



**Professional Tennis:**

2006 US Open Indoor Multi-Purpose Venue Support:

- Objective – Re-establish required data network, and Point of Sale (POS) services disrupted by construction project
- Status – Developing plans
- Next Steps – Issue work orders for inter-building cabling

Upgrade US Open Access Control System:

- Objective – Upgrade system for improved performance and reliability
- Status – Project Completed
- Next Steps – None

Upgrade NTC Email System:

- Objective – Migrate NTC email system to new usa.net service
- Status – Project Completed.
- Next Steps – None

Upgrade US Open Credentials and Ticketing System:

- Objective – Upgrade system for improved performance and reliability
- Status – Final Testing
- Next Steps – Schedule cutover to new system

**Section Services:**

Citrix & Network Upgrades

- Objective - To improve basic IT services for the sections that utilize Citrix access
- Status:
  - We continue to monitor and address any operational issues as they occur and will engage our Section clients to gauge their ongoing satisfaction with this service
  - In May we will upgrade two more Citrix servers to Windows 2003 to accommodate the move to USA.NET.
  - PhotoShop v6 is now officially being deployed to all of the sections. Given the number of licenses, only the required section resources will be able to use it.
  - The Quark testing has been on-going although with poor results. The application has a negative impact on the Citrix server's performance. We will continue testing to see if there is a work-around. However, we should potentially expect that the application may not be published.

## **Enterprise-wide Initiatives:**

### **Email Upgrade**

- Objective - upgrade USTA email system to the latest version of MS-Outlook & migrate service to an Application Service Provider (ASP)
- Status - The section migrations continue. This has been a challenging project given the numerous configurations, but adding more resources to the migrations has provided better results. NTC has been fully migrated with only the “US Open” seasonal accounts needing to be created.
- Next Steps - National and Section staff can find a tentative schedule at the following web site [http://inside.usta.com/projects/src/Project\\_Exchange\\_Schedule.htm](http://inside.usta.com/projects/src/Project_Exchange_Schedule.htm)

## **Community Tennis:**

### **Recreational Tennis**

#### Corporate Grant Management System

- Objectives:
  - Provide a solution that allows all grants to be processed by a single system
  - Streamline administration of the grants
  - Provide reporting at a corporate level
- Status:
  - Have not received feedback from Norcal. Will begin working with other Sections who have purchased licenses.
  - Missouri Valley will be trained on the system by the Online Network Services department
- Next Steps:
  - In the June timeframe, run test with Sections not on the USTA network (Southern and Florida) to confirm that they can access the GIFTS system

#### Support Tennis Service Representatives

- Objective – Provide TSRs with a method for keeping track of their contacts and for summarizing their data for reporting purposes
- Status
  - Received price info for obtaining additional licenses to use the TIMSS Contact Tracking Module, which will allow TSRs to record their activity; keep track of contacts; assign tasks for follow-up.
  - Received cost for adding security to the system to limit data access at the Section level.
  - Client is reviewing costs to determine how to fund
- Next Steps:
  - Determine what enhancements would be necessary to collect additional info on the Contact Tracking screen and to provide necessary reports
  - Obtain pricing for enhancements

## Community Tennis Marketing and Development

### Extranet Pilot

- Objective
  - To provide a home for information that is needed by those within the USTA family, but is not for public consumption
  - To provide a secure, working environment in which people can collaborate on documents, projects
- Status
  - Planning the pilot of the Websphere tool for Community Tennis
- Next Steps
  - Determine who from Community Tennis will be involved in the pilot and identify roles and responsibilities
  - Establish guidelines for usage of Websphere
  - Develop project plan for pilot project

## Competitive Play

### TennisLink

- Objective – provide support for Team Tennis, Leagues and Tournaments
- Status
  - Working on small enhancement projects in all systems
  - Completing testing of enhanced selection process for juniors to allow them to register for events in multiple age divisions
- Next Steps – ongoing support and development

### Compliance with Payment Card Industry (PCI) Standards

- Objective – must make some changes to the way credit card data is processed/handled and must create organizational Security Policies in order to comply with credit card companies' requirements
- Status:
  - Provided Legal with drafts of all new policies for their review and approval
  - Evaluating options for handling credit card data, which will determine what software changes need to be made
- Next Steps:
  - Once new policies are approved, communicate them throughout the organization
  - Select method for handling credit card data
  - Modify TennisLink software to work with the selected credit card processing method

## Membership

### TIMSS

- Objectives:
  - Group Enrollment: Add feature so coaches and team captains may easily enroll multiple members through the web
  - Foundation Donations: Solicit a donation to the USTA Tennis & Education Foundation when members join or renew through the web
  - Find a Court: Enhancements to Organizations member data to support the new on-line Find A Court function
  - On-line Member Look-up: Enables staff to search information on members through the web
  - Email Confirmation for Web orders: Sends an email confirmation for memberships purchased through web
  - Name/Address Standardization: Automated rules to adjust data to US Postal Service standards
  - Fee Increase & Life Membership Update: Implementation of new fee structures
- Status:
  - Group Enrollment: In Test Phase
  - Foundation Donations: In final review pending resolution of legal matter
  - Find a Court: Completed
  - On-line Member Look-up: Testing complete. To be rolled out this week
  - Email Confirmation for Web orders: Complete
  - Name/Address Standardization: Implemented in manual mode. Standardization is complete
  - Fee Increase & Life Membership Update: Waiting for Life Membership jackets
- Next Steps:
  - Group Enrollment: Complete Testing in 4- 6 weeks
  - Foundation Donations: Resolution of legal matter
  - On-line Member Look-up: Plan Roll-out this week
  - Name/Address Standardization: Automate weekly processing

### Data Mart

- Objective - Improve ease of use for staff using Business Objects to perform analysis & reporting
- Status - In development
- Next Steps - Complete development and begin testing.

## **Player Development, Administration & Executive Office:**

### Accounting/Finance

Hyperion:

- Objectives:
  - Replace the Excel based budgeting system used for the annual budget process, periodic projection changes, and the five year budget
  - Load P&L and Balance Sheet information from Lawson into Hyperion for reporting
  - Load Capital Expenditure data into Planning for reporting
  - Provide clients the ability to drill down into the AP and AR systems
  - Develop security for data view and entry for audit purposes
  - Create an index of standard organization wide reports
  - Provide clients the ability to create and catalog reports locally
  - Provide workflow to the budget process
  - Analyzer views have been completed
- Status:
  - Employee database work is underway. Data files are being created based on extracts from ADP
  - Additional views for subsystem being created
  - Parallel testing with the March close is underway
- Next Steps:
  - Finalize employee database
  - Rework board package to accommodate changes in the projection reporting requirements
  - Schedule additional training on the Excel add-ins

### Archival & Record Management

Video and image storage

- Objectives
  - Configure the Smeadlink application to manage images (US Open photos, AP invoices, etc) and video. 90% Complete
  - Implement a network area storage device to support the Archiving department's video storage endeavor. 50% Complete
- Status
  - NAS has been received and assembled.
  - Video digitizing has begun with Broadway video
- Next Steps
  - Awaiting the electrical and cooling issues for the WP server room to be addressed before we can proceed with the remainder of the project

## Legal

### Contract Management System:

- Contract Management system is 75% complete at this point. Phase II design continues to progress.
- Phase II Objectives:
  - Configure two "generic" Contraxx summary templates in support of Legal department administrative and record-keeping needs. One template will support Pro Tennis contracts and the other Community Tennis and all other contracts for the organization. The templates will contain specific data points that support identified administrative activities (e.g., notification of termination, Certificates of Insurance due, Payments due, etc.) as well as a flexible means for capturing "non-standardized" data points.
  - Develop reports, a notifications system and documents to support the process
- Status:
  - Modifications have been made to contract summary templates.
  - Data conversion from Phase I to the Phase II summary templates is being planned
- Next Steps:
  - Complete Phase II summary template modifications and obtain client sign-off.
  - Legal is reviewing options for the data entry of prior agreements into the system upon completion of the project.
  - System and user acceptance testing
  - System administrator training and end user training

## Chase Insight

Upgrade has been successfully completed