

Bi-Weekly Project Status Report 3/27/2015 – 4/10/2015

Submitted by Auxiliary Services, IT

Submitted On 4/10/2015

Page 2

TABLE OF CONTENTS

In Discovery	
1 Discovery Project Summary	3
Project Summary	
2 Active Project Summary	5
In Flight	
3 COL – Changes to the Coliseum Website	6
4 HOU – Translate Housing website to Chinese	7
5 HSP – Food and Beverage Vendor Assignment Discovery	8
6 TSP – Update Transportation App for iOS and Android	9
7 SS – Contract Management System Implementation	10
8 SS – KRONOS (Purchase & implementation of additional clocks)	11
9 SS – KRONOS Clock Firmware Upgrade	12
10 SS – KRONOS Timekeeping – Scheduling Module Implementation	13
11 SS – KRONOS Custom Time Edit Report	14
12 SS – 2014 External PCI Audit Support	15
13 TSP – T2 Flex Credit Card Gateway Upgrade	16
15 UCP – Create a new website for EMBA	18
16 SS – MS 365 Email Implementation Phase III	19
17 HSP - AS Business Unit Website NextGen Project – Hospitality	20
Completed	
18 SS – AS IT Payroll Ticketing System (Zendesk) Implementation	21
19 COL – Coliseum Food and Beverage PCI Pre-Audit Review	22
On Hold	
20 HOU – WAMS Server Implementation Phase II	23
21 SS – Disaster Recovery Program	24
23 ASIT – Asset Management (Absolute Manage)	26
Archived Project Summary	
24 Archived Project Summary	27

Page 3

1 Discovery Project Summary

Priority	Project Name	Requestor	Description
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.
1	HSP – Firewall Migration	Dirk De Jong	Migrate the management of the HSP Point of Sales (POS) firewalls from ITS to AS IT
1	HSP, BKS, TRX, COL, HOU PCI EMV (Pin and Chip) Implementation	Mark Ewalt	Assist in the purchase and implementation of the new PCI EMV technology mandated by the PCI DSS 3.1 standards
1	COL – USC Network Usage Infrastructure Policy Map and Gap	Joe Furin	To prepare for the upcoming University audit perform an internal assessment of adherence to USC policy and create remediation list to be prioritized by the COL
2	HOU – Implement Meeting Room tablets	Keenan Cheung	Mount tablets to each meeting room door so requesters can view availability
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

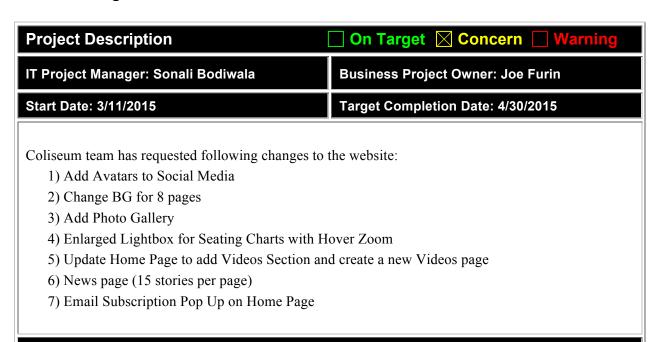
Page 4

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		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
TBD	BKS – Additional payment option on BKS website	Darren James	Add USCard payment option to the USC Bookstore website

2 Active Project Summary

Project	Project Name	Status	Assessment
3	COL – Changes to the Coliseum Website	Concern	Next Milestone – Project Start Target Project Completion Date – 4/30/2015
4	HOU – Translate Housing website to Chinese	On Target	Next Milestone – Development Target Project Completion Date – 5/30/15
5	HSP – Food and Beverage Vendor Assignment Discovery	On Target	Next Milestone – Project Start Target Project Completion Date – 4/30/2015
6	TSP – Update Transportation App for IOS and Android	On Target	Next Milestone – Development Target Project Completion Date – TBD
7	SS – Contract management System Implementation	On Target	Next Milestone – Development Target Project Completion Date – 6/1/2015
8	SS – Kronos (Purchase & Implementation of addition clocks)	On Target	Next Milestone – Development Target Project Completion Date – TBD
9	SS – Kronos Clock Firmware Upgrade	On Target	Next Milestone – Development Target Project Completion Date – 4/22/2015
10	SS – Kronos Scheduler Module Upgrade	On Target	Next Milestone – Development Target Project Completion Date – TBD
11	SS – Kronos Custom Time Edit Report	On Target	Next Milestone – Development Target Project Completion Date – TBD
12	SS – 2014 External PCI Audit Support	On Target	Next Milestone – Development Target Project Completion Date – 6/30/2015
13	TSP – T2 Flex Credit Card Gateway Upgrade	On Target	Next Milestone – Implementation Target Project Completion Date – TBD
14	HSP – MICROS Point-of-Sale System Implementation	Warning	Next Milestone – Development Target Project Completion Date – TBD
15	UCP – Create a new website for EMBA	On Target	Next Milestone – Development Target Project Completion Date – TBD
16	SS – MS 365 Email Implementation Phase III	On Target	Next Milestone – Phase III Target Project Completion Date – TBD
17	HSP – AS Business Unit Website NextGen Project Hospitality	On Target	Next Milestone – Development Target Project Completion Date – 8/10/2015

3 COL - Changes to the Coliseum Website



Accomplishments (for previous two weeks)

- The following requests were sent to users, approved and pushed to production:
 - 1) Enlarged Lightbox for Seating Charts with Hover Zoom
 - 2) Change approved background to the original background (Events page)
 - 2) Add a new background for Sports Arena Seating Chart
 - 3) Update header with a new tagline
- The following requests were sent for design review:
 - 1) Create a Videos Page
 - 2) Update Home page with a featured video and a slider
 - 3) Create a News page

Also, completed the online newsletter request form.

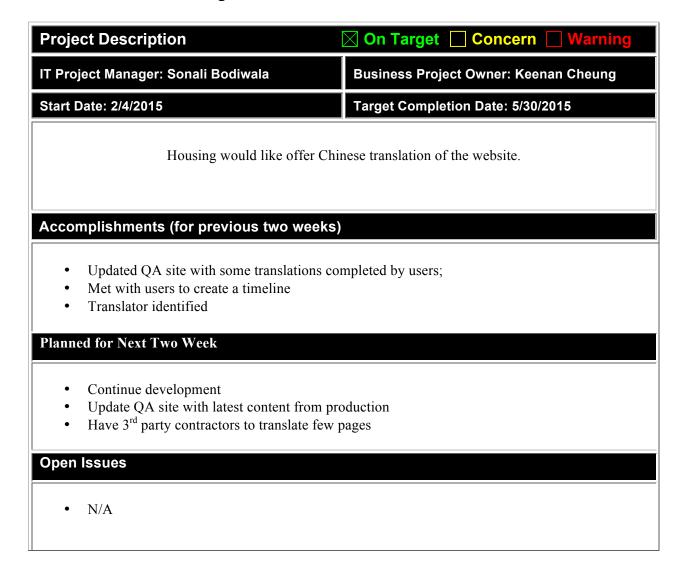
Planned for Next Two Week

- Once design review is completed for the videos and the news page, send it for user review.
- Design Studio to update the newsletter template and send new PSD to web team

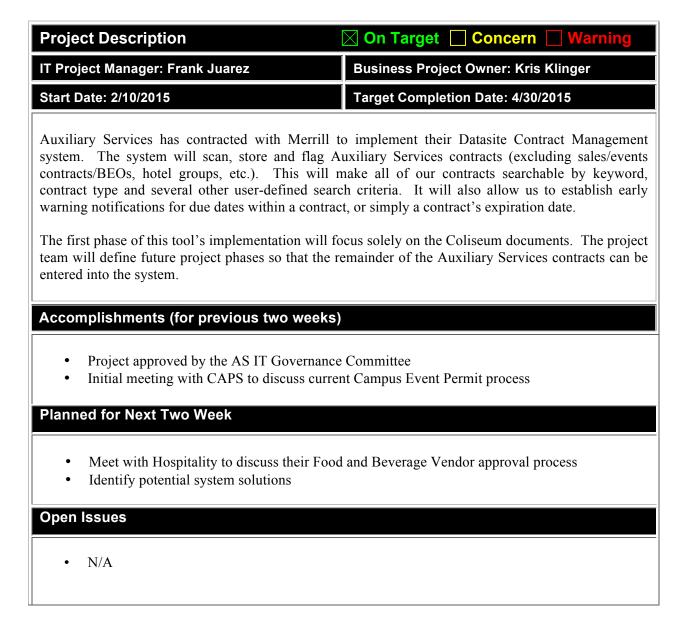
Open Issues

- Due to change of scope, target completion date is now changed to 4/30.
- This change may also impact the hospitality project.

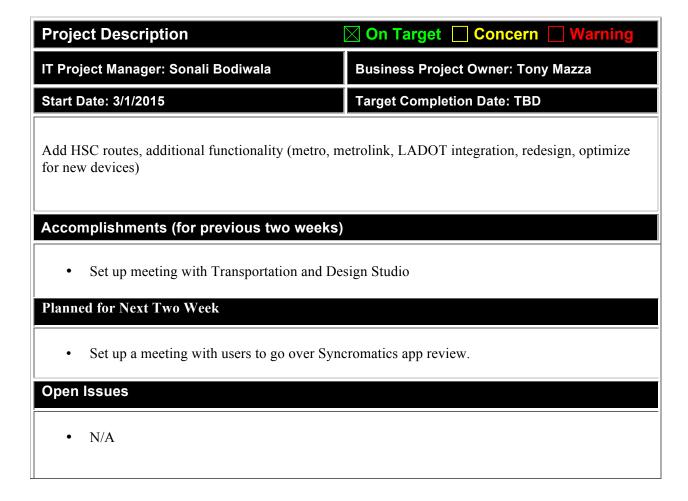
4 HOU - Translate Housing website to Chinese



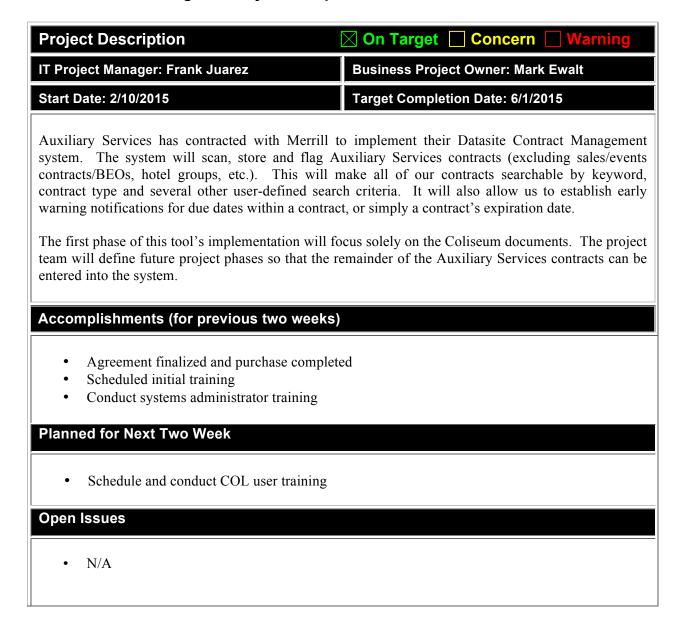
5 HSP – Food and Beverage Vendor Assignment Discovery



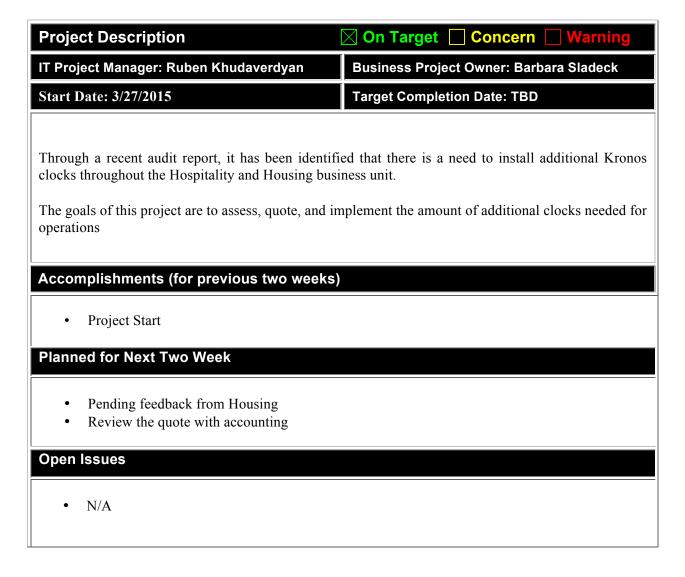
6 TSP – Update Transportation App for iOS and Android



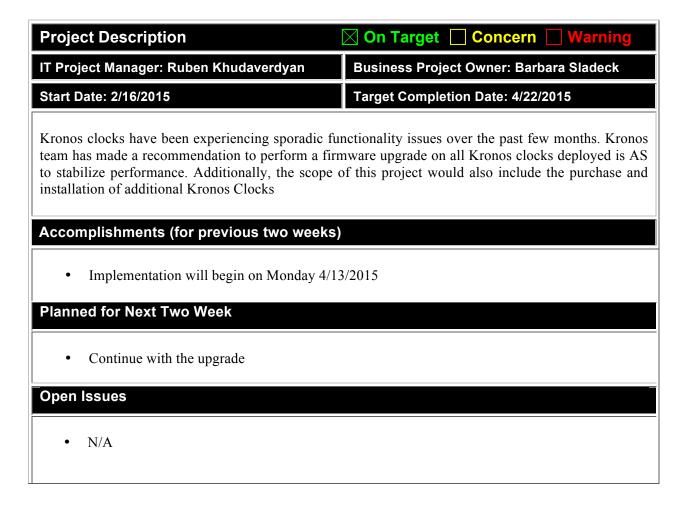
7 SS – Contract Management System Implementation



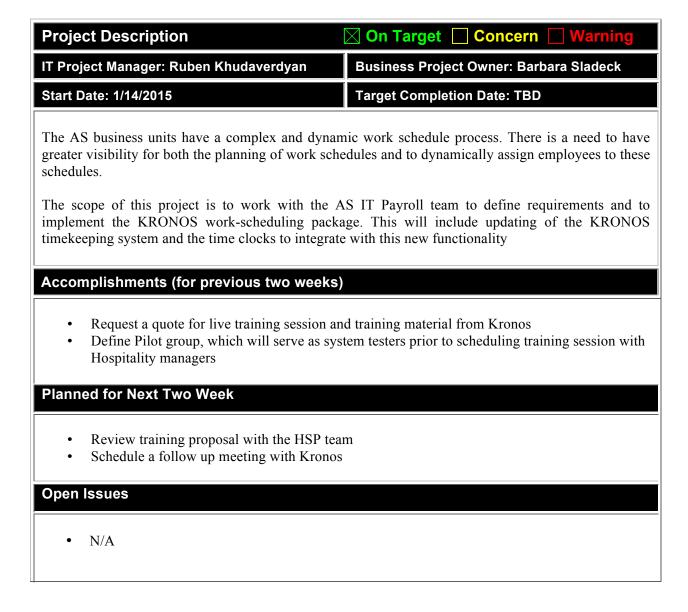
8 SS – KRONOS (Purchase & implementation of additional clocks)



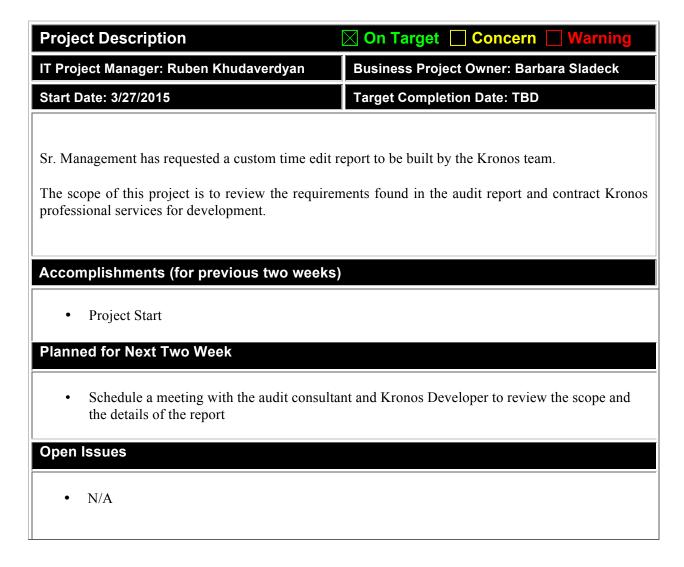
9 SS - KRONOS Clock Firmware Upgrade



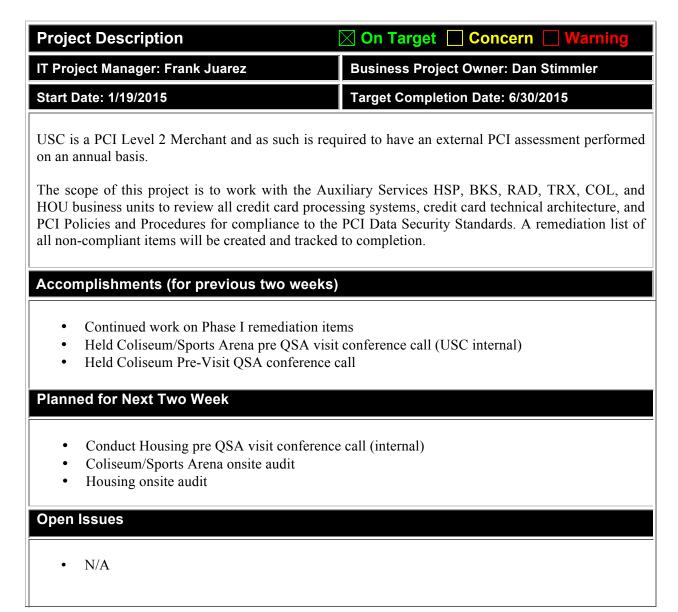
10 SS – KRONOS Timekeeping – Scheduling Module Implementation



11 SS – KRONOS Custom Time Edit Report



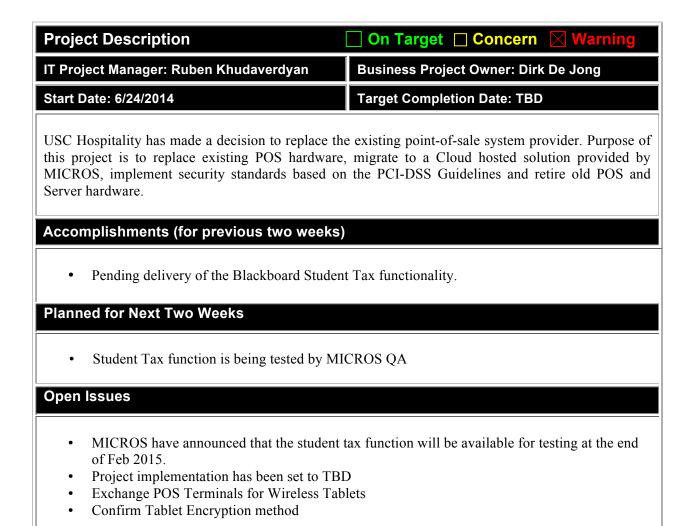
12 SS – 2014 External PCI Audit Support



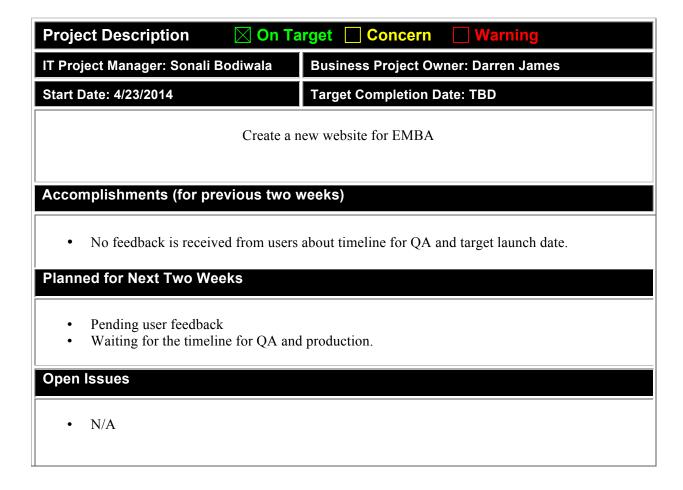
13 TSP – T2 Flex Credit Card Gateway Upgrade

Project Description			
IT Project Manager: Ruben Khudaverdyan	Business Project Owner: David Donovan		
Start Date: 9/11/14	Target Completion Date: TBD		
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 30 th 2014. **Elavon provided assurance that we will not experince disruption of services while their legal team is reviwing the Security Addendum**			
Accomplishments (for previous two week	eks)		
OGC is reviewing the latest revisions of the Terms and Conditions and Security Addendum from Elavon			
Planned for Next Two Weeks			
Pending Elavon feedback			
Open Issues			
• N/A			

14 HSP – MICROS Point of Sale System Implementation



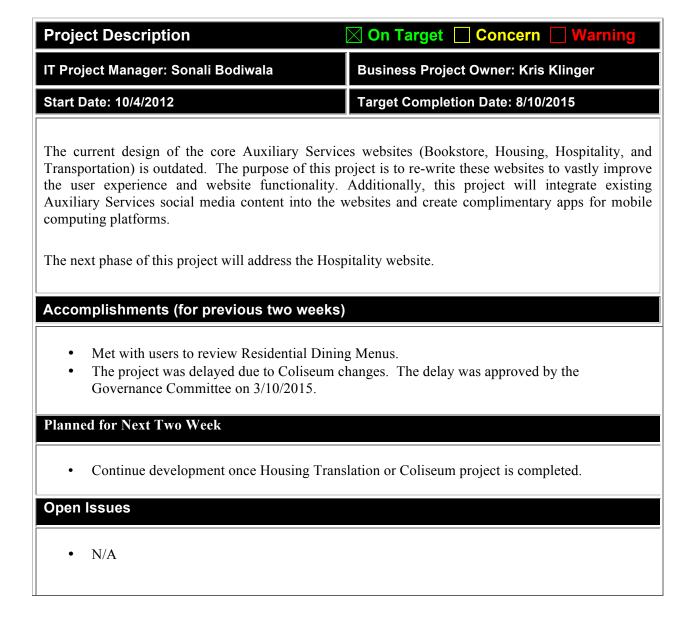
15 UCP - Create a new website for EMBA



16 SS – MS 365 Email Implementation Phase III

Project Description			
Business Project Owner: Dan Stimmler			
Target Completion Date: TBD			
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.			
s)			
 Completed SYMPA training Began the deletion of Aux org accounts 			
Planned for Next Two Weeks			
Continue working with the BU and deleting the remaining of the Aux Org Accounts			
Open Issues			
• N/A			

17 HSP - AS Business Unit Website NextGen Project - Hospitality



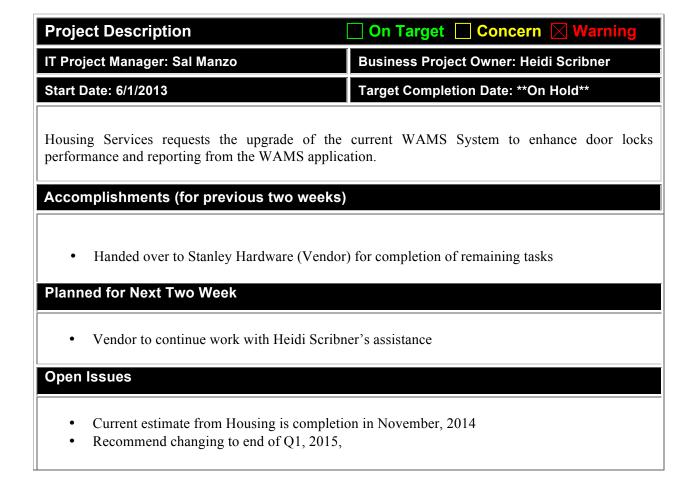
18 SS – AS IT Payroll Ticketing System (Zendesk) Implementation

Project Description		
IT Project Manager: Frank Juarez	Business Project Owner: Maria Mempin	
Start Date: 11/4/2014 Target Completion Date: 4/31/2015**COM		
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)		
All items completed		
Planned for Next Two Week		
• N/A		
Open Issues		
• N/A		

19 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: ** COMPLETED*		
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.	250. It remediation list of all non compliant items	
This project has been expanded to include the PCI p	ore-audit remediations for the Sports Arena	
Accomplishments (for previous two weeks)		
All items completed this project.		
Planned for Next Two Week		
• N/A		
Open Issues		
• N/A		

20 HOU - WAMS Server Implementation Phase II



21 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 SunGard, AZ
- Continue replication testing and confirm functionality
- Begin initial Technical documentation

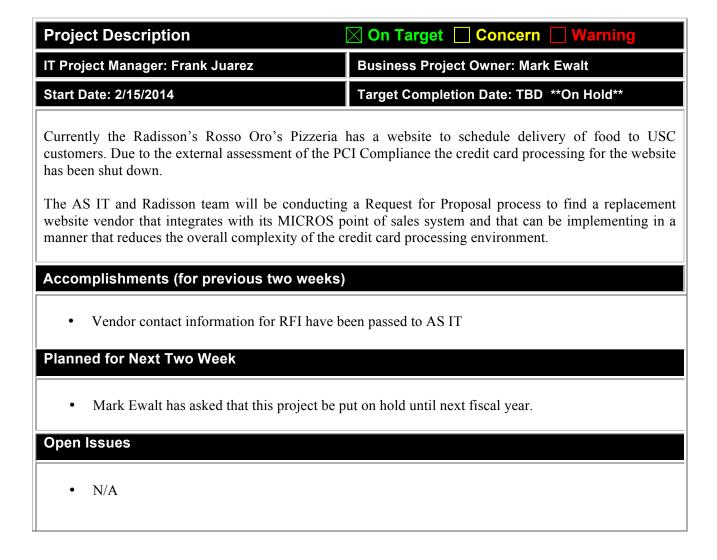
Planned for Next Two Week

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

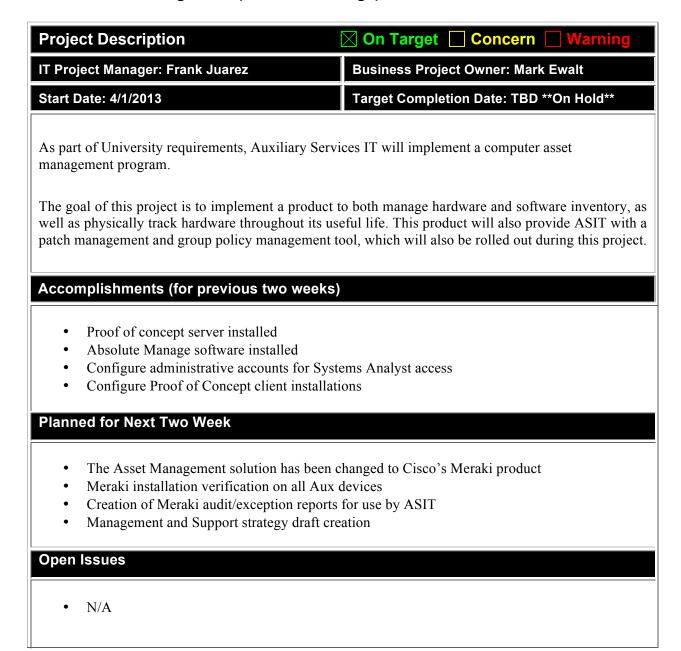
Open Issues

N/A

22 RAD - Rosso Oro's Online Ordering Vendor Replacement



23 ASIT – Asset Management (Absolute Manage)



24 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	<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.
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.

Page 28

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.