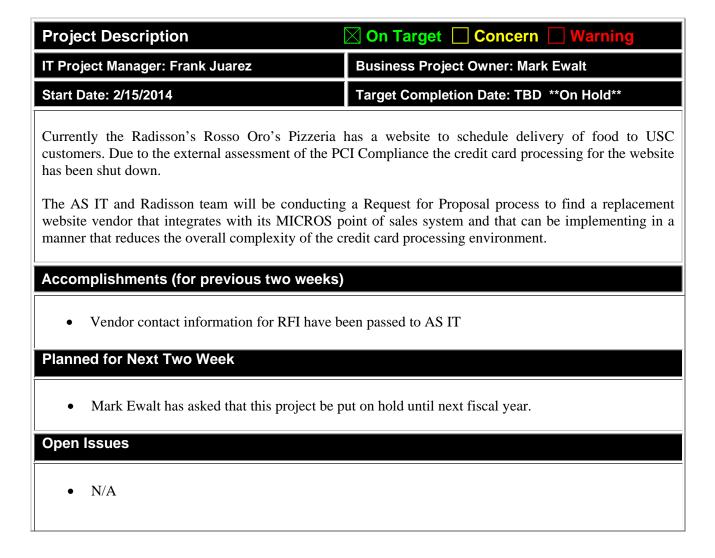- Begin initial Technical documentation

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

Project Description	☒ On Target ☐ Concern ☐ Warning
IT Project Manager: Frank Juarez	**Business Project Owner: Mark Ewalt**
Start Date: 2/15/2014	**Target Completion Date: TBD **On Hold****

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.

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.

Accomplishments (for previous two weeks)

- Vendor contact information for RFI have been passed to AS IT

Planned for Next Two Week

- Mark Ewalt has asked that this project be put on hold until next fiscal year.

Open Issues

- N/A

22 ASIT – Asset Management (Absolute Manage)

Project Description	☒ On Target ☐ Concern ☐ Warning
IT Project Manager: Frank Juarez	**Business Project Owner: Mark Ewalt**
Start Date: 4/1/2013	**Target Completion Date: TBD **On Hold****

As part of University requirements, Auxiliary Services IT will implement a computer asset management program.

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.

Accomplishments (for previous two weeks)

- 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

- 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

- N/A

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.

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.