



Bi-Weekly Project Status Report
12/05/2014 – 1/16/2015

Submitted by Auxiliary Services, IT

Submitted On 1/16/2015

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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	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	TSP – Update maps	Tony Mazza	Add maps to website showing similar map to housing for consistency.
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	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	BKS – Online Computer Store	Darren James	Offer Computer Store products online
2	UCP – Online Copyright Clearance Center	Darren James	Offer online solution to replace the current software that was initially written around 1990 in older version of VR, which now has limitations that either makes it impossible or difficult to incorporate new functions and to streamline daily functions with CCC.
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
3	BKS – Redesign Gamble House Bookstore	Darren James	Gamble House website is changed with the new design so the bookstore would like to match the Gamble House bookstore website to the Gamble House website

2 Active Project Summary

Project	Project Name	Status	Assessment
3	SS – Kronos Scheduler Module Upgrade	On Target	Next Milestone – Project Start Target Project Completion Date – TBD
4	SS – 2014 External PCI Audit Support	On Target	Next Milestone – Development Target Project Completion Date – 6/30/2015
5	HOU – Enhance Housing Website maps with Safety Information	On Target	Next Milestone – Development Target Project Completion Date – TBD
6	BKS – Follett Textbook Transition (Schedule of Classes and OASIS)	On Target	Next Milestone – Development Target Project Completion Date – TBD
7	HSP – Agilysys POS Image Update (PCI)	On Target	Next Milestone – Project Start Target Project Completion Date – 2/2/2015
8	BKS – eRATEX Upgrade from 4.2.1.1 to 4.2.1.3	On Target	Next Milestone – Development Target Project Completion Date – 1/30/2015
9	HOU – StarRez BioDemographic Import	On Target	Next Milestone – Development Target Project Completion Date – 1/16/15
10	TSP – T2 Flex Credit Card Gateway Upgrade	Warning	Next Milestone – Implementation Target Project Completion Date – 2/27/2015
11	SS – AS IT Ticketing Payroll System (Zendesk) Implementation	On Target	Next Milestone – Development Target Project Completion Date – 1/30/2015
12	HSP – Catering Online Ordering Replacement Discovery	On Target	Next Milestone – Development Target Project Completion Date – TBD
13	HSP – MICROS Point-of-Sale System Implementation	Warning	Next Milestone – Development Target Project Completion Date – TBD
14	UCP – Create a new website for EMBA	On Target	Next Milestone – Development Target Project Completion Date – 3/31/2015
15	SS – Replace CAPS Bulk Payment Process in CBORD	Concern	Next Milestone – Sign-Off Target Project Completion Date – TBD
16	COL –Coliseum Food and Beverage PCI Pre-Audit Review	Concern	Next Milestone – Review Target Project Completion Date – 1/30/2015
17	HOU – WAMS Server Implementation Phase II	Warning	Next Milestone – Implementation Target Project Completion Date – TBD
18	SS – MS 365 Email Implementation Phase II	On Target	Next Milestone – Phase III Target Project Completion Date – 4/1/2015
19	HSP – AS Business Unit Website NextGen Project Hospitality	Concern	Next Milestone – Development Target Project Completion Date – 4/30/2015

3 SS – KRONOS Timekeeping – Scheduling Module 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: Barbara Sladeck	
Start Date: 1/14/2015		Target Completion Date: TBD	
<p>The AS business units have a complex and dynamic work schedule process. There is a need to have greater visibility for both the planning of work schedules and to dynamically assign employees to these schedules.</p> <p>The scope of this project is to work with the AS IT Payroll team to define requirements and to implement the KRONOS work scheduling package. This will include updating of the KRONOS timekeeping system and the time clocks to integrate with this new functionality</p>			
Accomplishments (for previous two weeks)			
<ul style="list-style-type: none"> • Project approval by the Governance Committee • Project Statement of Work and License Agreement approvals • Initial discovery call with KRONOS implementation team 			
Planned for Next Two Week			
<ul style="list-style-type: none"> • Work Force Scheduler Demo • Planning workshop • Requirement planning 			
Open Issues			
<ul style="list-style-type: none"> • N/A 			

4 SS – 2014 External PCI Audit Support

Project Description		<input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Frank Juarez		Business Project Owner: Dan Stimmler	
Start Date: 1/19/2015		Target Completion Date: 6/30/2015	
<p>USC is a PCI Level 2 Merchant and as such is required to have an external PCI assessment performed on an annual basis.</p> <p>The scope of this project is to work with the Auxiliary Services HSP, BKS, RAD, TRX, COL, and HOU business units to review all credit card processing systems, credit card technical architecture, and PCI Policies and Procedures for compliance to the PCI Data Security Standards. A remediation list of all non-compliant items will be created and tracked to completion.</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"> Conduct Phase 1 (BKS, HSP,RAD,TRX) pre-assessment conference calls with the Merchant Services and Security Metrics (QSA) teams Prepare for Phase 1 on site audits 			
Open Issues			
<ul style="list-style-type: none"> N/A 			

5 HOU – Enhance Housing Website maps with Safety Information

Project Description		<input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Sonali Bodiwala		Business Project Owner: Kris Klinger	
Start Date: 12/1/2014		Target Completion Date: TBD	
<p>Update maps (Interactive Map and Building Map) with safety information (Add DPS Boundary Map, Emergency Phone Locations, Campus Cruiser Boundary and Bus Routes). Create a new Interactive Map for HSC with the same information.</p>			
Accomplishments (for previous two weeks)			
<ul style="list-style-type: none"> • Development completed • User approval (Housing and Design Studio) received • Demo the staging site to DPS and Provost’s office • Sent the staging site for further review to DPS and Provost’s office 			
Planned for Next Two Week			
<ul style="list-style-type: none"> • Waiting for final signoff • Waiting for DPS to document the process to update the emergency phone locations 			
Open Issues			
<ul style="list-style-type: none"> • N/A 			

6 BKS – Follett Textbook Transition (Schedule of Classes and OASIS)

Project Description		<input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Sonali Bodiwala		Business Project Owner: Darren James	
Start Date: 12/15/2014		Target Completion Date: TBD	
<p>Since the textbook division has transferred to Follett, we need to change the process which updates Schedule of Classes and OASIS.</p>			
Accomplishments (for previous two weeks)			
<ul style="list-style-type: none"> • Met with the Follett team • Sent ITS format required to Follett. Follett to review if they can generate their data in the format required by ITS. • Review a backup (Temporary) solution until Follett is able to generate the files in that format. • Received a test file and FTP server location from Follett on 1/16. 			
Planned for Next Two Week			
<ul style="list-style-type: none"> • Review Follett’s file. 			
Open Issues			
<ul style="list-style-type: none"> • N/A 			

7 HSP – Agilysys POS Image Update (PCI)

Project Description <input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Ruben Khudaverdyan	Business Project Owner: Dirk de Jong
Start Date: 12/05/2014	Target Completion Date: 2/2/2015
<p>Due to the MICROS Project delay and the upcoming external PCI audit. ASIT will be updating the existing Agilysys POS terminal s and respective PCI documentation which we will be evaluated during the audit.</p>	
Accomplishments (for previous two weeks)	
<ul style="list-style-type: none"> • Test the new POS Patch • Schedule and begin the rollout of the update 	
Planned for Next Two Weeks	
<ul style="list-style-type: none"> • Complete installation of the patch in the remaining dining locations 	
Open Issues	
<ul style="list-style-type: none"> • N/A 	

8 BKS – eRatex Upgrade from 4.2.1.1 to 4.2.1.3

Project Description <input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Sonali Bodiwala	Business Project Owner: Darren James
Start Date: 11/1/2014	Target Completion Date: 1/30/2015
Bookstore would like to upgrade eRatex from 4.2.	
Accomplishments (for previous two weeks)	
<ul style="list-style-type: none"> Staging site upgraded to eRATEX 4.2.1.3 	
Planned for Next Two Weeks	
<ul style="list-style-type: none"> Waiting for user sign off 	
Open Issues	
<ul style="list-style-type: none"> N/A 	

9 HOU – StarRez BioDemographic Import

Project Description <input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Sonali Bodiwala	Business Project Owner: Maria Catintig
Start Date: 9/11/14	Target Completion Date: 1/30/2015
<p>Housing would like to import student data from SIS to create applications in StarRez using the StarRez REST API, IT to create a process to enable the demographic information, USC ID number, Gender, DOB, Address and Class Standing off all incoming undergraduates to be downloaded into the StarRez database. This could be done nightly. When an admitted undergraduate applies for housing, they would just input their USC ID number and password (generated by StarRez) and the application would open for them. All other students would need to use a registration process.</p>	
Accomplishments (for previous two weeks)	
<ul style="list-style-type: none"> • Development completed • Sent for user testing on 1/15 • User feedback received • Enrollment services contacted to retrieve phone numbers 	
Planned for Next Two Weeks	
<ul style="list-style-type: none"> • Waiting for Enrollment services to send additional data (phone numbers) • Get user signoff 	
Open Issues	
<ul style="list-style-type: none"> • N/A 	

10 TSP – T2 Flex Credit Card Gateway Upgrade

Project Description <input type="checkbox"/> On Target <input type="checkbox"/> Concern <input checked="" type="checkbox"/> Warning	
IT Project Manager: Ruben Khudaverdyan	Business Project Owner: David Donovan
Start Date: 9/11/14	Target Completion Date: 2/27/2015
<p>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.</p> <p>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 Feb 27st 2015.**</p>	
Accomplishments (for previous two weeks)	
<ul style="list-style-type: none"> • Administrative documents been forwarded to Elavon for review • Reviewed the issue with Elavon and negotiated an extension until the end of February. 	
Planned for Next Two Weeks	
<ul style="list-style-type: none"> • Security Addendum sign off • Schedule the cut-over 	
Open Issues	
<ul style="list-style-type: none"> • USC Procurement Office has been advised by the OGC and ITS to obtain DSA from Elavon. 	

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

Project Description <input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Frank Juarez	Business Project Owner: Maria Mempin
Start Date: 11/4/2014	Target Completion Date: 1/30/2015
<p>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.</p> <p>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.</p>	
Accomplishments (for previous two weeks)	
<ul style="list-style-type: none"> Completed system demo (Zendesk) and discussion Completed initial scope document Completed initial timeline 	
Planned for Next Two Week	
<ul style="list-style-type: none"> Conduct kickoff meeting Begin design and configuration 	
Open Issues	
<ul style="list-style-type: none"> N/A 	

12 HSP – Catering Online Ordering Discovery

Project Description <input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Ruben Khudaverdyan	Business Project Owner: David Corral
Start Date: 8/22/14	Target Completion Date: TBD
<p>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.</p> <p>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.</p>	
Accomplishments (for previous two weeks)	
<ul style="list-style-type: none"> Release the RFI for bid to potential vendors 	
Planned for Next Two Weeks	
<ul style="list-style-type: none"> Demo Review 	
Open Issues	
<ul style="list-style-type: none"> N/A 	

13 HSP – MICROS Point of Sale System Implementation

Project Description <input type="checkbox"/> On Target <input type="checkbox"/> Concern <input checked="" type="checkbox"/> Warning	
IT Project Manager: Ruben Khudaverdyan	Business Project Owner: Dirk De Jong
Start Date: 6/24/2014	Target Completion Date: TBD
<p>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.</p>	
Accomplishments (for previous two weeks)	
<ul style="list-style-type: none"> MICROS Application has been upgraded to 2.7 release that supports the new Wireless Tablets 	
Planned for Next Two Weeks	
<ul style="list-style-type: none"> Database review Continue Credit Card and Blackboard testing on Symphony v2.7 release Configure and review firewalls Order EVM Pin Pads 	
Open Issues	
<ul style="list-style-type: none"> MICROS have announced that the student tax function will be available for testing at the end of Jan 2015. Project implementation has been set to TBD Exchange POS Terminals for Wireless Tablets Confirm Tablet Encryption method 	

14 UCP – Create a new website for EMBA

Project Description <input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Sonali Bodiwala	Business Project Owner: Darren James
Start Date: 4/23/2014	Target Completion Date: 3/31/2015
Create a new website for EMBA	
Accomplishments (for previous two weeks)	
<ul style="list-style-type: none"> • Meeting was rescheduled by UCP to February, • Target Launch date changed by UCP to March 2015. 	
Planned for Next Two Weeks	
<ul style="list-style-type: none"> • Waiting for additional content from the users • Review the site with the users and receive feedback 	
Open Issues	
<ul style="list-style-type: none"> • N/A 	

15 SS – Update CAPS Bulk Payment Process for Partial Payment Processing

Project Description <input type="checkbox"/> On Target <input checked="" type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Sonali Bodiwala	Business Project Owner: Jonathan Hall
Start Date: 1/5/2014	Target Completion Date: TBD
As CBORD will replace CAPS, implement bulk payment process in CBORD	
Accomplishments (for previous two weeks)	
<ul style="list-style-type: none"> • Development started 	
Planned for Next Two Weeks	
<ul style="list-style-type: none"> • Continue development 	
Open Issues	
<ul style="list-style-type: none"> • N/A 	

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

Project Description <input type="checkbox"/> On Target <input checked="" type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Frank Juarez	Business Project Owner: Joe Furin
Start Date: 9/15/2014	Target Completion Date: 1/30/2015
<p>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.</p> <p>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.</p>	
Accomplishments (for previous two weeks)	
<ul style="list-style-type: none"> Received signed Legends PCI Responsibility Statement and Worksheet Completed power runs to yard level concession stands Ordered new switches for yard level concession stands Completed draft of Coliseum PCI Policies and Procedures 	
Planned for Next Two Week	
<ul style="list-style-type: none"> Complete cable runs for yard level concession stands Complete wiring for yard level concession stands Review PCI Policies and Procedures with Coliseum senior staff 	
Open Issues	
<ul style="list-style-type: none"> N/A 	

17 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: Sal Manzo	Business Project Owner: Heidi Scribner
Start Date: 6/1/2013	Target Completion Date: TBD
<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"> • Handed over to Stanley Hardware (Vendor) for completion of remaining tasks 	
Planned for Next Two Week	
<ul style="list-style-type: none"> • Vendor to continue work with Heidi Scribner's assistance 	
Open Issues	
<ul style="list-style-type: none"> • Current estimate from Housing is completion in November, 2014 • Recommend changing to end of Q1, 2015, 	

18 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: 4/1/2015
<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"> Deleted BKS, RAD and HOU email accounts 	
Planned for Next Two Weeks	
<ul style="list-style-type: none"> Complete the deleted of email accounts Begin Phase III (SYMPA Training/Decommission of Aux Exchange Server) Schedule a meeting BU administrators and provide training on SYMPA distribution lists function. 	
Open Issues	
<ul style="list-style-type: none"> N/A 	

19 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: 4/30/2015
<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"> Received all PSDs from Design Studio on 1/20/2015 	
Planned for Next Two Week	
<ul style="list-style-type: none"> Start development 	
Open Issues	
<ul style="list-style-type: none"> N/A 	

20 HSP – Illy Board Automation

Project Description <input checked="" type="checkbox"/> On Target <input type="checkbox"/> Concern <input type="checkbox"/> Warning	
IT Project Manager: Sonali Bodiwala	Business Project Owner: Kris Klinger
Start Date: 11/10/2014	Target Completion Date: **COMPLETED**
Automate to display Breakfast and Lunch menus on Illy's monitors.	
Accomplishments (for previous two weeks)	
<ul style="list-style-type: none"> Todd replaced the existing MacMinis with MacMinis (windows OS and Dynamic Info Screen installed). Using the Dynamic Info Screen, the menus are switched by time. When the menus are updated, a new movie can be updated by Google Chrome Access (instructions sent to Design Studio and I'Illy's Café). 	
Planned for Next Two Weeks	
<ul style="list-style-type: none"> N/A 	
Open Issues	
<ul style="list-style-type: none"> N/A 	

21 SS – Auxiliary Services 2014 PCI Pre-Assessment

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: 7/09/2014		Target Completion Date: 12/31/2014**COMPLETED**							
<p>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.</p> <p>The review will include</p> <table border="0"> <tr> <td>* USC Housing</td> <td>* USC Bookstore</td> </tr> <tr> <td>* USC Radisson</td> <td>* USC Transportation</td> </tr> <tr> <td>* USC Coliseum & Sports Arena</td> <td>* USC Hospitality</td> </tr> </table>				* USC Housing	* USC Bookstore	* USC Radisson	* USC Transportation	* USC Coliseum & Sports Arena	* USC Hospitality
* USC Housing	* USC Bookstore								
* USC Radisson	* USC Transportation								
* USC Coliseum & Sports Arena	* USC Hospitality								
Accomplishments (for previous two weeks)									
<ul style="list-style-type: none"> Review submitted documentation Get ready for the onsite PCI assessment 									
Planned for Next Two Weeks									
<ul style="list-style-type: none"> N/A 									
Open Issues									
<ul style="list-style-type: none"> N/A 									

22 SS – Disaster Recovery Program

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: 4/1/2014		Target Completion Date: 9/15/2014 **On Hold**	
<p>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.</p> <p><u>AS IT Disaster Recovery Program Description</u></p> <p>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.</p> <p><u>Benefits</u></p> <ul style="list-style-type: none"> • 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)			
<ul style="list-style-type: none"> • 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			
<ul style="list-style-type: none"> • ** Due to project resource availability and higher priorities this project is being temporarily put on hold ** 			
Open Issues			
<ul style="list-style-type: none"> • N/A 			

23 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 			

24 ASIT – Asset Management (Absolute Manage)

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: 4/1/2013		Target Completion Date: TBD **On Hold**	
<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 			

25 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.