IT Requirements - HotelKit

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Introduction

This document describes our IT requirements when deploying Planning tool - HotelKit.

Scope

Radisson Hospitality AB Leased, Managed and Franchise Business Units (BU).
Business Unit = Hotel, Admin Office & Shared Service Centres.

Version Information & Changes

Name of Person Making Change	Role of Person Making Change	Date of Change	Ver.	Notes
James Holdsworth	Sr Director, Corporate IT	09th May 2019	1.0	Initial version
Christian Weihermüller	HotelKit IT Administrator	14th May 2019	1.1	Update recommendations mobile devices
James Holdsworth	Sr Director, Corporate IT	27 February 2020	1.2	Updated device recommendations
Ben Vrijsen	Mgr. Hotel IT serv.	11 Frebruary 2021	1.3	Updated device recommendations

Purpose

Here we document all IT requirements and procedures required when deploying RHG approved Planning tool, HotelKit.

For further details on the Planning Tool and the full product benefits, please refer to your Area IT Manager who will share the product specification sheets.

Mobile Devices

In general most smartphones and tablets can of course be used. However, the following **minimum requirements** must apply: *(minimum requirements as specified by HotelKit).*

Note: It is not advised that Team members use their own mobile devices, however this is at the hotels' and General Manager descretion.

Processor: 4x 1,4 GHz
RAM: 1 GB
Operating System: Android >= 8, the best would be Android 10.0 or devices with "Andoid One" (monthly system updates by Google)
Minimum resolution: 720 x 1280 pixel
NFC: would be advisable for Smartphones, Tablets depend on requirements of customer
Wi-Fi enabled.

As per Hotel IT Activity 078 (HITA-032), all mobile devices used for HotelKit or other business activities are to be supported and maintained by the Local IT Manager or Outsourced IT vendor.

IMPORTANT: No sim card or data plan is required as the chosen mobile device (phone or tablet) is to be connected to the hotel Guest WI-FI network.

Smartphone recommendations *(Recommended by HotelKit as of February 11 2021)*

Smartphone suggested models *(Column Years indicates the estimated time of use)*

Category	Model	Price	Processor	RAM	ROM	Android	Camera	Screen	Yrs
Low budget	**LG K22 Dual-SIM 2** *LMK200EMW.ADEATN*	€ 90	4x 1,3 GHz Snapdragon 215	2Gb	32Gb	10	13 MP	6,2" 720 x 1520	1
Entry level	**Xiaomi Redmi Note 9** *MZB9406EU*	€ 170	8x 2 GHz Mediatek Helio G85	4Gb	128Gb	10	48 MP	6,5" 1080 x 2340	2
Middle class	**Google Pixel 4a** B08JN54LK3	€ 349	8x 2,2 GHz Snapdragon 730G	6Gb	128Gb	11	12,2 MP	5,8" 1080 x 2340	2
Top Class	**OnePlus Nord 8** *5011101198*	€ 375	8x 2,4GHz Snapdragon 765G	8Gb	128Gn	10	48 MP	6,4" 1080 x 2400	2
Others	**CAT S52** *CS52-DAB-ROE-EN*	€ 300	8x 2,2 GHz Mediatek Helio P35	4Gb	64Gb	9	12 MP	5,2" 720 x 1440	2

Tablet 10" recommended models

Recommended by HotelKit as of February 27 2020

Category	Model	Price	Processor	RAM	Android	Camera	Screen Size
Low budget	**Lenovo Tab E10 TB-X505L** ZA4H0014SE	€ 130	8 x 2 GHz	2Gb	9	5 MP	1200 x 800
Middle class	**Samsung GALAXY Tab S6 Lite WiFi** SM-P610NZBADBT	€ 320	8 x 2.3GHz	4Gb	8	13 MP	2000 x 1200
Top Class	**Apple iPad 10,2" 8th Generation** MYLD2FD/A	€ 400	Apple-A12	3Gb	iOS	8 MP	2160 x 1620

Mobile Device Management

All devices purchased by the Business Unit are the property of the Business Unit.

There will be sensitive data accessible on the mobile devices using HotelKit so it is a **requirement** for Mobile Device Management software to be installed and maintained onto each device used for HotelKit.

This will then allow for central, remote access to the mobile device, amongst other things, to allow for removal of said Guest PII and Company Data.

Minimum requirements of MDM chosen software:

- Cloud based
- Automatic updates to mobile devices
- 24/7 monitoring able
- Passwords, blacklists and other security policies enforcement
- Hardware inventory of mobile devices
- Backup and restore functionality of corporate data
- Physical location tracking of devices
- Remotely controlling applications installed on mobile devices
- OS configuration management
- Remote removal of data stored on devices
- Mobile app configuration and policy management
- Remote view and control for troubleshooting
- Mobile content management

Recommendaton: The recommended MDM software: **Scalefusion** (formally kown as Mobilock), **however** alternative MDM software can be used providing it meets the above minimum requirements.

Business Units are to follow the basic setup guide for the chosen MDM software which is provided by the MDM software. The Business Unit is responsible for completing and installing this software.

Whitelisting Mobile Devices

As HotelKit is a Cloud, off-premise based software solution, mobile devices used for connecting to the application must be always connected to the internet.

Therefore, the mobile device Wi-Fi Mac address should be whitelisted againt authentication on the BU Wi-Fi network.

To do this, each Wi-Fi Mac address should be documented within an overall inventory of devices to allow for a faster deployment.

There are 2 ways to whitelist the mobile device Wi-Fi mac address:

1. Access the hotel Wi-Fi network dashboard and manually whitelist the devices yourself, or
2. Send the inventory of devices and mac addresses to the hotel Guest wi-fi provider and ask they whitelist the devices on your behalf.

Approved Guest Wi-Fi providers are documented within the IT Standards.

Opera Export Configuration

A scheduled report will need setting up in Opera PMS to extract the data required for HotelKit.

Information being exported from Opera is as follows:

- Arrival date
- Departure date
- Room number
- Guarantee code description
- Reservation status
- VIP status
- Number of adults in room
- Number of children in room
- Guest preferences
- Number of rooms occupied by reservation
- Room type
- Room status
- ETA - Estimated Time of Arrival
- ETD - Estimated Time of Departure
- Traces
- Notes
- Reservation ID
- Room Status Housekeeping (clean, dirty, inspected, out of service, out of order, pickup)
- Room Status Front Office (occupied, vacant)

A comprehensive guide showing step by step instructions has been created showing how to set up the scheduled report in Oracle Opera PMS.

Please see guide here: RezPortal > Departments > Hospitality IT > IT Guides > IT Guidelines > RHAB_HotelKit_Setup.pdf

Responsibilities

Item	Owner	Action
Ensuring HotelKit IT requirements are kept up to date	Corporate IT	Responsible
Ensuring all IT requirements are carried out and completed	Business Unit General Manager	Accountable
Ensuring their respective hotels have all information and data required	Area IT Management	Responsible
Keeping HotelKit software up to date with security updates	HotelKit	Responsible
Ensuring all HITA's are carried out within Business Unit	Business Unit General Manager	Responsible

All costs incurred are at the expense of the Business Unit.

If you have any queries or concerns, please direct to your responsible Area IT Manager.

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