



RESOURCE LIBRARY
IT TECHNOLOGY

CODE: 08.01.001
EDITION: 1
PAGE 1 OF 72

**HOTEL IT STANDARD, STANDARD OPERATING
PROCEDURE AND BEST PRACTICES**

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1. IT SOPs

1.1 - How to use this Document 如何使用本文档

There are 4 main menus categorized.

本文档分成四类。

- **IT Operations** - the documents indicates the Standard Operating procedures and Best practices in IT Operations. This document is focused on how the IT Department will manage the IT environment in an Operations point of view.
本章指出IT运作方面的标准操作程序和最佳实践。重点在于IT部门如何从运作的角度来管理IT环境。
- **IT Maintenance** - this document is focused on how IT Department will manage and maintain the IT Department office, IT Server Room and how to operate and record essential IT things.
本章重点在于IT部门如何管理和维护IT办公室、服务器机房和如何操作和纪录必要的IT工作。
- **IT Security & Audit** - the documents indicates the Standard Operating procedures and Best practices in IT Security and Audit. This document is focused on how the IT Department will manage the IT environment in a Security and Audit point of view.
本章指出IT安全与审计方面的标准操作程序和最佳实践。重点在于IT部门如何从安全于审计的角度来管理IT环境。
- **IT Standards** - you will see standards currently being used in hotel.
本章指出酒店使用的IT标准。

1.2 - Introduction 介绍

1 POLICY

To serve as guidelines in order to improve the day to day operations in the Hotel IT Department.
为提高酒店IT部门的日常操作而提供指导。

2 PURPOSES

To maintain a healthy system environment and to ensure the hotel IT Department conforms to the IT Audit Standards.

维护一个健康的系统环境并且保证酒店IT部门符合酒店集团IT审计标准。

3 RESPONSIBILITIES

The hotel IT Manager has the full responsibilities in ensuring the hotel IT Department Best Practices and is being documented, implemented and exercised.

酒店IT经理必须对IT部门的最佳实践的纪录、实施和联系负责。

The hotel's IT Department is responsible for complying with the hotel IT Department Best Practices.

酒店IT部门负责遵从IT部门的最佳实践。

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The hotel IT Manager has the full responsibilities in following and tailor fitting the Hotel IT Policies and Procedures based on the hotel operations. It is his own responsibility in enforcing the P&Ps to the departments concerned.

酒店 IT 经理必须负责遵从和适合建立在酒店运作基础上的 IT 政策和程序。将 IT 政策和程序执行到相关部门是 IT 经理的责任。

2. IT Operations

2.1 - Computer Room Access

Description:

There are **2 different kinds of access**, one **general policy**, one **request Form** for unescorted access and **general information**.

有 2 种不同的访问方式，一是总方针，一是无人陪同申请表和基本资料

- 1) **Unescorted Access to server rooms / IT Equipment**
无陪同进入服务器机房/ IT 设备
- 2) **Escorted Access to server rooms / IT Equipment**
陪同进入服务器机房/ IT 设备
- 3) **General Policy**
总方针
- 4) **Unescorted Access Form**
无人陪同申请表

OBJECTIVE 目的

To control access to IT computer equipment systems facilities.

控制 IT 电脑设备系统的访问

STATEMENT OF POLICY:

This policy addresses who needs escorted and who can have unescorted access to the server rooms / it equipment.

这个政策申明了谁需要陪同，谁可以在无人陪同下进入服务器机房/ IT 设备。

Scope and applicability: this policy pertains to all staff members of the hotel or office.

范围和适用性：这项政策涉及到酒店或办公室的所有工作人员。

POLICY 政策:

- 1) **unescorted access** to the network server room will only be granted to members of it department of the local hotel or office that require routine physical access to equipment in the computer (server) room in order to perform their primary job functions and who are on the access list.
Members of regional and or corporate IT department of hotel management have also unescorted access.

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The access list for authorized, unescorted persons will be posted on all it equipment facilities. exceptions can be made, when warranted, but only by the local general manager. 无人陪同进入到网络服务器室将只被授予给当地酒店的 IT 部门或在授予访问列表中的办公室需要在电脑（服务器）房例行物理访问设备以执行他们的主要工作职能，谁是访问当地的酒店或办公室的成员将送到网络服务器室将只被授予访问列表中。地区成员或巴伐利亚酒店企业 IT 部也有无人陪同的访问。

被授权无人陪同的访问名单将被张贴在所有 IT 设备设施上。当被批准后，可以有例外，但只能由当地的总经理授权。

2) All others will require an **escorted access.**

The individual providing escort must remain in the server room until the individual requiring escort is finished.

Former employees of the hotel or office are not permitted access to the server room whether with or without an escort.

其他人员需陪同访问。

护送人员必须一直呆在服务器机房直到个体要求护送完成。

酒店或办公室的从前的雇员不允许访问服务器机房，不论有或没有陪同。

3) In general the server room door must remain closed and locked at all times. only those individuals with unescorted access rights will be authorized a key and/or combination to the door.

All requests for unescorted access rights must be made in writing, using the network server room unescorted access request form, to the local it manager or the general manager where not local it manager is in charge.

The technical director (td) is responsible for ensuring adherence to this policy.

一般而言，服务器室的门必须保持在任何时候都关闭并上锁。只有那些拥有无人陪同访问权利的个人将被派发钥匙和/或门的组合。

所有无人陪同访问的要求，必须以书面形式提出，网络服务器的使用，不由当地 IT 经理负责。

技术总监 (TD) 负责确保遵守这一政策。

4) Unescorted access form request for it rooms / equipment

无人陪同访问 IT 机房/设备申请表

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REQUEST 申请

NAME OF INDIVIDUAL REQUIRING UNESCORTED ACCESS 要求无人陪同访问的个体姓名	
Company 公司	
Reason for Access 访问理由	
Date of requested Access 要求访问日期	
Requester Name and Title 申请者名字和职称	
Request Date 申请日期	
Requester Signature 申请人签名	

Decision 决定

Access Granted (Yes/No) 授予访问权限 (是/否)	
Access Denied (Yes/No) 访问被拒绝 (是/否)	
Reason for Denial 拒绝的原因	
Requester Name and Title 申请人名字和职务	
Requester Signature 申请人签字	
Date of Signature 签字日期	

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2.2 - IT Routines Lists

Description:

This list is the daily check routine which should be implemented by IT Department
 这个列表是 IT 部每天的例行检查

OBJECTIVE:

Make sure every system is at good state
 确保酒店系统状态正常

STATEMENT OF POLICY:

1. Update Training Info of the day on the intranet 更新内联网的每日
2. Check Air-condition in servers room. Temperature shouldn't be over 24 degrees.
 检查服务器室的空调，温度不应超过 24 度。
3. Check UPSs loads and batteries indicator. 检查不中断电源的负荷和电池的指示器
4. Insure the automatic backup of Micros-Fidelio Opera completed successfully.
 确保 Micros-Fidelio Opera 的自动备份成功完成
5. Insure the automatic backup of Accounting System completed successfully.
 确保会计系统的自动备份顺利完成
6. Insure the automatic backup of Materials Control completed successfully.
 确保 Materials Control 的自动备份成功完成
7. Insure Infrasys backup completed successfully.
 确保 Infrasys 的备份成功完成
8. Check Internet Connection minimum 3 times: 08:30 AM, 12:00 PM and 04:00 PM
 至少检查 3 次互联网连接：08:30 AM, 12:00 PM and 04:00 PM
9. Monitor In-house TV channels: 1- Info, 2- Movie, 32- Classical Music and 33- Jazz Music.
 检测室内电视频道：1 - 信息, 2 - 电影, 32 - 古典音乐和 33 - 爵士音乐。
10. Check House Music in Lobby, Restaurant and Telephone hold
 检查大厅, 餐厅和电话等待的
11. Check Front Desk LCD Info Screen minimum 2 times: 08:45 AM and 03:00 PM
 检查前台 LCD 信息屏幕至少 2 次：上午 8 时 45 分和下午 03:00
12. Check Shop LCD Screen.
 检查商店液晶屏
13. Insure IT office telephone line and pager are working.
 确保 IT 办公室的电话线和呼机工作正常
14. Test FO Cashier Printer
 检查前台收银打印机
15. Insure all PCs are working
 确保所有电脑工作正常
16. Review the log of using the IT office key which kept in the safe box behind telephone operator.

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查看放在话务员后面的保险箱中的使用 IT 办公室钥匙的日志。

17. Check the available space of the users' data storage in (\partition-name\data\server).
在 (\分区名\数据\server) 服务器上检查可用的用户数据存储空间
18. Swab PBX interface to insure guest name appears in the screen of telephone operator, room service.
清除专用分组交换机的界面以确保顾客名字出现在话务员, 客房服务的屏幕上
19. Archive minimum 1 user's mail box.
至少存档一个用户的邮箱。
20. Support users with digital camera photos processing only from 04:00 PM to 05:00 PM
支持用户处理用数码相机拍摄的照片, 只从 04:00 PM 至 05:00 PM
21. Check internet access every day in different boardroom and all public area.
每天在不同的会议室及所有公共区域中检查互联网的接入。
22. Check the guest bus and VIP car music and insure they are following the GM instructions in using only CD1 and CD2.
检查旅客的巴士和贵宾用车的音乐, 并确保他们是按通用汽车公司的指示, 只使用 CD1 和 CD2。
23. Also every Saturday in the Morning Briefing (weekly) introduce the intranet usage report.
每星期六早晨简报 (每周) 介绍内联网的使用情况。

2.3 - Data and Systems Backup strategy

Description:

Information Security (see fig. 1) consists of three parts.

信息的安全性 (参照图 1) 由三部分组成。

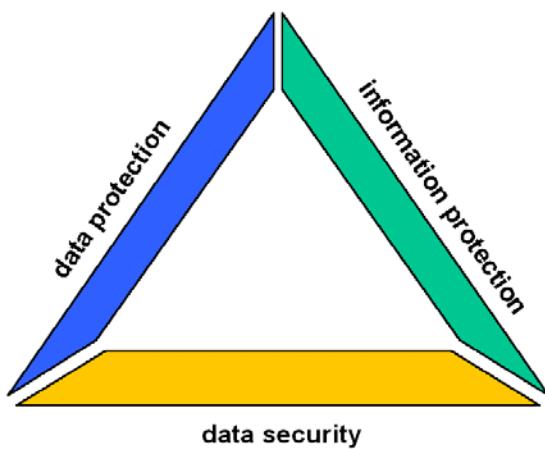


Fig. 1: Information Security 信息安全

While **data protection** is primarily geared to protecting the individual and their personal privacy

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and rights, **data security** is concerned with ensuring adequate confidentiality, availability and integrity of the data concerned. Data security covers all the technical and organizational actions that have to be taken by the owner of the database to ensure full compliance with legal, statutory and contractual requirements.

虽然数据保护主要是面向个人和他们的个人隐私和权利保护，数据安全关系到确保有关数据足够的保密性，可用性和完整性。数据安全覆盖了数据库所有者必须采取的技术和组织措施以确保完全符合相关法律，法规和合同要求的。

Information protection covers all the actions and activities designed to protect technical data from misuse and unauthorized or unsupervised disclosure.

信息保护涵盖了所有的行动和活动，旨在防止技术数据被滥用和未经授权或在无监管下被披露。

Data are important business assets of hotels. They are essential to maintain our competitive edge, profitability, legal compliance and respected organizational image.

数据是巴伐利亚酒店的重要商业资产。他们对保持我们的竞争优势，盈利能力，遵守法律和尊重的组织形象非常重要。

It is therefore important to have hotel data used exclusively for authorized business purposes as well as to have data handled correctly and with optimum regard to security and discretion.

因此，使巴伐利亚酒店的数据专门被用于授权的经营目的以及妥当处理和优化安全和灵活性是非常重要的。

Definition of Data 数据的定义

The term “personal data” extends to all the details, documentation and information – regardless of how they appear or how they are kept – relating to a specific (or specifiable) person. “Technical data” are all the details, documentation and information – regardless of how they appear or how they are kept – which do not relate to natural persons.

“个人数据”延伸到所有的细节，文件和信息 - 不管它们以何种形式呈现或他们是如何被保存- 关乎特定(或指定)的人。“技术数据”指所有的细节，文件和信息 - 不管他以何种形式呈现，或他们是如何被保存 - 不关乎自然人。

Data Sources 数据源

We consider three major data sources:

我们认为三个主要数据来源:

1. Guests (Guest registration card...)
客人 (客人登记卡)
2. Employees (Application Form...)
雇员 (申请表格...)
3. Business, own / partners (MIS...)
商务, 私人/合作伙伴 (MIS...)

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OBJECTIVE:

The key instructions in this policy are designed to protect personal and technical data during their lifecycle within the hotel from any misuse without un-necessarily compromising our entrepreneurial freedom, restricting the free flow of information within the group, or complicating workflows and procedures.

这一政策中的关键指令旨在在巴伐利亚酒店数据的生命周期中保护个人和技术数据，防止数据在不遵守企业自由的情况下被滥用。限制集团内信息自由流动，或使工作流程和程序变复杂。

STATEMENT OF POLICY:

Data Protection 数据保护

1. Fairness and legality 公平性和合法性

All data must be obtained and processed fairly and lawfully. No person should be deceived or misled about the purpose for which their data is to be processed. Personal data must not be used or disclosed for any reason incompatible with its original purpose.

所有数据都必须得到公平与合法的处理。没有人应该被欺骗或误导而处理他们的数据。个人资料不得在不符合其初衷的情况下被使用或披露

2. Permission 权限

Personal data must be obtained only for specified and lawful purposes with permission from the data subject for each use.

个人资料只能在获得数据主题的许可后因特定和合法的目的而获得使用权

3. Adequacy 充分性

Personal data has to be adequate, relevant and not excessive in relation to the purpose for which the data is meant to be processed.

被处理个人数据的时候必须是足够的，相关的且不能过多。

4. Accuracy 准确性

Data should be accurate and kept up to date within reason.

数据应该是准确的，并且保持更新。

5. Length of use 使用期限

Personal data should not be kept for longer than is necessary for the purpose it is intended for.

个人数据的保存时间不应长于其应该被使用的时间

6. Access rights 访问权限

Data subjects have the right to access their personal data. They also have the right to prevent processing that is likely to cause damage or distress. Additionally, they have the right to prevent processing for the purposes of direct marketing. Moreover, data subjects have rights in relation to automated decision-making, including the right to have logic explained to them. Personal data must be available to the individual concerned on request, and provision made for corrections.

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资料当事人有权访问他们的个人资料。他们有权采取防止可能造成数据损害或困扰。此外，他们有权利直接营销的目的，以防止加工。此外，资料当事人有自动化的决策，包括有权有逻辑，向他们解释有关的权利。个人资料必须提供有关个人的要求，并提供更正。

7. Transfer outside the EU

Personal data should not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures that there is an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

个人资料不应被转移到欧洲经济区以外的国家或地区，除非该国家或地区，确保有足够水平的保护有关个人资料的处理数据对象的权利和自由。

Measures:

- Notify data subjects of the purpose of the data collection. 通知资料当事人收集数据的目的。
- Get explicit consent from data subjects for the data collection and in addition explicit consent for possible marketing follow-ups (Opt-in / Opt-out policy).
收集数据需得到数据当事人的明确同意，同时额外为任何可能的跟进市场营销还得有准确的同意（进入/退出政策）。
- Back up or destroy data when no longer needed by an approved method with respect to the applicable laws
当数据不再需要时，遵循相应的法规备份或毁坏数据。
- Give data subjects' access to their personal data and make provision for possible corrections.
给资料当事人访问他们个人资料的权利，并提供可能的修正。

Control objectives 控制目标

- ✓ Provable consent for collection of data has been given from the data subject.
从数据当事人得到收集数据的明确同意。
- ✓ Data is kept up to date and not for longer than necessary.
数据保持更新且不超过所需的时间。
- ✓ Data subjects have access to their personal data.
资料当事人权限获得其个人资料。

Data Security 数据安全

Anyone providing data or a data communication network must ensure that the data involved are sufficiently confidential, available and free of inaccuracy. In particular, the systems must be protected against: unauthorized, accidental or unintentional destruction, loss or technical malfunction;

提供的数据或通过网络传输数据的任何人都必须对数据进行保密，包括可用和不准确的。特别的，需保护系统免受未经授权，偶然或无意的破坏，损失或技术故障；

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- forgery, theft or illegal use 伪造, 盗窃或非法使用;
- unauthorized or unlawful modification, copying, access or disclosure, or other unauthorized processing

未经授权或非法修改, 复制, 访问或披露, 或其他未经授权的处理.

The technical and organizational actions adopted must be appropriate, and must in particular pay due and full regard to:

技术和组织采取的行动必须适当, 且需用特定的付款和完全考虑到

- the purpose, type and scope of the data processing performed;
数据处理的目的, 种类和范围;
- currently-available technology; 当前可用的技术;
- an assessment of the possible risks for the person(s) concerned 评估可能出现的风险; .

Measures 措施:

- Employees and third parties with access to the hotel's sensitive or business critical data sign a commitment to confidentiality letter / non-disclosure agreement.
访问巴伐利亚的酒店敏感或关键业务数据的员工和第三方签署保密承诺函/非披露协议的承诺
- Workstations handling sensitive hotel data are positioned so that unauthorized viewing of the screens is avoided.
工作站处理巴伐利亚酒店的敏感数据, 避免未经授权的屏幕浏览。
- Information / data carriers are locked up during long absences and in general outside the working hours (clear desk policy).
信息/数据运输者当长期缺席后会被锁定, 一般在工作时间之外 (清台政策)。
- No computer resources may be accessed without login via user-ID and password.
任何计算机资源都需通过用户的 ID 和密码登录
- Every IT user has only access to the data and functionality necessary to do his or her job (need-to-know principle). Access to Information assets classified as "Confidential" or higher must be explicitly authorized, the default being no access.
每用户只能访问必要的数据和功能, 以展开他或她的工作 (需要知道的原则)。访问信息资产列为“机密”或更高, 必须明确授权, 默认为没有访问。
- The access rights and privileges of staff, which change their business function or organizational unit, or leave the employment of the hotel, are removed immediately upon their departure.
员工的访问权限和特权, 从而改变他们在巴伐利亚酒店的职称或组织单位或离职, 离职后即被删除。
- Individuals receiving data media, from within or outside the hotel from any source, have the responsibility for ensuring it is checked for viruses before use.
个体接收数据的媒体, 不管来源, 是在巴伐利亚酒店内外, 有责任确保它在使用前进行病毒检查。

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- Data must only be downloaded under the following conditions:
数据必须只在以下条件下下载:

All data are checked for viruses using an IT Security approved method and tools before they are installed on the hotels' systems.

所有的数据在安装在巴伐利亚酒店系统内之前都将使用被批准的 IT 安全方法来检查病毒

All data are business-relevant and appropriate, and are acquired and used in compliance with all hotel and legal requirements.

所有的数据都与业务相关，并都是在符合所有巴伐利亚酒店法律规定的基础上获得和使用。

The installation of software downloaded from the Internet is subject to the standard software installation mechanisms.

从互联网上下载的软件必须符合标准的软件安装机制。

- Back up requirements are explicitly defined and documented.
备份要求被明确定义并记录在案
- Computer and network back-up storage media is stored in a separate fire zones from the machine producing the back up.
计算机与网络备份存储介质存储在一个与产生数据的机器不同的防火墙内
- Sensitive data and data carriers, which are not used anymore, must be disposed of in such way that the data cannot be subsequently reconstructed (for example documents on paper are shredded).
不再使用的敏感数据和数据传输者，必须确保毁坏的数据不能再被重建(例如文档是被粉碎)。

Control objectives 控制目标

- ✓ Employees and third parties' access to the hotel's sensitive or business critical data is allowed under especially tight control.
雇员及第三方进入巴伐利亚酒店的敏感或关键业务数据必须在严格的控制之下
- ✓ All user-IDs have the associated privileges revoked if no longer needed.
所有用户的 ID 以及相关的权限如果不再需要必须撤销
- ✓ User rights and privileges are periodically re-certified by their management and the asset owners.
用户的权利和特权会定期的被管理层和业主重新认证。
- ✓ Corporate approved latest virus protection software is installed and used for detection and prevention to eliminate the risk of data being infected by viruses.
企业批准的安装的最新防病毒软件被用于检测和预防，减少数据被病毒感染的风险。
- ✓ Data is backed up periodically according business needs.
数据根据业务需求定期备份

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- ✓ Data is well protected during transmission and when stored.
数据在传输过程和存取过程中会被很好的保护。
- ✓ Recovery procedure for back ups are regularly tested and verified working.
备份的数据恢复程序会被定期的检测和确认工作正常。

Information protection 信息保护

1. Ownership 所有权

All major information assets (databases and data files, user manuals, training material, operational or support procedures, system documentation etc.) should be accounted for and have a nominated „owner“.

所有主要的信息资产（数据库和数据文件，用户手册，培训材料，操作或支持的程序，系统文件等）应该被计算同时有一个匿名的所有者

Information asset owners are accountable for classifying IT assets according to the required degree of confidentiality, integrity, availability and non-repudiation according to business needs and defining the specific set of security measures to be applied.

信息资产所有者负责依照业务需求和数据的保密性，完整性，可用性和不可抵赖性来区分 IT 资产。

并且采取相应的安全措施。

They are responsible for making and communicating judgments and decisions on behalf of The hotel with regard to the use, classification, and protection during their entire lifecycle (see fig. 2) of a specific information asset..

他们是负责代表巴伐利亚酒店在具体信息资产的整个生命周期（见图 2）中对其用途，分类和保护方面做出判断和决策。

Fig. 2: Lifecycle of Data 图 2: 数据的生命周期

2. Classification categories 分类

All information owners must assign and mark all their information items with one of four classifications, depending on the degree of protection from misuse that the information item requires:

所有信息的所有者必须用四个钟的一个分配和标记他们的信息项目，根据信息保护不被滥用的程度信息项要求：

- SECRET 秘密
- STRICTLY CONFIDENTIAL 严格保密
- CONFIDENTIAL 机密
- PUBLIC 公开

With the exception of information classified as PUBLIC, all information must be basically protected by taking appropriate precautions and by personal behaviour.

除了被标记为公开的信息，所有信息必须通过个人行为采取适当的预防措施。

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Any data asset that is not explicitly classified has a default classification of "Internal Use Only".
 没有明确分类的任何数据资产是默认分类“仅供内部使用”。

Measures 措施:

- Inventories of all information assets are made 所有信息资产都被库存.
- Each information asset has an owner appointed 每个信息资产都有一个指定的所有者
- All information assets are classified 所有信息资产都被归类.
- Adequate security has been determined and implemented for all information assets depending on their classification category 所有信息资产都依照类别被指定和实施充分的安全

Control objectives 控制目标

- ✓ All information assets and those responsible are known.
 所有的信息资产和负责人都众所周知
- ✓ All security requirements and the measures implemented to meet them are fully documented and kept up-to-date over time by the owner of the information asset.
 所有的安全要求和措施，都应由信息资产拥有者将之存档并随时保持更新

Printing data classified as "Strictly Confidential" or higher is always supervised.
 列为“绝密”或更高权限的打印数据应该一直处于监督之下

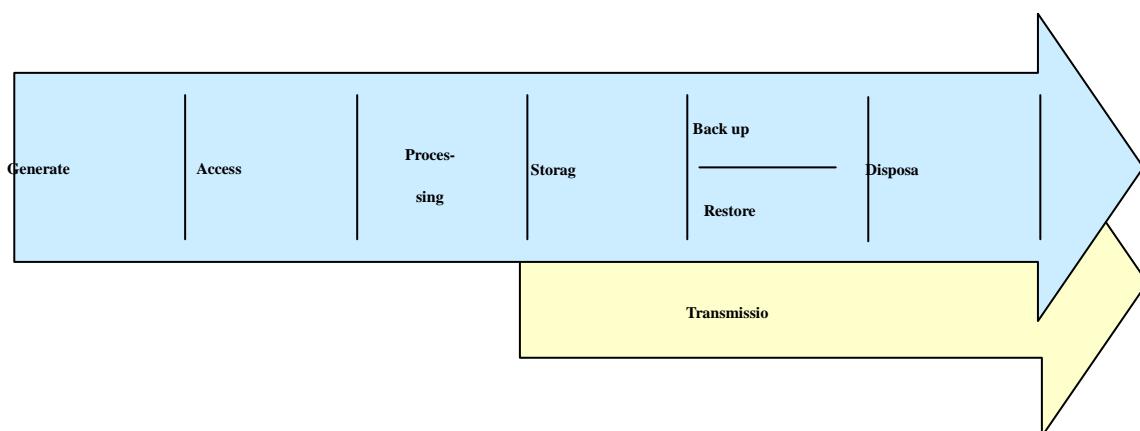
- ✓ Output from IT systems containing classified data carries an appropriate classification label.
 IT 系统里面包含分类数据的输出应当有分类标签。
- ✓ All data storage media (such as hard disk drives, floppy disks, magnetic tapes, and CD-ROMs) containing non-public The hotel data is physically secured when not in use.
 所有的数据存储介质（如硬盘驱动器，软盘，磁带，CD-ROM 光盘）含巴伐利亚酒店不应公开的数据在不使用的时候都应该确保物理安全。

E-mail is never used for unencrypted data classified as "Confidential" or higher.
 不能使用电子邮件发送未加密列为“机密”或更高权限的数据。

- ✓ Data classified as "Secret" is never sent by e-mail regardless of being encrypted or not.
 列为“秘密”的数据，无论加密与否，不能通过邮件发送
- ✓ Data classified as "Strictly Confidential" data is always encrypted when stored or transmitted, regardless of the location, storage medium, or the way in which it is transmitted.
 归类为“绝密”的数据在存储或传输中始终是加密的，不论它的位置，存储介质，或传输方式
- ✓ Data classified as "Strictly Confidential" or higher is stored only on IT systems whose operational responsibilities are in the hands of The hotel (no outsourcing).
 列为“绝密”或更高权限的数据只存储在 IT 系统上，其业务职责掌控在巴伐利亚酒店（外包）手中。

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- ✓ Data classified as “Internal Use Only” or “Confidential” is encrypted when stored on transportable media without physical access protection, or when transmitted over public networks.
列为“仅供内部使用”或“机密”的数据在没有物理访问的存储在移动介质上或在公共网络上传输时都是被加密的。
- ✓ Data classified as “Confidential” or higher is encrypted on internal networks, as well, even when they are resident on the hotels’ premises.
被列为“机密”或更高权限的数据在内部网中传输的时候也是加密的，即使他们就在巴伐利亚酒店内部。
- ✓ Unless specified otherwise by contract, all confidential or proprietary data that has been entrusted to the hotel by a third party is protected as though it would be the hotels confidential data.
除非另有规定，否则由任何第三方委托给巴伐利亚酒店的所有机密或专有数据都将被视为巴伐利亚酒店的机密数据而得到保护



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2.4 - IT After Office Hours On-Calls

2.4.1 Objective

The purpose of this procedure is to streamline the calls to IT Department after office hours, thus preventing unnecessary calls during after office hours.

本文档的目的是提高对IT部门下班后呼叫的效率，防止下班后不必要的呼叫。

2.4.2 Related Procedures:

- IT Department on-site support starts at <**time start – time ends**> and after hours on-calls commenced.
IT部门在<开始时间—结束时间>提供现场支持，下班后开始待命。
- IT Team accepts on-calls when major systems hangs or deemed faulty and the operations are paralyzed.
IT团队接受主要系统死机或者失效以及不能正常运作的呼叫。
- Valid on-calls are to be strictly adhered to prevent unnecessary calls to IT Staff after office hours.
必须严格遵循呼叫的有效性，以防止对IT员工下班后不必要的呼叫。
- Any calls that are only inquiries (e.g. what is my password? How do I print in a different printer?) are not valid on-call problems.
任何只进行查询的呼叫（比如：我的密码是什么？如何从另外一个打印机进行打印？）不是有效的呼叫问题。
- Below are the problems that are deemed valid after office hours:
下列是下班后视为有效的问题：
 - PMS not functional
PMS不能操作
 - POS not functional
POS不能操作
 - POS workstations are not functional
POS工作站不能工作
 - Network is down, guest room network is not functional
网络中断，客房网络不能工作
 - Main power for computers and printers are down

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电脑和打印机的主电源停电

- Duty Manager calls that the Server Room has problems (ups, temperature, humidity, fire....)

值班经理反应服务器机房有问题 (UPS电源、温度、湿度、火情等)

- Wireless Internet in Club Lounge not functional

行政楼层无线网络不能工作

- Guest laptops in the guest room cannot be fixed by Duty Manager or HSIA support

客房内的客人笔记本电脑不能由值班经理或者宽带供应商支持人员修复

- Guest computers in Business Center not functional

商务中心内的客用电脑不能工作

- ESCAP Database is corrupted

ESCAP系统数据库出错

- ESCAP users cannot login

ESCAP系统用户不能的登录

- Accounting System not functional – month end only

财务系统不能工作—仅限于月结。

- Other major problems

其他重要的问题

- PMS passwords are deemed to be the responsibility of the users to change every 45-90 days.

PMS系统的密码由各自用户负责每45-90天更换。

- Locked-out passwords cannot be rectified and reset until the following morning.

密码被锁定的问题必须到第二天早晨才能得到纠正和复位。

- Most of the problems deemed valid can be easily rectified by the IT Department remotely

from their home computers. IT Team will go back to the hotel once the problem cannot be rectified via remote access.

大多数问题可以由IT部门通过远程接入解决。如果不能通过远程访问解决问题，IT部门将立刻返回酒店处理。

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3. IT Maintenance

3.1 - IT Asset Inventory Management

3.1.1 Objective

To establish proper procedures to manage hotel IT assets inventory.

建立酒店正确的IT资产库存管理机制。

3.1.2 Introduction

3.1.2.1 Inventory Management 库存管理

It is important for the hotel to know the various IT assets they own and operate. IT Department must perform periodic inventory check of hardware and software assets.

酒店了解自己拥有和运营的各种IT资产是非常重要的。IT部门必须进行硬件和软件的定期库存盘点。

Managing the life cycle of data, from creation to archival begins with a thorough understanding of the IT assets that generates the data. Hardware and software asset inventories are essential for gaining this knowledge and for prioritizing the efforts required to protect important business systems and data.

库存数据的生命周期从对生成数据的IT资产的彻底了解开始。硬件和软件资产盘点对获得这方面的知识和并且优先保护重要的业务系统和数据是绝对必要的。

Another reason for IT asset inventory management is to discover areas of IT infrastructure that require attention. For example, an asset inventory might reveal that various servers in data center need upgrades. Without taking stock of what one already, buying new technology is a crapshoot that may result in wasted money, time, and effort.

建立IT资产库存是为了发现IT基础设施中需要注意的领域。例如，某一资产库存记录可能会显示位于数据中心的一些服务器需要升级。没有对已经拥有资产的观察，购买新的技术是有风险的，可能导致浪费金钱、时间和精力。

IT asset inventory and overall management are a crucial part of keeping hotel data center infrastructure humming along smoothly. The advent of new regulatory requirements that impose strict data control requirements on businesses will force many IT staff to improve the way they manage hardware and software assets. After all, IT manager cannot manage critical data if he does not even know what equipment and applications generate it, so compliance begins with good inventory and asset management controls.

IT 资产库存和全面管理是使数据中心基础设施顺利运营的重要部分。对商业数据的严格控制要求将迫使 IT 经理改善对硬件和软件资产的管理。如果 IT 经理不知道产生关键数据的环境和应用，将无法对其进行管理。服从管理需求从良好的库存和资产管理控制开始。

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Finally, IT assets inventory is especially important to ensure that IT maintains compliance with the various software licenses business needs to operate. If IT does not know about a server that a particular department purchased that will suddenly puts hotel out of compliance with a software licensing agreement, hotel runs a risk of violating its licensing agreement. Also, conducting an inventory can help IT quickly ferret out illegally installed, unlicensed copies of software.

最后，资产库存对于IT保持遵守各种根据业务运作需求的软件的许可是特别重要的。如果不知道的某台服务器是由哪个部门购买的，可能将突然导致不遵守软件许可协议，使酒店承担运营风险。此外，进行库存盘点可以帮助快速找出非法安装的盗版软件。

3.1.2.2 TIMING 时机

One of the first questions that come up regarding IT inventory audit is frequency. How often should IT manager inventory Hotel IT assets?

IT盘点的一个首要问题是频率，IT经理多久对于酒店IT资产库存盘点一次？

While there is no definite rule for the timing of inventories, the frequency of change of IT infrastructure should be the determining factor here. If the hotel is frequently purchasing new hardware or software, IT inventory should be updated more frequently, say, every quarter. If IT infrastructure does not change very often, then once a year may suffice.

对于盘点的时机没有明确的规则，但是决定性的因素应该基于IT基础架构的变化频率。如果酒店不断地购买新的硬件或软件，IT库存应该更频繁地更新。比如说，每季度一次。如果IT基础架构并不经常变化，那么可以每年更新一次。

3.1.2.3 WHAT TO TRACK? 跟踪那些资产？

Items such as servers, desktops, laptops, and network equipment should be part of the inventory, especially for hardware under the terms of a contractual agreement, such as a lease or a maintenance service contract.

酒店的硬件，如服务器、台式机、笔记本电脑、网络设备都应该是库存的一部分。尤其是有相关合同协议的硬件，如租赁或维护服务合同。

Software companies take an active interest in protecting their intellectual property and in most cases have the financial resources to engage in a legal dispute. The last thing a hotel needs is a lawsuit because employees had installed unlicensed copies of software applications.

软件公司采取了积极措施来保护他们的知识产权，在大多数情况下有财政资源来支持用法律手段解决争端。员工适用盗版软件有可能使酒店面对法律诉讼。

3.1.3 Related Procedures

3.1.3.1 Equipment Purchasing and Disposal 采购与报废

1. User should issue purchasing request form to IT department with approval by department head.

用户填写采购申请表并且由用户部门经理签字批准后递交给IT部门。

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2. IT manager checks IT asset inventory to confirm whether the requested equipment has inventory. If it has inventory, please refer to chapter “3.1.4.2 Equipment Issue and Return”. If it has not inventory, IT manager should provide technical comments and give equipment model, estimated price and recommended supplier information.
 IT经理检查IT资产记录确定申请的设备有无库存。如果有库存, 请参考3.1.4.2设备发放与收回。如果没有库存, IT经理给出专业意见, 并且给出设备型号、大致价格以及推荐的供应商等信息。
3. If the requested equipment is not a fixed asset (not in conformity with hotel fixed asset standard), please follow hotel “Non-fixed asset purchasing procedure”.
 如果采购的设备不属于固定资产（未到酒店固定资产的标准）, 请遵循酒店“非固定资产采购程序”进行采购处理。
4. If the requested equipment is a fixed asset (in conformity with hotel fixed asset standard), please follow hotel “Fixed asset purchasing procedure”.
 如果采购设备属于固定资产（达到酒店固定资产的标准）, 请参考酒店“固定资产采购程序”进行采购处理。
5. Once delivered, the equipment should be properly setup and configured by IT personnel and added to the inventory.
 设备采购到货后, 先交由IT部进行相关的设置和安装, 并且将设备的加入库存中。
6. When the IT equipment exceeds the designed life, is damaged that can not be repaired or the repair cost is higher than purchasing new equipment, or is in conformity with other hotel fixed asset disposal policy, the user department should follow the hotel “Fixed asset disposal procedure” to issue the “Fixed asset disposal application form” and signed by IT manager with comments.
 当IT设备使用超过规定的年限、设备破损不能被修复、修复的成本超过购买新设备的价格或者满足其他酒店相关设备报废的规定时, 使用部门填写“固定资产报废申请单”, 由IT经理签字注明原因后, 使用酒店“固定资产报废程序”报废此设备。
7. Once the disposal approved, the equipment will be properly taken back from user to IT department and removed from the inventory. The disposal equipments can be reclaimed by supplier, sold out or used as backup parts.
 设备报废被批准后, IT部门将会从用户处收回设备, 并且将设备从库存中去除。报废的设备可以由供应商回收、售出、或者做为备用零件。

3.1.3.2 Equipment Issue and Return 设备发放与收回

1. Once issued, equipment will be added to the asset inventory list against the specific user. The equipment will be installed for the user by a member of the IT department. IT personnel issues the IT Devices Delivery Confirmation form. The user confirms and signs on the form.

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发放设备时，此设备将在资产记录表中注明由该用户使用。该设备由IT员工为用户进行安装。IT员工填写IT设备发放表并且由用户签字确认。

2. User should return the IT equipment to IT department when the equipment is no longer needed. IT personnel check the IT equipment status and fills in the corresponding IT Devices Delivery Confirmation form. The user confirms and signs on the form. The equipment will be released from this user in the asset inventory list.
当户不再需要使用IT设备时，需要将设备归还给IT部门。IT员工检查后，填写对应的IT设备发放表上并由用户签字确认。此设备将在资产记录表中注明从该用户处收回。
3. When IT equipment needs to be transferred from one department to another department with proper approval, the equipment should be return to IT department first. IT personnel should check the equipment to ensure it is in a good condition and properly setup the equipment. Then IT department issues this equipment to another department.
当经过适当的批准，IT设备需要由一个部门调拨到另一个部门时，首先由IT部门将电脑设备收回。IT员工应对设备进行检查确保工作正常，并且进行正确的安装。然后IT部门将此设备发放给另外的部门。

3.1.3.3 Equipment Borrow and Return 设备的借出与归还

1. Any person who needs to borrow device, such as laptops, cables, printers and etc. should request from IT department at least 2 days in advance.
任何人如需借用设备，如笔记本电脑、线缆、打印机等，必须至少提前2天向IT部门申请。
2. Users must liaise to IT department the purpose and how the equipment will be used (e.g. laptop), user must tell any IT staff the nature of the usage of such equipment in order for IT staff to prepare the device.
用户必须向IT部门告知借用设备的目的以及使用方法（比如笔记本电脑）。用户须告诉IT员工设备的用途以便IT员工准备设备。
3. User must sign in the “IT Equipment Items/Loan Logbook” with the corresponding date to be used and the approximately date and time of return.
用户必须在“IT设备清单/借出记录本”上签字，并且注明相应的使用日期和大致的归还日期和时间。
4. The equipment will be assigned to the specific user in asset inventory list.
设备将在资产库存表中表明被分配给此用户。
5. Upon return of the device to IT department, IT staff should be inspecting the device for any damages or breakage due to misuse.
归还设备时，IT员工应该检查设备有无损坏或者由于使用不当导致的破损。

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6. User should sign on the “IT Equipment Items/Loan Logbook” to complete the return of the borrowed device to IT department.
用户填写“IT设备清单/借出记录本”完成向IT部门归还借用设备的手续。
7. The equipment will be assigned back to IT department in asset inventory database.
设备将在资产库存数据库中重新归入IT部门。

3.2 - IT Hardware and Software Maintenance Contracts

3.2.1 Objective

To ensure all hotel IT hardware and software have proper maintenance contracts.

确保酒店所有的 IT 硬件和软件都有适当的的维护合同。

3.2.2 Definitions

Software maintenance delivers support for networks, systems, and software through effective problem management and updates by vendors.

软件维护是由供应商对网络、系统和软件的有效问题管理以及更新所提供的支持。

Hardware maintenance delivers support for servers, workstation, printers and active components by vendors.

硬件维护是由供应商提供的对服务器、工作站、打印机以及相关的有效部件的支持。

3.2.3 Related Procedures

1. Hardware and software maintenance contracts are to be reviewed regularly to ensure content accuracy and understanding when dealing with the hardware and software vendors.
硬件和软件维护合同要要定期检讨，以确保与硬件和软件供应商讨论的合同内容准确并且被正确理解。
2. The IT manager has the sole responsibility in reviewing the hotel hardware and software maintenance contracts.
检讨酒店硬件与软件维护合同是IT经理的专项职责。
3. Hardware and software maintenance contracts should be properly kept in the IT department by the IT Manager for tracking of expiring date when to renew.
硬件与软件维护合同应当由IT经理存档在IT部门中，以跟踪合同过期日期及时更新合同。
4. IT personnel should properly record all supports and maintenance. IT manager monthly reviews these records and scores the suppliers services in the IT monthly report. If the supplier can not achieve the requirement of the maintenance contract, IT manager should consult with supplier to push them to increase the service quality. If the supplier can not meet the service request continuously, IT manager should report to hotel management team

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and corporate IT team in time.

IT 员工应该对所有的支持和维护进行正确的记录。IT 经理每月进行总结，并且对每个供应商的服务给予评分，并且如实反应在每个月的 IT 报告中。如果供应商的服务不能达到合同所规定的要求，IT 经理应该与供应商协商，督促供应商改善服务。如果供应商持续不能达到要求或者有其他的重要问题，IT 经理应当及时报告给酒店管理层和集团 IT 部门。

5. IT manager monthly review all contracts this will expire in 3 months. IT manager should renew contracts, change contracts or even change the service suppliers base on needs. If the service supplier needs to be replaced, IT manager should report to hotel management team and corporate IT team in advance.

IT 经理每个月检查今后三个月中将要到期的维护合同，根据需要延长或修改维护合同甚至更换服务供应商。如果需要更换服务供应商，必须提前报告给酒店管理层和集团 IT 部门。

3.3 - User Hardware Maintenance

3.3.1 Objective:

To maintain the computer equipment in good working condition.

维护电脑设备在保持良好工作状态。

3.3.2 Related Procedures:

1. All requests for technical support or computer problems should be referred to the IT department. Users should not contact suppliers or vendors directly to troubleshoot any problem of any personnel computers in the hotel.
所有的技术支持请求或者电脑问题应提交给IT部门。用户不能直接联系供应商来检查酒店电脑上的问题。
2. It is the responsibility of the user to keep his assigned workstation clean and free from any damage or any other accessories missing. It is the user responsibility for the cleanliness and proper working condition of his PC.
用户负责将其分配到的电脑清洁、不受任何损害或丢失任何电脑附件。保证自己电脑的清洁和正常的工作状态是用户的责任。
3. User who is assigned a laser printer should be responsible for maintaining the printer toner cartridge or report immediately to IT department if it requires troubleshooting. Printer toner cartridge should be requested through the purchasing department.
分配有激光打印机的用户应负责维护打印机的碳粉盒，如果需要排除故障应立即向IT部门报告。打印机碳粉盒由采购部提供。
4. Inform users not to exchange computers, CPUs, keyboard, mouse and other computer peripherals without IT department involvement for proper inventory control.
告诉用户没有IT部门的参与不要交换电脑、处理器、键盘、鼠标和其他计算机附件以便控

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制正确的IT库存。

5. No relocation of user computers is allowed without the approval of IT Department due to the reasons of cabling, power supply and working environment.
由于布线、电源、工作环境等原因，没有IT部门的同意，用户不能自行改变电脑的位置。
6. All users that are allowed to use diskettes, CDs, DVDs and other storage devices should ensure that they are properly scanned by using anti-virus software.
用户需要使用软盘、CD/DVD光盘或者其他移动存储设备必须确保这些设备被防病毒软件正确检查过。
7. All users should be responsible in keeping their workstations safe from hackers or any other users who will likely be attempting to use the PC. Users should activate screensavers with password protection.
所有用户应避免黑客或任何其他用户尝试对电脑的使用。用户需激活带有密码的屏幕保护程序。
8. IT department render technical support to all users will be based on the urgency and priority.
IT部门将根据问题的紧迫性和重要性来处理对所有用户的技术支持。
9. No food or drink should be placed near the workstation by anybody.
任何人都不能在电脑工作站附近放置食品或者饮料。
10. No software or any other utilities should be installed without the consent and knowledge of the IT department.
没有IT部门的同意，不能安装任何软件或者工具。

3.4 - Hotel IT Server Room Environmental Monitoring System

3.4.1 Objective

This document is to present how hotel IT uses IT server room environmental monitoring system (EMS) to automatically alert import environmental status such as temperature, humidity, power, flood, smoke, airflow and room entry.

本文介绍酒店IT如何使用IT机房环境监测系统(EMS)来自动化警示温度、湿度、电力、水患、烟雾、气流和机房入口等重要环境状态。

3.4.2 Introduction

The 3 primary functional components of IT environment monitoring solution are monitoring, alerts and automatic response. Just discovering a threatening condition or problem is not enough. IT managers need to be notified in real-time. Where appropriate, automatic responses should shut

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down servers and important hardware; transfer processing; start or stop applications.

IT环境监测解决方案的三个主要功能部件是监控、报警和自动响应。仅仅能够发现危险的情况或者问题是不够的，IT经理必须能够被及时通知。在适当情况下，自动响应关闭服务器和重要硬件；转移处理；启动或停止应用程序。

Each server room is differently in their environment monitoring needs and potential risks. Applying a "one solution fits all" approach obviously is not appropriate. What seems to work best for IT managers is an approach of using a combination of different solutions to meet the current IT monitoring needs. As the data center environment and needs change over time and with new equipment, IT managers flexibility to move monitoring hardware and sensors around in order to use them more effectively.

每个服务器机房对环境监测的需要以及潜在的风险都是不同的。应用“一个解决方案适用于所有情况”的做法显然是不恰当的。对于IT经理最好的工作方式是结合多个不同的解决方案，以满足目前的IT监测需求。当数据中心的环境和需求随着时间推移和新设备的出现而变化时，IT经理灵活改变监测硬件和传感器，以便更有效地使用它们。

3.4.3 Server Room Temperature Monitoring 机房温度监控

It is generally recommended that temperature inside a rack not to exceed **24°C**

一般情况下，服务器机柜内的温度建议不超过24摄氏度。

Sensors are best located in the server racks rather than in the room as ambient temperature will rise at a slower pace compared to the temperature in the rack. As hot air rises compared to cold air, it is recommended to put the sensor on the hottest spot of the rack.

由于机房的环境温度比机柜的温度上升慢，传感器最好放置在服务器机柜上而不是在机房其他位置。热空气与冷空气相遇会上升，推荐将传感器放在机柜内温度最高的位置。

3.4.4 Server Room Humidity Monitoring 机房湿度监控

Relative Humidity (rH) is server rooms should be around **55% with a +/- 5% margin.**

服务器机房的相对湿度(rH)应当在55%上下5%的范围内。

High humidity and rapid temperature drops result in condensation that can occur on any surface. Water can condense on the inside of IT equipment and cause rust or dust & dirt being deposited. This poses a great risk to the components and as a result to the availability of the equipment.

高湿度和迅速降温将导致冷凝。IT设备内部的冷凝水会造成生锈或灰尘的累积。这对这些设备的正常使用构成了极大的风险。

Low relative humidity (as of 35% rH) has the danger of causing electrostatic discharge (ESD). ESD is caused by static charges resulting from people movement, charges on furniture etc... These charges are mostly not noticeable but when discharged to or in proximity of IT equipment, they can cause severe damage to the equipment.

低相对湿度(如35%相对湿度)会导致静电放电(ESD)的危险。人员的移动会积累静电，从而对家

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具等物体进行静电放电。这些放电大多是不显着的，但放电时可能造成附近IT设备严重的破坏。

Another danger of low humidity is the break down of some plastics in equipment resulting in premature aging of it.

另一种低湿度的危险是导致设备由于塑料部分的过早老化而损坏。

To overcome the danger of low humidity, moisture regulation is often added to server room controlling systems to avoid too dry conditions in server rooms.

为了克服湿度低的危险，通常情况下，在机房控制系统中加入水分调节功能，以避免机房太干燥。

3.4.5 Server Room Environmental Monitoring System / Alarms

服务器机房环境监控报警系统

Environmental Monitoring System (EMS) is highly recommended to all IT Server Room. The EMS will 24x7 monitor the temperature, humidity of racks and server room by the sensors that placed in the key locations. The working status and various operating parameters of UPS and air-conditioning also can be monitored 24x7 by EMS. Once the anomalies detected, the EMS will alert immediately and act pre-defined response.

高度推荐在所有的服务器机房内使用环境监控系统。环境监控系统通过布置在关键位置的传感器24小时监控机柜及机房内的温度、湿度。UPS和空调设备的工作状态和各种运行参数也可以由环境监控系统进行24小时监控。一旦发现设备故障或者机房环境参数异常，系统立即发出报警，并根据预定义的设置进行自动响应。

The EMS will 24x7 video monitor the key area by the camera, and record digital video for review when necessary.

系统通过设置在重点区域的摄像头进行24小时视频监控，并且可数字录像供需要时调用。

The EMS works hand in hand with several systems such as Exchange Servers, SMS Gateway, GSM Modems or PABX to output alerts in case of faults in the temperatures, humidity, UPS malfunctions or switchovers and security risks.

环境监控系统与一些系统协调工作如邮件服务器、短消息网关、手机调制解调器或者程控交换机等，可以在温度湿度异常、UPS发生故障或切换时以及存在安全隐患时发出警报。

4. IT Security & Audit

4.1 - Updated user lists / permissions

4.1.1 Objective

To maintain an up to date user lists and permission for all system applications

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维护并更新所有应用系统的用户名单和权限

4.1.2 Policy

To ensure user lists and permissions are in line with the different department, position and tasks.

To ensure correct user ids and user rights housekeeping of all systems applications.

确保用户名单和权限按照不同的部门、职位和任务进行设置。保证所有应用系统的用户名和用户权限的都正确。

4.1.3 Related Procedure

1. The IT Manager is responsible in maintaining the users list from the Active Directory where the users must be categorized and grouped into department. In this case the login script can properly set and configured based on users mapping of local servers needed, users' folders, mapped drives for systems applications and mapping of network printers.

IT经理负责维护一个由域活动目录产生并且根据部门分组归类的用户名单。这样可以正确设置登陆脚本来配置基于用户的服务器映射、用户目录、应用系统所需的驱动器映射和网络打印机映射。

2. The IT Manager is responsible in maintaining the user list from all systems applications. The users must have their own user rights and permissions from different systems applications available in the hotel based from their tasks.

IT经理负责维护所有应用系统的用户名单。用户必须根据其工作需要对各个应用系统拥有自己的权限。

3. The IT manager should be constantly liaising with the Human Resources Department for any employee movements, resignations and new employees in order to keep the user list and permissions up to date.

IT经理应当与人力资源部保持联系，得到员工调动、辞职和新进员工的信息，以便及时更新用户名单和权限。

4. The IT manager should review user lists and permission for all systems on a regular basis. Review user accounts and access rights", the proposed review frequency is once a quarter.

IT经理需要定期检查所有系统的用户清单和权限。检查所有系统的用户及权限，建议每季度检查一次。

4.2 - IT USB/CD/DVD Lockout

4.2.1 Objective

To secure all USB ports, CD burners or DVD burners from all hotel workstations from unauthorized copying of hotel files via USB flash disks, CD, DVD and external hard disk storages. This also touches the safety of the hotel network in being infected from viruses that are brought from users home computers to the hotel workstations.

保护所有酒店电脑的所有USB端口、CD和DVD刻录机以避免酒店文档未经授权就被复制到被U

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盘、CD和DVD、或者移动硬盘上。这也可以避免酒店电脑被用户从家庭电脑带来的病毒感染，保护酒店网络的安全。

4.2.2 Policy

By means of protecting the hotels' and individuals' information assets from the risk presented by the unauthorized use of plug & play driver-ready storage-capable devices, such as USB flash disks, CD, DVD and external hard disk storages.

避免酒店和个人的信息资产风险，确保信息资产不被即插即用的存储设备未经授权而复制使用。

4.2.3 Related Procedures

1. All USB Ports, CD/DVD burners will be securely locked by the IT department to prevent users from copying confidential hotel files.

所有的USB端口、CD和DVD刻录机需要有IT部门安全锁定以避免用户复制酒店的机密文档。

2. Any users who wish to copy files should seek assistance from IT department to copy the files to the USB flash disks, CD, DVD and external hard disk storages.

任何用户需要复制文件应到IT部门，由IT部门协助将复制到USB闪存盘、CD、DVD和外部硬盘存储器。

3. Any files being copied to a user USB flash disk, CD, DVD and external hard disk storages should be recorded and the list should be maintained in the IT department for future reference.

所有被复制到用户USB闪存盘、CD、DVD和外部硬盘存储器的文件应当被记录，记录清单应保存在IT部门，以供日后参考。

4. Any work related external files from USB flash disks, CD, DVD and external hard disk storages needed to be copied in the user workstation should be liaised with the IT department for manual copying.

所有需要从外部USB闪存盘、CD、DVD和外部硬盘存储器复制到用户工作站的工作文件，应交由IT部门进行手工复制。

5. Any files being copied from a user USB flash disk, CD, DVD and external hard disk storages should be recorded and the list should be maintained in the IT department for future reference.

所有从用户USB闪存盘、CD、DVD和外部硬盘存储器的复制过来的文件应当被记录，记录清单应保存在IT部门，以供日后参考。

6. All users that are allowed to use USB flash disks, CDs, DVDs and other storage devices should ensure that they are properly scanned by using anti-virus software.

用户需要使用USB闪存盘、CD/DVD光盘或者其他移动存储设备必须确保这些设备被防病毒软件正确检查过。

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4.3 - Server Room Fire Hazards / Combustible Materials

4.3.1 Policy

The IT server room shall be clear with fire hazards and combustible materials that might cause fire and destruction of the IT server room.

IT机房必须清除火灾隐患和可能引起机房火灾或者破坏的易燃物品。

4.3.2 Related Procedures

Under no circumstances should any devices or equipment which require access by a large user group, e.g. a fax machine or photocopier, be located in a server room. Again combustible materials such as printer paper should not be stored in a server room. Examples below:

在任何情况下都不应该将大量用户需要使用的装置或设备，如传真机或复印机，放在服务器机房内。此外可燃材料如打印纸等也不应该保存在服务器机房内。材料例举如下：

Books, paper, cardboard, system manuals, carpets, blinds/curtains, desks, plastic chairs, bags, waste bins, trash, rubbish, spare cables, used boxes, unused computers.

书籍、纸张、纸板、系统手册、地毯、挡板/窗帘、桌椅、塑料椅子、包装袋、垃圾箱、废纸篓、垃圾、备用电缆、旧盒子、不使用的计算机等等。

Areas within a building that contain ignition sources should not have combustible materials stored or present within these areas. Stored materials can include cardboard boxes etc, chemical or paint storage. Areas that contain ignition sources include electrical switchboards, electrical outlets, extension cables and UPS batteries storage.

建筑物存在火源的区域不能够存有可燃材料。可燃材料可以包括纸板箱、化学品或油漆等。存有火源的区域包括电器开关、电源插座、延长电缆和UPS电池储藏库等。

4.4 - Server Room Fire Extinguishers

4.4.1 INTRODUCTION

A fire extinguisher is an active fire protection device used to extinguish or control small fires, often in emergency situations. It is not intended for use on an out-of-control fire, such as one which has reached the ceiling, endangers the user (i.e. no escape route, smoke, explosion hazard, etc.), or otherwise requires the expertise of a fire department. Typically, a fire extinguisher consists of a hand-held cylindrical pressure vessel containing an agent which can be discharged to extinguish a fire.

在紧急情况下，灭火器适用于扑灭或者控制小火的有效防火设备。它不适用于已经失控的火灾，比如已经燃烧到天花板、危及人身（如退路被切断、烟雾、爆炸危险等等）以及其他需要消防部门专业处理的火灾。通常情况下，灭火器是一个能够喷洒灭火剂的手持圆形压力容器。

There are two main types of fire extinguishers: Stored pressure and generated pressure: In stored

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pressure units, the expellant is stored in the same chamber as the firefighting agent itself. Depending on the agent used, different propellants are used. With dry chemical extinguishers, nitrogen is typically used; water and foam are pressurized with air. Stored pressures are the most common types of fire extinguishers. Cartridge-operated extinguishers, contain the expellant gas in a separate cartridge that is punctured prior to discharge, exposing the propellant to the agent. These types are not as common, used primarily in areas such as industrial facilities, where they receive higher-than-average use. They have the advantage of simple and prompt recharge, allowing an operator to discharge the extinguisher, recharge it, and return to the fire in a reasonable amount of time. Unlike stored pressure types, these extinguishers utilize compressed carbon dioxide instead of nitrogen, although nitrogen cartridges are used on low temperature (-60 rated) models.

有两种型号的灭火器：储存压力或者产生压力。在存储压力的型号中，发射药剂和灭火药剂保存在同一个容器内。针对不同的灭火药剂使用不同的发射药剂。干粉灭火器通常使用氮气；水和泡沫灭火器通常使用压缩空气。存储压力的灭火器是最常见的类型。产生压力灭火器包含独立存储的推进气体，在灭火器使用前刺破将发射药剂推进入灭火药剂。这种类型不常见，通常使用于有更高要求的工业生产设备等环境。他们有简单和再装填方面的优势，用户可以在短时间内灭火、重新装填灭火药剂、再灭火。不同于存储压力灭火器，这些灭火器在低温下（零下60度）使用氮气，平时利用压缩的二氧化碳来取代氮气。

4.4.2 FIRE EXTINGUISHERS



Dry Powder Fire extinguishers should not be used around energized systems because after the “cloud of powder” starts burning, the dry powder releases water vapor that will potentially damage any electronic equipment. Dry chemicals are rated for Class A, B and C Fires.

干粉灭火器不能用于通电的系统，因为当粉末开始燃烧时，干粉释放的水蒸汽可能会损坏电子设备。干粉用于A级、B级和C级火灾。

C02 Fire extinguishers doesn't conduct electricity but even though they are rated B and C fire, they will still leave some sticky residues that may be damaging to electrical appliances such as a server, computer or network devices.

二氧化碳灭火器不用于电子设备即便在B级和C级火灾的情况下。他们仍然会留下一些对服务器、计算机或网络设备可能造成损害的粘性残留物。



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FM200 is typically used in place of halon (1301, 2402, and 1211) not as a handheld fire extinguisher; you will see those more often on a boat than in any data center as a hand held fire suppressor. FM200 is also more expensive compared to CO2 but it is safer to breathe than halon.

FM200灭火器一般用于不使用哈龙（1301, 2402和1211）手持灭火器的地方；通常作为数据中心的手机灭火器。 FM200灭火器比二氧化碳灭火器昂贵，但它比哈龙气体更安全。

4.5 IT Fire and Evacuation – Sample

4.5.1 Objective

In case of fire it is necessary to salvage and secure important data of the Hotel system data, user files, tape backups and finally shutting down the main power line feed to the computer room.

在火警发生时，挽救和保护重要的酒店系统的数据、用户的文件、磁带备份，并且关闭电脑机房主机电源是非常必要的。

4.5.2 Definitions

Determine which LEVEL is the fire from OPERATOR or COMMAND POST.

确定从总机或者防火指挥部发送过来的火灾等级。

LEVEL 1 = EVACUATION ASAP

第一级 = 立即疏散

LEVEL 2 = MAJOR FIRE & NO RISK IN THE COMPUTER ROOM

第二级 = 重大火警但是不会危及到电脑机房

LEVEL 3 = MINOR FIRE & NO EVACUATION NEEDED

第三级 = 轻微火警，不需要疏散

4.5.3 Related Procedures

Once the emergency fire alarm sounded off:

一旦紧急火警警报响起：

LEVEL 2 & 3 Scenarios:

二级火警和三级火警程序：

- Double check and assure location and status from the command post, operator or by telephone.
仔细检查和确认从消防指挥部或者总机用电话传来的火情位置和状态。
- Retrieve one set backup tapes (contains complete hotel data) and secure in the IT

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Emergency Bag.

将一套包含完整酒店数据的备份磁带安全放入IT紧急袋内。

- Location: **SERVER ROOM**
地点: 服务器机房
- Shutdown all servers. Retrieve and disassemble the quick release hard disks from Opera PMS Server/POS Server and secure in the IT Emergency Bag.
将所有服务器关机。快速将Opera PMS服务器和POS服务器的硬盘拆卸下来并且放入IT紧急袋内。
 - Location: **SERVER ROOM**
地点: 服务器机房
- Lock and secure computer room and IT manager office doors.
安全锁住电脑机房和IT经理办公室的门。
- If LEVEL 2 and need to evacuate, after securing everything in the IT Emergency BAG proceed carefully to the nearest EMERGENCY EXIT DOOR and locate the assembly point.
如果第二级火警需要疏散，安全保存好IT紧急袋中的所有东西后，小心地从最近的安全出口前往集合点。
- If LEVEL 3, after securing everything, place the IT Emergency BAG to the nearest accessible area of the computer room and be vigilant of the status of the fire.
如果是三级火警，安全保存好所有的东西后，将IT紧急袋放置在最靠近电脑机房的安全区域，并且警惕观察火情的最新状态。

LEVEL 1 Scenario:

一级火警程序:

- Retrieve one set backup tapes (contains complete hotel data) and server hot pluggable hard drives from the servers and secure them in the IT Emergency Bag.
将一套包含完整酒店数据的备份磁带并且拔出服务器热的插拔硬盘放入IT紧急袋内。
 - Location: **SERVER ROOM**
地点: 服务器机房
- CUT-OFF (Toggle switch) of the main power line feed to the ups and main PABX.
关闭向UPS和主程控交换机供电的电源开关。
 - Location: **SERVER ROOM (UPS ROOM)**
地点: 服务器机房(或者UPS房间)
- Proceed immediately to the nearest emergency exit door and join the assembly point.
立即从最近的紧急出口疏散到集合点。

4.6 - IT Emergency Service Recovery

4.6.1 PREFACE

This document has been prepared as an official document guideline for the hotels. It is to be followed in the case where the computer systems in the hotel needs to be shutdown due to a planned or unplanned emergency and how to bring the systems back on-line once the emergency is over. It contains the following information.

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本文是酒店的正式指导文档。适用于酒店由于计划或者非计划的紧急情况下关系电脑系统后，当紧急情况结束时如何将系统恢复正常。它包含以下内容。

- **Disasters and Backup Plans** – to understand clearly the difference of several factors of disasters that can occur in the IT server room.
灾难和恢复计划 – 清楚理解可能发生在IT服务器机房内的灾难事故的几个不同因素。
- **Checklist on Planned/Unplanned Downtime** – detailed procedure in dealing with critical downtimes.
计划和非计划停机时的检查清单 – 处理紧急停机时的详细操作程序。
- **Power Outage** – to understand how to deal with power outage in the server room and in the front office.
停电 – 了解如何处理在服务器机房和前厅部门的停电事故。
- **Preventions** – overview on preventing such disasters and how it can be tackled.
预防 – 综述避免灾难事故以及如何处理。
- **IT Room Preventive Measures** – dealing with Fire Preventions, Temperature and Humidity, Data Security and IT Room Emergency Power Supply.
IT机房预防措施 – 涉及防火、温度和湿度控制、数据安全和IT机房应急供电。
- **Recovery Procedures** – deals on how to do recovery when such disaster occurred.
恢复程序 – 涉及灾难事故发生后如何恢复。
- **Current Vendor Names and Contacts** – includes Emergency Telephone Numbers.
当前供应商的名称和联系方式 – 包含紧急电话号码。
- **Emergency Notifications** – who to contact when there is an emergency.
紧急通知 – 当紧急情况发生时的联系人。

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4.6.3 DISASTERS AND BACKUP PLANS

There would be several disasters that leads to system downtimes and that can arise in a server room unexpectedly. These are namely:

有一些事故会意外发生在服务器机房并且导致系统停机。也就是：

- **Scheduled Downtime** 计划停机
- **Unscheduled Downtime:** 非计划停机
 - ✓ Server Failure 服务器失效
 - ✓ Power Failure 电源失效
 - ✓ Disk Crashes 磁盘失效
 - ✓ Computer Room Damage 电脑机房损坏
 - ✓ Catastrophic Disaster 灾难事故

1. Scheduled Downtime 计划停机

It is deemed to be a scheduled or planned downtime wherein users are well informed of schedules and timings of system shutdowns.

有计划和安排的停机，用户完全了解系统停机的计划和时间。

2. Unscheduled Downtime 非计划停机

❖ Server Failure 服务器失效

This type of downtime is due to hardware or software failure. This will instantly

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disable the usage of this server and instantly disconnects users connected to a particular server. Depending on the severity, the system will be down until a replacement part can be installed or otherwise the software and the Operating System can be restored the quickest way possible.

本类型的停机时由于硬件或者软件故障引起的。发生此类事故应当立刻停止对此服务器的使用并且立刻断开用户到此服务器的连接。根据不同的情况，在最快速度地更换零件或者恢复应用软件或者操作系统后，系统将可以恢复。

❖ **Power Failure 电源失效**

This particular type of downtime is supported mainly by the main UPS System Backup batteries until the backup supply generator kicks in. It usually takes few seconds for the generator to kick in. If the generator fails to kick in, the main UPS battery supply can power up the IT Server Room for an average of 50 to 60 minutes (based on tests conducted regularly). In any other cases that if generator fails to supply power beyond the 50 to 60 minutes, then procedures below should be followed:

当电源失效时，将由主UPS系统的备用电池供电，直至备用发电机工作。通常发电机工作只需要几秒钟的时间。如果发电机不能工作，主UPS电池通常可以给IT服务器机房50-60分钟（基于定期进行的UPS放电测试）。如果在此50-60分钟内发电机依旧不能正常工作，请遵循下列程序操作：

- IT department will be informing respective departments on the power failure situation and will advise users to quickly finish and save any jobs and shutdown all workstations.

IT部门立刻通知相关部门停电情况，并且建议所有的用户快速完成并且保存当前的工作后关闭所有的工作站。

- After all users are logged-off, downtime procedure should commence in the IT server room. Interface PCs should be signed-off and shutdown.

当所有的用户都退出系统后，在服务器机房内实行停机程序。将所有的接口电脑退出系统并且关机。

- Opera servers and POS server should commence downtime procedures, file servers, Delphi server and other servers should follow.

Opera PMS服务器和POS服务器实施停机程序，然后是文件服务器、Delphi服务器和其他服务器等。

- In the event of a prolonged downtime, the Business Continuity Plan for major systems like Opera and POS should commenced (Please refer to chapter 4.16 - Business Continuity Plan for PMS System and 4.17 - Business Continuity Plan for POS System).

在较长的停机时间里，实施主要系统如Opera和POS系统的业务延续性计划（请参阅4.16 - Business Continuity Plan for PMS System和4.17 - Business Continuity Plan for POS System）

❖ **Disk Crashes 磁盘失效**

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Since all servers are configured as RAID and consist of multi physical hard disks, once experienced the disk crash, physical disk drive will indicate a red light indicating that the disk is deemed unusable. The affected server is still usable and no minor glitch of performance and interruption should be experienced by the user. IT should exchange the backup hard disk immediately and log request to supplier (e.g. HP,etc) to one exchange of the unusable hard disk.

所有的服务器都使用多个物理硬盘组成RAID冗余磁盘阵列，一旦有磁盘失效，物理硬盘驱动器将显示红灯表示磁盘已经不能使用。受影响的服务器仍然可以工作，对于用户不会有中断或者性能方面的影响。IT应当立刻换上备用硬盘，并且报告供应商（如HP等）更换失效的硬盘。

❖ ***Computer Room Damage 服务器机房损坏***

In the event of a damaged IT server room due to unforeseen events such as fire, short circuits, server damages and collapsed racks, IT department should seek a location wherein to transfer temporarily all major systems, equipments, devices, routers and firewalls to keep the operations up and running. Business Continuity Plan should commence prior to the movement of hardware and network equipment. Any server or other hardware damages can be replaced under warranty by your certified vendors immediately and restoration of all server and software images should commence once all servers are relocated and up and running. Limited network access should be communicated to all users and only major systems will be prioritized to be up and running.

当IT服务器机房发生火灾、短路、服务器损坏、机架崩塌等意外情况遭到损坏时，IT部门应当将主要系统、装置、设备、路由器和防火墙等转移到一个临时的位置以保证正常运营。在转移之前应当启用业务延续性计划。损坏的服务器和其他硬件应当立刻通知供应商进行更换并且导入服务器镜像，确保搬迁完成后，所有的服务器可以正常启动和工作。通知所有的用户只能进行有限的网络访问，优先用于主要系统的启动和运行。

❖ ***Catastrophic Disaster 灾难事故***

In this event of a catastrophe or fortuitous events, IT server room will not be functional at all cost. If the hotel deemed to be functional, then it is time to rebuild to IT server room or have it hosted outside the hotel. Recovery procedures then should commence.

发生意外灾难事故时，IT服务器机房完全不能工作。如果酒店需要继续运营，应当在酒店外部按照恢复程序重建IT服务器机房。

4.6.4 EXAMPLE CHECKLIST FOR UNPLANNED DOWNTIME

非计划停机检查清单

During a disaster or an emergency such as FIRE, FLOOD or etc, and attempt to vacate the IT offices premises, IT personnel needs only to take out the backup tape set that contains all the data including the database of all systems, user files and image of all servers.

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当发生火灾、水灾等紧急灾难, IT办公室需要撤离时, IT员工只需要拿出一套保存有完整数据(包括所有系统的数据库、用户文件和所有服务器和接口电脑的镜像文件等)的备份磁带。

Categorized for two emergency events:

分两类紧急情况:

Hazardous Emergencies (Fire, Bomb Threat etc.):

危险紧急情况 (火灾、炸弹恐吓等) :

In the case of a hazardous emergency (i.e. Fire, Bomb Threat etc) where there is no time to normally shutdown the systems and data has to be secured out of the Hotel, the following plan is to be implemented.

在危险紧急情况 (如火灾、炸弹恐吓等) 没有时间进行正常地关闭系统, 也不能将数据安全带出酒店时, 实施下列计划:

- Power down servers, interfaces and network equipment as much as you can
尽可能地关闭服务器、接口电脑、网络设备的电源。
- Shutdown main breakers located near the IT room.
关闭IT机房附件的主电源断路器。
- Retrieve and take one full backup tape set and secure them with the anti-static bags provided.
将一套备份磁带放入防静电包。
- Secure the IT Server Room and IT Office and vacate to a safe area.
锁好IT服务器机房和IT办公室并且撤离到安全区域。

Non-Hazardous Emergencies:

非危险紧急情况:

In this case a non-hazardous emergency situation and IT department is needed to vacate the building and premises. The following plan is to be implemented:

当非危险紧急情况发生IT部门需要撤离时, 实施下列计划:

- Retrieve and take the backup tape set and secure them with the anti-static bags provided.
将一套备份磁带放入防静电包。
- Secure the IT Server Room and MIS Office and vacate to a safe area.
锁好IT服务器机房和IT办公室并且撤离到安全区域
- Observe the SMS alerts coming from the main UPS, air conditioning unit and other alerts from servers via SMS.
观察从主UPS、空调系统和其他服务器发出的报警短消息。

4.6.5 POWER OUTAGE

IT SERVER ROOM POWER OUTAGE

IT服务器机房停电

In the event of IT server room power outage due to unforeseen events in UPS malfunctions, fire or emergency source not available, secondary UPS from every single rack will be available for a very

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short time which is enough to power down the servers before the emergency UPS runs out. The following are to be done in case restoration of live power will be more than 3 to 4 hours:

当IT服务器机房由于主UPS系统发生不可预料的故障、火情并且紧急电源不能使用而停电时，在每个机架上的第二级UPS（紧急UPS）将会工作一段比较短但是足够关闭所有服务器的时间。

当电源在3-4个小时内不能恢复时，请实施下列操作：

- IT will be monitoring the time value before the emergency UPS runs out of life.
IT监控紧急UPS的剩余工作时间。
- IT will be shutting down unnecessary Monitors and devices that will prolong the battery life of the emergency UPS.
IT关闭不必要的显示器和设备以延长紧急UPS的电池工作时间。
- IT will be informing the general manager / front office / duty managers that there will be a prolonged system downtime. Duty managers will be responsible in giving the out the word for every other department and outlets.
IT通知总经理/前厅部/值班经理将会有长时间的系统停机。值班经理负责将通知发给其他的每个部门和营业网点。
- IT will be informing the front office to do downtime reports as well as with the outlets. And prepare them to activate the Business Continuity Plans for Opera and MICROS.
IT将通知前厅部和其他营业网点打印停机报告。并且通知他们准备实施Opera PMS和POS系统的业务延续性计划。
- IT will be informing the instant service that the interfaces will shutdown and they have to do a manual check-in and check out of the telephone lines in all the rooms using PABX consoles.
IT通知服务中心所有的接口将会停机，服务中心必须在程控交换机控制台上手工进行开关电话线的工作。
- IT will be informing instant service to monitor all calls made from the Call Accounting system as well as the wake up calls and do the necessary logging in the PABX console.
IT通知服务中心监控电话计费系统电脑上显示的所有通话记录已经叫醒电话记录，并且在程控交换机控制台上做必要的操作。
- IT will be performing correct shutdown procedures for all the servers and interfaces followed by the network switches, hubs, routers and other security appliances.
IT将按照关机程序关闭所有的服务器和接口电脑，然后关闭所有的网络交换机、路由器等网络设备。
- IT will be monitoring the progress of the power outage and informing the general manager / duty manager the status of the power outage.
IT监控停电情况的进展，并且将最新状况通知总经理/值班经理。

POWER RESTORED 电力恢复:

- IT will be commencing the Power UP Procedures of the network switches, hubs, routers, networking devices and make sure the LAN networks is up and running.
IT按照开机程序打开所有的网络交换机、路由器等网络设备，确保局域网启动和运行正常。

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- IT will be commencing Power UP procedures for OPERA Servers, followed by the interfaces.
IT按照开机程序启动Opera服务器，然后启动接口电脑。
- IT will be informing general manager / duty managers that the PMS System is up and running and they can resume normal operations.
IT通知总经理/值班经理酒店管理系统已经启动运行。前台可恢复正常操作。
- IT will be commencing Power UP Procedures to every servers and make sure the operations is back to normal.
IT按照开机程序打开所有的服务器，并且确保相关操作回复正常。
- IT will be logging in the power outage time, faults and solutions for the power outage to preserve the downtime history.
IT记录停电时间、故障原因和解决方案，保存停电历史记录。

PLANNED/UNPLANNED FRONT OFFICE OUTAGE

计划/非计划前厅部停电

In this case of FO Power Outage, Business Continuity Plan for OPERA should be activated, please refers to chapter 4.16 - Business Continuity Plan for PMS System:

当前厅部停电时，将实施Opera PMS的业务延续性计划。请参考4.16章Opera PMS业务延续性计划。

4.6.6 PREVENTIONS

The best prevention in the contingency planning of any operations is there should be some preventive measures or counter measures in placed in case of a real disaster. Business Continuity Planning should be exercised annually and diligently carried out within the IT department and relevant departments involved.

所有操作的事故预防规划中的最好的预防是准备好对真正事故的预防措施和对策。业务延续性计划应当在IT部门和其他相关部门内每年坚持不断练习。

The impact of crisis then will be much minimized and accuracy of operation will still be greater.
这样危机的影响将会大大地降低，依旧可以正常稳定地进行运作。

PREVENTIVE MEASURES – IT Server Room

预防措施 – IT 服务器机房

- FIRE PREVENTION 防火
 - Make sure no FIRE HAZARDS are in the main server room such as boxes, cartons, stack of paper, old computers, cables and etc.
确保在主服务器机房没有火灾隐患，如盒子、纸箱、纸堆、旧电脑、电缆等。
 - Smoke detectors are installed on the ceiling and are connected to the main fire alarm system of the hotel.

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在天花板上安装烟感报警器并且连接到酒店的主火警系统。

- Fire Extinguishers are place inside the server room.

在服务器机房内放置灭火器。

— TEMPERATURE & HUMIDITY CONTROLS 温度和湿度控制

- Temperature control and humidity controls are connected to the Main Air Condition System located inside the server room. Digital readouts and auto resetting features are in effect to maintain the humidity and temperature set to cool the server room.

温度控制和湿度控制器连接到服务器机房内的主空调系统，根据读出的数据自动调整温度和湿度。

- Installation of an Environment Monitoring System is a must to fully monitor any faulty conditions and the EMS should be linked to an SMS server that will message alert any faults to Engineering, Duty Manager, IT Manager and Operators.

安装的环境监控系统必须完全监控所有的故障情况，并且连接到短消息服务器上将事故报警消息发送给工程部、值班经理、IT经理和总机。

— DATA SECURITY 数据安全

- Offsite backup and other redundancy backup is recommended to fully assure the security of all data files, server images and other user files. It is always recommended that the IT department should be commencing and exercise on backup and recovery to make sure your backup system and your backup devices are fully reliable.

推荐对所有数据文件、服务器镜像和其他用户文件进行完全地异地备份和其他冗余备份。IT部门应当实施备份和恢复的测试以确保所有的备份系统和备份设备完全可靠。

— POWER SUPPLY 供电

- MAIN and secondary UPS batteries should regularly be tested for reliability. To maintain the UPS integrity, MAIN UPS should be tested at least twice a year and log the power retention or the capability to power up the IT Server Room in terms of minutes or hours. This should be logged in the UPS Integrity Tests logbook.

主UPS和备用UPS的电池应当定期进行可靠性测试。为了维持UPS的可靠性，主UPS至少每年测试两次，记录电池工作或者对IT服务器机房内的设备供电能够支持的时间（小时和分钟）。这些测试应当被记录在UPS可靠性测试记录本上。

4.6.7 EXAMPLE OF DATA RECOVERY

EXAMPLE RECOVERY PROCEDURES 恢复实例

DATA RECOVERY 数据恢复:

In an emergency such as fire, flood or etc, and attempt to vacate the IT offices premises, IT

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personnel needs only to take out the one full backup tape set that contains all the data including the database of all systems, user files and image of all servers and interfaces.

当发生火灾、水灾等紧急情况IT部门需要撤离时，IT员工需要带出一套所有数据备份磁带，其数据包括数据库、用户文件以及所有服务器和接口的镜像文件。

Recovery work should be done immediately when IT server room is restored back to normal. If servers, network cores, UPS, electricity are in normal condition then initiate check routines to each servers and double check all network connectivity, links, routers links to carriers and providers.

当IT服务器房恢复正常时应当立刻进行数据恢复工作。如果服务器、网络核心、UPS和电力供应处于正常状态，那么启动检查程序检查每个服务器，并且检查所有的网络连接、链接、路由器到运营商和供应商的连接。

Else, if servers, network core, UPS, electricity are deemed fail, then recovery on a stage by stage should commence.

否则，如果服务器、网络核心、UPS和电力供应受到损害，应当开始逐步恢复。

- Communicate with Engineering for the restoration of electricity in the server room.
联系工程部恢复服务器机房的电力供应。
- Communicate to UPS supplier for the restoration of the main UPS and other UPS.
联系UPS供应商恢复主UPS和其他UPS。
- Conduct integrity checks on all servers, interface servers, network core, cablings, secondary UPS, links and racks, routers and firewalls.
组织对所有服务器、接口、网络核心、电缆、二级UPS、连接以及机柜、路由器和防火墙的完整性检测。
- Communicate to supplier for the restoration of the main PCU air-conditioning unit.
联系供应商恢复空调系统主电源控制模块。
- Communicate to main hardware vendor for immediate replacement of servers, network devices, cablings and routers.
立刻联系主要硬件供应商更换服务器、网络设备、电缆和路由器等。
- Communicate with supplier for the restoration and replacement of routers to restore internet connectivity.
联系供应商恢复和更换路由器以恢复英特网连接。
- Initiate tape restoration on servers and interfaces image restoration. (this will restore all the systems applications and the data that is last backed up)
开始用磁带恢复所有服务器和接口电脑的镜像。(这将恢复所有的系统应用软件和最后备份的数据)
- Initiate tape restoration on FILESERVERS for users' data.
开始用磁带恢复文件服务器上的所有用户数据。
- Communicate with various vendors of Systems Application to do secondary checks on all systems.
通知所有系统的不同供应商对系统进行进一步的检查。

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- If everything is up and running, conduct system live checks and monitor users for any possible technical issues that will arise in the restoration of all databases and files.

如果一切正常运行, 进行系统的现场检查并同时监测用户在恢复所有的数据库和文件过程中可能出现的技术问题。

4.6.8 EXAMPLES OF EMERGENCY CONTACT NUMBERS

Below is an example of Emergency Notification lists and vendor contact numbers to be updated and maintained all the time in case of such disaster arises. Having these contact and notification list available in an easy to find place will most likely help IT communicate much faster and easier when a real disaster will take place in your IT Server Room.

下面是一个始终保持更新的在灾难事故时使用的紧急通知清单和供应商联系号码实例。有了这些保存在一个容易找到位置的联系号码和通知清单, 当IT服务器机房发生灾难事故时, 可以帮助IT快速方便地进行通讯。

EMERGENCY NOTIFICATIONS 紧急通知:

IT Department Names and schedules IT部门员工和时间表:

IT Manager – (Name) Office: 1234-5678 / Mobile: 9876-5432

IT Assistant – (Name) Office: 1234-5678 / Mobile: 9876-5432

IT Staff – (Name) Office: 1234-5678 / Mobile: 9876-5432

IT department is providing a 12 hour on-site technical support in week days and will be available again on a 24 hour on-calls on critical systems application problems.

IT部门在工作日提供12小时的到场技术支持, 对于关键系统问题提供24小时电话待命。

Operational Problems 操作问题:

In case of system breakdowns and other major technical issues, please call any of the IT department personnel.

当发生系统崩溃或者其他重大技术问题时, 请联系IT部门的任意一个员工。

If major system problems are identified, IT personnel will be liaising with vendors for technical support and will be informing the duty manager on the progress.

一旦重大系统问题被确认, IT员工将立刻与供应商技术支持保持联络, 将相关进展通知值班经理。

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During major and critical shutdowns, IT will be notifying the following personnel and department in order:

在主要和关键系统停运时, IT将按顺序通知下列人员和部门。

OPERA:

- Duty Manager
- Front Office
- Instant Service
- Accounts / Income Auditor
- All Outlet Managers
- Reservations
- Sales & Marketing
- Executive Office

MICROS

- Duty Manager
- All Outlet Managers
- Front Office
- Instant Service
- F&B Office
- Accounts / Income Auditor
- Executive Office

4.7 - IT Devices not Being Used / Confidential Documents to Be Destroyed

无用的IT设备和机密文档的销毁

4.7.1 POLICY

Any IT devices, equipment, spare parts that are already deemed old and unusable must be properly disposed in a secured manner. And that the confidential data they hold is not released in an unauthorized or accidental way, particularly that relating to employees or guests. This includes storage media such as hard disk drives.

任何老化或者无用IT设备和备件都必须通过妥善的方法正确报废。避免加密数据尤其是关系到员工或客人的数据, 在未经授权或者意外的情况下泄露。这些设备包括硬盘等存储介质。

Any IT documents such as manuals, invoices, purchase orders, guidelines, old printouts and etc..., should be properly disposed.

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所有的IT文档，包括手册、发票、采购单、指导方针、旧的打印文档等等，必须被正确销毁。

4.7.2 IT DEVICES

IT devices such as old desktops and laptops, hard disks, floppy disk, old media drives should be properly cleared beforehand before disposal. Hard disk data in old computers may contain sensitive data that might reveal confidential information about the hotel and the hotel guests. In order to secure possible sensitive data from old computers, it is highly recommended that the hard disk must be formatted and scrubbed before disposal.

IT设备，如旧的台式机和笔记本电脑、硬盘、软盘、旧媒体驱动器应在报废前，事先清除所含的数据。在旧电脑硬盘上的数据可能包含有酒店和酒店客人的机密资料的敏感数据。为了确保从旧电脑清楚敏感数据，强烈建议必须进行硬盘格式化并且擦除所有数据后才能进行报废。

The IT department should be using software that can overwrite or format the entire disk. A check should also be carried out to ensure the drive has been properly overwritten and that the files created previously affirms that the data has been fully eradicated.

IT部门应该使用可以覆写或格式化整个磁盘的软件并且同时进行检查，以确保驱动器已正确被地覆写，并且确认以前创建的文件数据已被完全消除。

Hard drives that are faulty or cannot be wiped of data should be physically impaired rendering the unit inoperable prior to recycling or disposal.

有故障无法抹去数据的硬盘驱动器应该在报废前进行物理破坏。

4.7.3 IT DOCUMENTS

IT Documents such as IT Manuals, old invoices, old purchase orders and other old IT print outs should be properly destroyed or shredded.

IT文档，如IT手册、旧发票、旧的采购单和其他旧的IT打印物应妥善销毁或切碎。

4.7.4 IT DISPOSAL LIST

Any IT Devices or IT Documents that you are disposing should be recorded for the purpose of inventory comparisons and inventory checks from the hotel owners. The IT manager has the sole responsibility to create and maintain the **IT DISPOSAL LIST**.

所有需要报废的IT设备或文档报废时都需要被记录，以便于IT库存核对和酒店业主的库存检查。IT经理负责创建和维护IT报废清单。

4.8 - Protecting Files from Virus

4.8.1 OBJECTIVE:

To maintain data file integrity of software and hardware servers' top performance through protecting them from unwanted computer viruses, spy wares and unnecessary scripts which are widely spread over the Wide Area Network, World Wide Web and Emails.

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保护数据文件不受通过广域网、万维网和电子邮件传播的有害电脑病毒、间谍软件和不必要的脚本命令的破坏，保证软件数据的完整性和服务器硬件的最佳性能。

4.8.2 DEFINITION:

- **Computer Virus 电脑病毒**

A memory resident computer program strains that will cause severe damage and corruption to files, databases and boot sectors. Existence of virus will affect mainly the hardware causing hard disk failure and boot failures.

一种驻留在电脑内存中运行的程序，会导致文件、数据库和磁盘引导扇区的严重损坏和错误。电脑上存在病毒可能会影响主要硬件的工作，如硬盘失效和启动失败等。

- **Anti Virus Software 防病毒软件**

A program or system created to identify the existence of malicious computer viruses, spywares & adwares in memory, hard disks and other storage media.

一种用于识别和清除存在于电脑内存、硬盘或者其他存储介质上的恶意电脑病毒、间谍软件和广告软件等的程序或者系统。

- **Network 网络**

A group of computers interconnected to one another to allow sharing of computer resources and other functions of such peripherals and devices.

一组彼此互相连接共享电脑资源和其他外围设备和装置等的电脑。

4.8.3 RELATED PROCEDURES:

1. IT Department should ensure that anti-virus software shall be installed and updated at all times to all workstations (user computers), all servers and all IT devices and peripherals linked to the hotel local area network.

IT部门应当确保所有的工作站（用户电脑）、服务器、IT设备和外设都安装防病毒软件并且正确升级。

2. It should be the sole responsibility of the user to scan and clean their respective workstations and computer files at all times.

用户负责扫描和清洁自己的工作站和电脑文件。

3. No other computer software or utility should be installed without the approval of the IT Manager.

没有IT经理的同意，不能安装其他的电脑软件或工具。

4. Computer games are definitely prohibited.

绝对禁止电脑游戏。

5. Lewd and adult picture files are strictly prohibited.

严格禁止使用淫秽和成人图片文件。

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6. All computer users whose workstations are attached to the network are not encouraged using diskettes or thumb drives as a storage media for their data and files. Rather, it is recommended that data files should be saved in the personal folders and has the IT department do the backup and file storage.

所有使用联网电脑的用户不建议使用软盘或者U盘等其他存储介质来存储数据和文件。推荐将数据文件存储到个人文件夹内并且由IT部门进行备份和归档。

7. IT department should conduct a periodic virus scans of all the data volumes in all the servers and likewise all workstations should be checked on the spot especially those which are not connected to the network and all the workstations used in the business center as public computers.

IT部门定期对服务器的所有数据磁盘进行病毒扫描，工作站定期进行检查尤其是没有连接在网络里面的工作站和商务中心做公用电脑的工作站。

4.8.4 PENALTY:

It should be the responsibility of all computer users to protect the data integrity of their computers and peripherals. **Any employee proven to be irresponsible** should be subject for disciplinary action for *damaging company property through gross negligence or threatening damaged company property either willfully or through negligence*.

所有的电脑用户有责任保护他们的电脑和外围设备的数据的完整性。任何不负责任的员工由于故意或者过失的行为而造成公司财产损失必须受到惩戒。

4.9 - New User (username and password)

4.9.1 OBJECTIVE:

To enable file security and preserve individual rights and authorization, thereby protecting and securing computer system information from unauthorized users.

保证文件的安全性，给每个用户的独立地访问权限和授权，从而保护电脑系统信息的安全避免未经授权的访问。

4.9.2 RELATED PROCEDURES:

1. New computer users and existing users who will be accessing data and records in various systems implemented by the management should be required to fill up the user rights form. Meanwhile, authorized users who will be transferred to different tasks involving change of user rights and existing users who forgot their passwords should likewise be required to fill up the user rights form specifying that the user has an existing record profile and to prove that the user is an authorized user of the system.

需要访问各种系统数据和记录的新电脑用户和现有用户需要填写用户权限表。与此同时，调换职位需要更换系统权限的员工和忘记现有密码的员工也需要填写用户权限表，证明该用户是一个系统的授权用户，已经有了相应的配置记录。

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2. Filled up user rights form should be completely sealed and confidential and will be forwarded to respective department head for approval before forwarding to the IT department.
填写好的用户权限表应该是完全密封和保密的,将被转发到相关部门负责人审批后再转给IT部门。
3. The IT manager / IT staff prior to creating, editing and deleting of the user profile should take note of the approved user rights form.
IT经理/ IT员工在创建、编辑和删除用户配置文件之前, 应该检查用户权限表已经得到正确的批准。
4. IT department should ensure that all the user rights form should be kept confidential and should be placed in a secure storage.
IT部门应确保所有的用户权限表保密, 并保存在一个安全的地方。
5. In case of employee movement or resignation, the respective department head has the responsibility to inform the IT department for proper maintenance of the user rights and profile. Alternatively on employee resignation, IT department should refer to the clearance form or the resignation list sent by HR to the IT department for proper adjustments and maintenance of the user.
在员工调动或者离职时, 相应部门的负责人负责通知IT部门修改用户权限和配置文件。对于员工离职, IT部门应当根据人事部门发出的离职交接清单来正确调整或修改用户权限。

4.9.3 PENALTY:

Individual computer user should be held responsible for his/her own user ID and password. Any employee found using other user IDs with or without the permission of the owner of the user ID should be subjected to disciplinary actions. Likewise, an employee proven to be responsible for lending his/her password to other colleagues should also be liable.

独立计算机的用户负责保管他/她自己的用户名和密码。任何员工如使发现使用他人的用户名和密码, 无论是否得到此用户的许可, 都将受到处分。同样, 员工如果将自己的帐号密码借给他人使用, 也将受到处分。

4.10 - Resignation of Employee

4.10.1 OBJECTIVE:

To enable FILE SECURITY and preserve individual rights and authorization, thereby protecting and securing computer system information from unauthorized users.

保证文件的安全性, 给每个用户的独立地访问权限和授权, 从而保护电脑系统信息的安全避免未经授权的访问。

4.10.2 RELATED PROCEDURES:

1. In case of employee movement or resignation, the respective department head has the

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responsibility to inform the IT department for proper maintenance of the user rights and profile.

在员工调动或者离职时，相应部门的负责人负责通知IT部门正确修改用户权限和配置文件。

2. Resignation report is being sent by human resources to the IT manager every month for the latest resignations of employees to further check if the employees defined in various systems applications are still active.

人事部每个月将包含最新离职员工信息的离职报告发送给IT经理，以便进一步检查在各个系统中这些员工的信息是否已经被去除。

3. Clearance form is in place by the HR department and should be passing through the IT Manager and clear all access rights, personal folders, emails and permissions prior to signing the clearance form of the resigned staff.

人事部门在签发的离职员工交接清单前应该由IT经理签字确认此员工所有的系统权限、个人文件夹、电子邮件和访问许可已经被清除。

4.11 - IT Air-Conditioning & UPS – Sample

4.11.1 OBJECTIVE:

The purpose of this automation is to send alerts and messages to designated personnel assigned to quickly respond in case there will be errors or faults with our main UPS systems and server room air-conditioning system during and after office hours.

指定本程序的目的是为了在UPS系统和服务器机房空调系统出现错误或者故障时，将报警信息自动发送给指定的人员以得到快速的响应。

4.11.2 RELATED PROCEDURES:

1. The main air-conditioning unit is housed inside the IT server room and it keeps the servers cool and in the right temperature and correct humidity.

安装在IT服务器机房内的主空调系统用于控制服务器的正确的工作温度和湿度。

2. In order for the main air-conditioning to work in order, the health and status should be monitored at all times, temperature and humidity controls are preset to keep the server room safe and functional environment for servers and other main network devices.

为了保证主空调的正常工作，空调的健康和工作状态应当被实时监控，根据服务器机房的安全需求和服务器以及其他主要网络设备的功能环境要求预设温度和湿度。

3. Both main UPS and air-condition units are configured and are installed with an environment monitoring systems that are directly linked to the network and to the SMS server.

主UPS和主空调系统都配置和安装在一个环境监控系统上并且直接通过网络和短消息服务器相连接。

4. When fault strikes on both UPS and air-conditioning systems below are the alerts to be sent to

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designated personnel:

当UPS和空调系统发生下列故障时，指定用户将会受到报警信息

Below are the Alert Messages for UPS Systems:

以下是UPS系统的报警信息：

Utility Failure 管理工具失效

Utility Restored 管理工具恢复

Battery Fault 电池故障

Battery OK 电池回复

UPS Overload UPS过载

UPS returns to normal load UPS负载恢复正常

UPS Fault UPS故障

UPS OK UPS恢复正常

UPS Communication Failed UPS通讯失败

UPS Communication Restored UPS通讯恢复

Output on Bypass 旁路输出

Bypass: returns on UPS 旁路输出恢复至UPS输出

Below are the Alert Messages for IT Air-conditioning System:

以下是IT空调系统的报警信息：

High Temperature Alarm - above 28 degrees Celsius 高温报警 – 超过28摄氏度

High Temperature Normal 从高温恢复到正常温度

PCU AirCon Alarm faulty 空调主控制器故障

PCU AirCon Alarm Normal 空调主控制器恢复正常

Flow Switch Alarm 流量开关报警

Flow Switch Normal 流量开关恢复正常

PCU Power Failure Alarm 电源总控制器故障

PCU Power Normal 电源控制器恢复正常

Designated personnel that will be sent SMS Alerts and needs to respond in case there are IT

UPS and Air-conditioning Failure:

当UPS和IT空调系统发生故障时，下列人员需要接受报警消息并且做出响应：

IT: All IT Personnel 所有的IT员工

FO: Duty Manager 前厅值班经理

Engineering: Duty Engineer, Chief Engineer 值班工程师, 总工程师

5. During Office hours, which is 9AM to 6PM for IT department, any SMS alerts coming from the UPS and AIR-CON units will be responded by the IT Team
在IT的上班时间内（早上9点至晚上6点），IT团队负责处理收到的报警消息。
6. After Office Hours SMS Alerts should be responded by the Duty Manager, escalated to Engineers on Duty and they will need to notify IT for proper analysis and resolutions of the

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fault problems.

在IT非工作时间，值班经理负责处理报警消息，递交给值班工程师与IT一起正确分析和解决错误问题。

4.12 - Business Continuity Plan for PMS System

4.12.1 Objective

This Business Continuity Plan (BCP) will be updated in response to changes in the business environment. The Information Technology Department will review the plan with the following departments at least annually.

业务连续性计划根据业务环境变化而更新。IT部门至少每年一次与下列部门检查业务连续性计划。

Front Office (Front Desk, Guest Relations, Concierge, Club Floor & Instant Service)

前厅部（前台，客户关系，礼宾部，行政楼和服务中心）

Housekeeping Department

客房部

Reservations Department

预定部

Food & Beverage Outlets

餐厅

This document outlines the steps required to operate the Rooms Division, Housekeeping, Reservations Department & F&B Outlets in the event of scheduled or unscheduled system down time.

本文档概述上述部门在系统计划或者意外停机无法使用时运营所需的操作程序。

4.12.2 Scope

This BCP is applicable for the following departments.

业务连续性计划适用于下列部门。

Rooms Division (Front Desk, Guest Relations, Concierge, Club Floor & Instant Service)

房务部（前台，客户关系，礼宾部，行政楼和服务中心）

Housekeeping Department

客房部

Reservations Department

预定部

Food & Beverage Outlets

餐厅

4.12.3 Definition

BCP – Business Continuity Plan 业务连续性计划，是为了防止正常业务行为的中断而被建立的计划。

4.12.4 Policy

This BCP will only be used in situations when it is determined that business impacts and /or

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business risk requires alternate business processes.

只有在业务受到影响或者业务风险明确的情况下才能实施业务连续性计划以替换正常的业务程序。

4.12.5 Related Procedure

4.12.5.1 Scheduled System Downtime 有计划的系统停机

SCHEDULED DOWN TIME

a. *Front Office Approach* 前厅部准备:

Consider when the down time is scheduled to occur and the down time reports should be printed and distributed accordingly by Front Office Duty Manager (DM).

Additionally, DM should also evaluate the need to print the registration cards and/ or checkout folios.

考虑到系统停机是有计划安排的，前厅值班经理需要打印并且分发停机报表。

Keep the reports required for Front Desk in an easily accessible and safe location so that reports will be always be available during scheduled down time.

将前合作序需要的报表保存在一个容易取得并且安全的位置以便在计划停机期间随时可以使用。

Scheduled Downtime Report Distribution 计划停机报表清单及分发列表

Report Name	Shift Leader	Reservations	Front Desk	Club Floor	Telephone Dept	Housekeeping	Outlet 1	Outlet 2	Other	Total # of Copies
Guests In-House in Alphabetical Order	1		1	1	1		1	1		6
Guests In-House by Room Number (Including expected departures)	1		1	1	1		1	1		6
Vacant Rooms	1					1				2
Room Plan	1									1
Pre-Blocked Rooms by Room Number	1	1								2
Open Balance All			1	1						2
Arrivals Expected (for 2 days)		1	1	1						3
Reservations Arrivals Detailed Preferences (for 2 days)			1	1						2
Specials Forecast (for 2 days)			1	1						2
Departures Expected			1	1						2
Messages Guest In-House & Due Arrival					1					1
Guests In-House w/Cash Payment Method							1	1		2

b. *Down Time Reports for Rooms Controller* 房间管理员停机报表:

- Check Out Room List

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结帐房间清单

- Vacant Rooms (Filtered by room status: CLEAN)
空房清单 (房态: “清洁”)
- Departure Today (Filtered by include: DUE OUT)
今日离店清单 (房态: “预计离店”)

c. Housekeeping Approach 客房部准备:

The down time report (Housekeeping Detailed Report) should be printed by Housekeeping Clerk / Supervisor / Asst Housekeeper prior scheduled down time.
在计划停机前, 客房部需提前打印停机报表 (客房状态明细表)。

d. Reservations Approach 预定部准备:

The down time report (History & Forecast report – Next 3 months) should be printed by Reservations / Revenue Manager prior scheduled downtime.
计划停机前预定/收入经理提前打印好停机报表 (三个月的历史与预报)。

MANUAL PROCEDURES DURING SCHEDULED DOWN TIME

计划停机期间手工运营程序

a. Front Office Executive / Duty Manager 前厅部负责人/值班经理:

- Down time coordination, advice staff when system is off-line and distribute down time reports.
作为系统停机时的协调员, 通知停机时间并且分发停机报表。
- Advise housekeeping on a regular basis of check-in and check-out.
定期将客人入住或者离店情况通知客房部。
- Ensure forms for manual procedures are available for the staff.
确保员工能够得到手工运营时所需的表格。

b. Rooms Controller 房间控制员:

- Allocation of vacant rooms.
分配可用空房
- Call housekeeping on a regular basis to receive vacant / clean rooms and update the manual sheet.
定期将空/干净房变化通知客房部, 并且在手工表上更新。

c. Instant Service 服务中心:

- Prepare a soft copy of down time report in their local PC.
在服务中心电脑上保存一份停机报表的软拷贝。
- Buffer all call charges in Call Accounting System.
将电话计费系统地所有电话费转入缓存而不传输至PMS系统接口。
- Receive check-in and check-out updates from Front Desk / Club Lounge to activate and deactivate telephone lines manually via PABX console.

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收到前台和行政楼的客人入住/离店通知后，在程控交换机控制台上手工开关客房的电话线。

- Update manual sheet
更新手工表格。

d. For Guest Checking In 客人入住:

- Obtain a vacant room from Rooms Controller.
从房间控制员处得到一间空房。
- If the guest has a reservation, check for a pre-printed registration card / if the guest is a walk-in, obtain a blank registration card or registration form to complete.
如果客人有预定，使用提前准备打印好的登记卡。无预定散客适用空白的登记卡手工登记。
- Mark the registration card to indicate that the guest is not in the system and pass it to Front Office Duty Manager.
在登记卡上标明此客人不在电脑系统中并转交给前厅值班经理。
- Determine settlement method: follow manual credit card authorization procedures / if guest is pre-paying with cash, use a log sheet to record the transaction.
押金支付办法：按照信用卡手工授权程序处理，如果客人预付现金，将交易登记在表格上。
- Follow all normal check-in procedures.
遵守正常的入住程序。
- Highlight the guest name and room number on Arrival Detailed report to indicate that the room is occupied.
在“Arrival Detailed Report”上将客人的名字和房号标记此房间已经占用。
- Update Rooms Controller and Instant Service Department as often as possible with the check-in.
立刻通知房间控制预员和服务中心。

e. For Guest Checking Out 客人结帐离店:

- Use pre-printed check-out folio to be presented to the guest for review and approval.
将提前打印好的账单给客人察看和确认。
- Check to see if any additional charges have been received for this guest.
检查是否有客人确认的其他的费用。
- Accept payment from guest.
接受客人的付款。
- Ensure you have full registration details, so a copy of the final bill may be sent to the guest.
确保酒店有完整的登记信息，以便今后可将最终账单的拷贝发送给客人。
- Update Rooms Controller and Instant Service Department as often as possible with the check-out.
立刻通知房间控制预员和服务中心。

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f. *Posting Charges*入账:

- If a guest has incurred a charge, note the room number, the guest name, the transaction description, the transaction code (if known) and the amount; and inform Front Desk / Club Lounge immediately.
如果客人产生了一笔费用, 记录房号, 客人名字, 交易介绍, 交易代码 (如果已知) 和金额。并且立刻通知前台/行政楼。
- Update the Open Balance report.
更新未清余额报表。

g. *For F&B Outlet 餐厅:*

- Post all guest bills to offline mode for all settlement type (Cash, Credit Card, Guest Ledger & etc).
使用离线结帐模式为客人结帐, 包括所有的付款方式 (现金、信用卡、挂房帐等)
- Send one copy of Guest Ledger folio to Front Desk / Club Lounge.
将挂房帐的账单一联送至前台或行政楼。

h. *Housekeeping Clerk / Supervisor / Asst Housekeeper*客房部员共/主管/经理助理:

- Obtain room status updates from Housekeeping Maid / Floor Supervisor via house phone.
通过电话从楼层服务员/主管得到房态的最新变化。
- Update the manual house status sheet (Refer to **Hotel Manual Housekeeper Report**).
更新手工房态表。
- Update the Rooms Controller as often as possible with the room status.
立刻将最新房态变化通知房间控制员。

i. *Reservations / Revenue Manager*预定/收益经理:

- Ensure forms for manual procedures are available for the staff (Refer to **Hotel Manual Reservation Form**).
确保员工能够得到手工运营时所需的表格。
- Ensure dedicated reservation staff checks reservation bookings from HOLIDEX regularly.
确保预定部员工仔细检查从HOLIDEX来的预定。

4.12.5.2. *Unscheduled System Downtime*意外系统停机

UNSCHEDULED DOWN TIME

a. *Front Office Approach*前厅部准备:

The down time reports should be printed by Front Office Duty Manager (DM) every four hours throughout the day so that the most recent reports can be obtained immediately.
前厅值班经理每四小时打印停机报表, 当意外停机发生时, 适用最近打印的一份报表。
Keep the reports in an easily accessible and safe location so that reports will always be available during unscheduled down time.

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将前台作序需要的报表保存在一个容易取得并且安全的位置以便在计划停机期间随时可以适用。

Unscheduled Downtime Report Distribution 意外停机报表清单及分发列表

Report Name	Shift Leader	Reservations	Front Desk	Club Floor	Telephone Dept	Housekeeping	Outlet 1	Outlet 2	Other	Total # of Copies
Guests In-House in Alphabetical Order	1		1	1	1		1	1		6
Guests In-House by Room Number (Including expected departures)	1		1	1	1		1	1		6
Vacant Rooms	1					1				2
Room Plan	1									1
Pre-Blocked Rooms by Room Number	1	1								2
Open Balance All			1	1						2
Arrivals Expected (for 2 days)		1	1	1						3
Reservations Arrivals Detailed Preferences (for 2 days)			1	1						2
Specials Forecast (for 2 days)			1	1						2
Departures Expected			1	1						2
Messages Guest In-House & Due Arrival					1					1
Guests In-House w/Cash Payment Method							1	1		2

b. Rooms Controller Approach 房间控制员准备:

The down time reports should be printed by Rooms Controller every four hours during working hours (9.30am to 7.30pm).

房间控制员每四小时打印下列停机报表。

- Check Out Room List
结帐房间清单
- Vacant Rooms (Filtered by room status: CLEAN)
空房清单 (房态: “清洁”)
- Departure Today (Filtered by include: DUE OUT)
今日离店清单 (房态: “预计离店”)

c. Instant Service Approach 服务中心准备:

The down time reports should be printed in soft copy by Instant Service Agent every four hours throughout the day.

服务中心员工须每四小时打印下列报表。

- Guests In-house by Alpha 住店客人清单 以名字排序

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- Guests In-house by Room 住店客人清单 以房号排序

d. Housekeeping Approach 客房部准备:

The down time report (Housekeeping Detailed Report) should be printed by Housekeeping Clerk / Supervisor / Asst Housekeeper at 7am / 9.30am or 2.30pm / 5pm or 7pm / 11pm every day.

客房部需每天于7:00am, 9:30am, 2:30pm, 5:00pm或7:00pm,11:00pm打印下列停机报表 (客房状态明细表)。

- Check Out Room List
结帐房间清单
- Vacant Rooms (Filtered by room status: CLEAN)
空房清单 (房态: “清洁”)
- Departure Today (Filtered by include: DUE OUT)
今日离店清单 (房态: “预计离店”)

e. Reservations Approach 预定部:

The down time report (History & Forecast report - next 3 months) should be printed by Reservations / Revenue Manager every 4 hours

预定/收入经理每四小时打印停机报表 (三个月的历史与预报表)。

MANUAL PROCEDURES DURING UNSCHEDULED DOWN TIME

意外停机期间手工运营程序

a. Front Office Duty Manager 前台值班经理:

- Advise IT Manager immediately.
立刻通知IT经理
- Down time coordination / advice staff when system is off-line / distribute down time reports.
作为系统停机时的协调员, 通知停机时间并且分发停机报表。
- Obtain most recent information from housekeeping.
从客房部得到最新的信息。
- Advise housekeeping on a regular basis of check-in and check-out.
定期将客人入住或者离店情况通知客房部。
- Ensure forms for manual procedures are available for the staff.
确保员工能够得到手工运营时所需的表格。

b. Rooms Controller 房间控制员:

- Allocation of vacant rooms.
分配空房
- Call housekeeping on a regular basis to receive vacant / clean rooms and update the manual sheet.
定期将空/干净房变化通知客房部, 并且在手工表上更新。

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c. Instant Service 服务中心:

- Prepare a hard copy of down time report from the dedicated workstation.
准备好一份打印出的停机报表。
- Buffer all call charges in Call Accounting System.
将电话计费系统地所有电话费转入缓存而不传输至PMS系统接口。
- Receive check-in and check-out updates from Front Desk & Club Lounge to activate and deactivate telephone lines manually via PABX console.
收到前台和行政楼的客人入住/离店通知后，在程控交换机控制台上手工开关客房的电话线。
- Update manual sheet (Refer to APPENDIX 4.16.1).
更新手工表格。

d. For Guest Checking In 客人入住:

- Obtain a vacant room from Rooms Controller.
从房间控制员处得到一间空房。
- If the guest has a reservation, check for a pre-printed registration card / if the guest is a walk-in, obtain a blank registration card or registration form to complete.
如果客人有预定，使用提前准备打印好的登记卡。无预定散客适用空白的登记卡手工登记。
- Mark the registration card to indicate that the guest is not in the system and pass it to Front Office Duty Manager.
在登记卡上标明此客人不在电脑系统中并转交给前厅值班经理。
- Determine settlement method: follow manual credit card authorization procedures / if guest is pre-paying with cash, use a log sheet to record the transaction.
押金支付办法：按照信用卡手工授权程序处理，如果客人预付现金，将交易登记在表格上
- Follow all normal check-in procedures.
遵守正常的入住程序。
- Highlight the guest name and room number on Arrival Detailed report to indicate that the room is occupied.
在“Arrival Detailed Report”上将客人的名字和房号标记此房间已经占用。
- Update Rooms Controller and Instant Service Department as often as possible with the check-in.
立刻通知房间控制预员和服务中心。

e. Posting Charges 入账:

- If a guest has incurred a charge, note the room number, the guest name, the transaction description, the transaction code (if known) and the amount; and inform Front Desk / Club Lounge immediately.
如果客人产生了一笔费用，记录房号，客人名字，交易介绍，交易代码（如果已知）

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和金额。并且立刻通知前台/行政楼。

- Update the Open Balance report.
更新未清余额报表。

f. For Guest Checking Out 客人结帐:

- Use the Open Balance report to find the latest balance.
使用帐目平衡报表找出客人最新的未清余额。
- Check to see if any additional charges have been received for this guest.
检查是否有客人确认的其他的费用。
- Accept payment from guest.
接受客人的付款，并且在交易记录表上登记。
- Ensure you have full registration details, so a copy of the final bill may be sent to the guest.
确保酒店有完整的登记信息，以便今后可将最终账单的拷贝发送给客人。
- Update the guest's account balance on the Open Balance report.
在未清余额报表上更新客人的帐户余额。
- Update Rooms Controller and Instant Service Department as often as possible with the check-out.
立刻通知房间控制预员和服务中心。

g. For F&B Outlet 餐厅:

- Post all guest bills to Offline mode for all settlement type (Cash, Credit Card, Guest Ledger & etc).
使用离线结帐模式为客人结帐，包括所有的付款方式（现金、信用卡、挂房帐等）
- Send one copy of Guest Ledger folio to Front Desk / Club Lounge.
将挂房帐的账单一联送至前台或行政楼。
- Consolidate all guest bills settled under Offline mode and pass it to Front Desk for manual posting when the system is available.
当系统恢复时，合并所有使用离线模式结帐的账单并交给前台。

h. Housekeeping Clerk / Supervisor / Asst Housekeeper 客房部员共/主管/经理助理:

- Obtain room status updates from Housekeeping Maid / Floor Supervisor via house phone.
通过电话从楼层服务员/主管得到房态的最新变化。
- Update the manual house status sheet (Refer to [Hotel Manual Housekeeper Report](#)).
更新手工房态表。
- Update the Rooms Controller as often as possible with the room status.
立刻将最新房态变化通知房间控制员。

i. Reservations / Revenue Manager 预定/收益经理:

- Ensure forms for manual procedures are available for the staff (Refer to [Hotel Manual](#))

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Reservation Form).

确保员工能够得到手工运营时所需的表格。

- Ensure dedicated reservation staff checks reservation bookings from HOLIDEX regularly.
确保预定部员工仔细检查从HOLIDEX来的预定。

4.12.5.3 Follow up when PMS is online系统恢复后

FOLLOW UP WHEN THE SYSTEM IS ON-LINE

a. IT Department 电脑部:

- Advise all PMS user the system is back on-line.
通知所有用户系统已经恢复。
- Check PMS processors (Forecast / Business Event / FO Act) are in running state and Holidex Service has been restarted.
检查系统地所有进程已经运行， Holidex服务已经重新开始。
- Check interface postings have restarted / determine if buffered charges will automatically update the PMS.
检查接口已经恢复传帐， 确认缓存的费用被自动更新到系统内。
- Perform database swap for HSIA / PABX / Call Accounting interface.
对宽带、程控交换机以及电话计费系统接口进行数据交换处理。

b. Front Office / Club Lounge 前厅/行政楼:

- Check guests into the system.
将住店客人补入系统。
- Post remaining charges from the transaction log sheet.
输入在交易登记表中的其他费用。
- Check-out any guests who departed during the down time.
在系统内将停机期间结帐的客人做结帐离店处理。
- Clear the 'Lost Interface' folio.
清理“接口传输丢失费用”账单。

c. Instant Service 服务中心:

Check Call Accounting interface postings have restarted / determine if buffered charges will automatically update the PMS.

检查电话计费系统接口已经恢复传帐， 确认缓存的费用被自动更新到系统内。

d. Housekeeping 客房部:

Update all room status.
在系统内更新所有房态。

e. Reservations 预定部:

- Verify that all cancellations and reservations haven been updated.

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确认所有的取消和新增预定已经被录入系统。

- Perform PMS Inventory Synchronization.
进行系统库存同步。
- Perform OXI Resynchronization for Blocks & Inventory.
对OXI预定和库存进行重新同步。

4.13 - Business Continuity Plan for POS System

4.13.1 Objective

This Business Continuity Plan (BCP) will be updated in response to changes in the business environment. The Information Technology Department will review the plan with the following departments at least annually.

业务连续性计划根据业务环境变化而更新。IT部门至少每年一次与下列部门检查业务连续性计划。

- Food & Beverage Outlets 餐厅

This document outlines the steps required to operate all Food & Beverage Outlets, Laundry Department & Business Center in the event of scheduled or unscheduled system down time.
本文档概述上述部门在POS系统计划或者意外停机无法使用时运营所需的操作程序

4.13.2 Scope

This BCP is applicable for the following departments of the hotel.

业务连续性计划适用于下列部门。

- Food & Beverage Outlets 餐厅

4.13.3 Definition

BCP – Business Continuity Plan 业务连续性计划，是为了防止正常业务行为的中断而被建立的计划。

4.13.4 Policy

This BCP will only be used in situations when it is determined that business impacts and /or business risk requires alternate business processes.

只有在业务受到影响或者业务风险明确的情况下才能实施业务连续性计划以替换正常的业务程序。

4.13.5 Related Procedure

4.13.5.1 Scheduled and Unscheduled System Downtime

SCHEDULED & UNSCHEDULED DOWN TIME 计划与意外停机

a. *F&B Outlets Approach* 餐厅准备:

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Each outlet cashier counter should have followed package items available. When the system is down, F&B is to arrange sufficient staff to work in the counter for manual operation. Outlet supervisor to patrol each outlet to assist and to send guest checks to Front Desk for posting. All cashiers are to be trained on the manual procedures for guest check settlement including the use of calculators for bill computation.

每个站点的收银柜台内必须存有下列物品。当系统不能正常使用时，餐饮部应该安排足够的员工以应付手工运作的需要。各站点的管理人员应该在每个站点进行巡视以提供帮助，并将各站点客人消费的帐单送到前台进行入帐，对所有的收银员必须进行手工结帐工作程序的培训，其中包括如何使用加数器。

Supervisor / Assistant Manager / Manager should ensure all items in the Contingency Package listed below, are in proper working condition and complete. Any discrepancy should report to Finance Department immediately during working hour.

主管/助理经理/经理必须保证应急计划所需的所有事项正常工作并且完成。如有问题应立刻报告财务部。

Evaluate the need to check all package items **every day** prior start of the day.

在每日工作开始前根据需要检查下列项目。

F&B Outlets:

No	Items
1	Cashier Balance Report 收银员余额报表
2	Daily Void and Explanation Log 取消账单登记簿
3	Manual Captain Orders 手工单
4	Manual Guest Check 手工客人账单
5	Tax Invoice 发票
6	Calculator 计数器
7	Receipt Book 收据
8	"PAID" Stamps "已付款"图章

4.13.5.2 Manual Procedures during System Downtime

MANUAL PROCEDURES DURING SCHEDULED & UNSCHEDULED DOWN TIME

a. *Outlet Supervisor / Assistant Manager / Manager* 餐厅主管/助理经理/经理:

- Down time coordination / advise staff & kitchen chef when system is off-line.
做为停机协调人，通知员工和厨师系统停机时间。
- Ensure Contingency Package is ready for distribution.
保证应急计划所需的材料已经准备好。

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b. For Order Taking 点单:

1. Waiters/Waitress will take orders from guests using manual Captain Orders.
服务员应该使用手工的点菜单进行点菜。
2. Upon receipt of Captain Orders, the cashier to post the orders to the manual Guest Check immediately.
在收到手工点菜单时，收银员立刻将这些点菜单上的信息手工加在客人的帐单上。
3. Clip the Captain Orders together with the Guest Checks and put them into pits according to table numbers.
手工点菜单和客人的帐单用夹子夹在一起并把它们放在标有台号的帐单架内。
4. When guests ask for the bill, take out the Guest Checks from the pit and calculate the total amounts of the Guest Checks with calculator. After that, give the Guest Check to the waiter/waitress for presentation to guests.
当客人要求结帐时，从相应的格子中找出客人的帐单并用加数器计算出总金额，最后由服务员将客人帐单呈递给客人。

c. For Bill Settlement by Cash 现金结账:

1. Stamp "Paid" to the Guest Check upon receipt of money.
收到现金后在客人的帐单上盖上“PAID”章
2. 1st copy of the Guest Check to be returned to guests for record
将客人帐单的第一联交还给客人。
3. 2nd copy of Guest Check together with Captain Orders to be kept and submitted to Finance.
客人帐单的第二联和手工点菜单放在一起并交给财务部。
4. Mark down details of the Guest Checks to "Cashier Balance Report".
在“收银员帐目报表”上写下客人帐单的明细。

d. For Bill Settlement by Credit Card 信用卡结账:

1. Post the credit card to the EDC machine with the total of the Guest Check amount.
使用银行的刷卡机收取客人相应的金额。
2. Pass the credit card voucher to the waiter/waitress for guest's signature and return the credit card and the customer copy of the voucher together with the 1st copy of the guest check to the guest.
把信用卡单交给服务员并请客人签字，然后将信用卡和卡单的客户联以及客人帐单

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的第一联一同交给客人。

3. 2nd copy of Guest Check and credit card voucher together with Captain Orders to be kept and submitted to Finance.

客人帐单的第二联和信用卡单和手工点菜单一起交给财务部。

4. Mark down details of the Guest Checks to “Cashier Balance Report”.

在“收银员余额报表”中写下客人帐单上的明细。

e. For Bill Settlement by Guest Ledger 挂账:

1. Verify the room number and guest name against Registered Guest report that is sent from Front Office.

依照前台发出的“在店客人报表”核对客人的房间号和姓名。

2. Telephone Front Desk immediately with the details of the Guest Check including room number, guest name, outlet name, Guest Check number; amount and record the name of the Front Desk staff that received the call.

立刻打电话通知前台，告知前台员工客人帐单上的详细内容，包括房间号码、客人名称、站点名称、客人的帐单号码、帐单的总金额，并记录下接电话的前台员工的姓名。

3. Send the 1st copy of the Guest Check to the Front Desk.

将客人帐单的第一联送到前台。

4. 2nd copy of Guest Check together with Captain Orders to be kept and submitted to Finance

客人帐单的第二联和手工点菜单一起交给财务部

5. Mark down details of the Guest Checks to “Cashier Balance Report”.

在“收银员余额报表”中写下客人帐单上的明细。

f. For Void Items and Checks: 取消部分或者全部账单

1. Fill in void information into Daily Void and Explanation Log.

在取消登记簿上登记。

2. All voided items and checks must be viewed and approved by Outlet Assistant Manager / Manager.

所有取消的项目必须由餐厅助理经理或者经理检查并且批准。

3. Attach all voided checks together with Daily Void and Explanation Log prior submitting to Accounting Department.

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将所有取消的账单与登记簿一起交给财务部。

4.13.5.3 Follow up when POS is online 系统恢复后

FOLLOW UP WHEN THE SYSTEM IS ON-LINE

a. *IT Department:*

- Advise all POS user the system is back on-line.
通知所有的POS用户系统已经恢复运行。
- Check POS interface postings have restarted.
检查POS接口恢复工作。

b. *F&B Outlets 餐厅:*

- Upon the system retrieve to operation, the waiter/waitress has to post and print checks; the cashier will close the check in POS system. For any guest ledger charges, the cashier can use offline to close the check.
一旦系统恢复正常，服务员必须在点菜机上输入并打印帐单，收银员必须在POS系统中关闭帐单，如果要对客人帐单进行挂帐处理，收银员可以使用离线来关闭客人帐单。
- All manual check must be attached with the correspondence printed checks. Especially for those checks settled by guest ledger.
所有手工的帐单必须附上相对应的系统打印出来的帐单，特别是挂客帐的帐单。

5. IT Standards

5.1- Hotel Firewall / Public IP Addresses

5.1.1 IT STANDARD HOTEL FIREWALL

Hotel administration Internet access must be protected with a hardware firewall.

酒店管理网络的英特网访问必须由硬件防火墙保护。

Hotel Administration Internet connections must be separate from the guest High Speed Internet Access (HSIA) in guest rooms, meeting rooms and business center.

酒店管理网络的英特网访问必须与客房、会议室和商务中心的客用高速因特网系统 (HSIA) 隔离。

5.1.2 HOTEL PUBLIC IP ADDRESSES

5.1.2.1 Public IP Address - An Internet Protocol (IP) address that is designated for use in a public domain, such as the Internet. A public IP address is in contrast to a private IP address, which is in an address range designated for use only in a private domain, such as a local area network (LAN).

公网IP地址- 一个英特网协议(IP)地址，指定用于英特网公共域名。与公用IP地址相比，一个私用IP地址是在特殊的地址范围内指定用于一个局域网的私有域名。

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A computer on the Internet is identified by its IP address. In order to avoid address conflicts, IP addresses are publicly registered with the Network Information Centre (NIC). Computers on private TCP/IP LANs however do not need public addresses, since they do not need to be accessed by the public. For this reason, the NIC has reserved certain addresses that will never be registered publicly. These are known as private IP addresses, and are found in the following ranges:

在英特网上的电脑根据其IP地址区分。为了避免地址冲突，IP地址是向网络信息中心（NIC）公开注册的。在私有TCP/IP局域网内的电脑不需要公用地址，应为他们不需要被公网访问。处于此目的，NIC保留了一些地址段不分配给公网。在以下范围的这些地址被称为私有IP地址：

From 10.0.0.0 to 10.255.255.255

From 172.16.0.0 to 172.31.255.255

From 192.168.0.0 to 192.168.255.255

5.1.2.2 Administration internet use 管理网络的因特网访问:

It is recommended to have at least Public IP addresses readily available for outside interface on a NAT translation for secured remote purposes, secured VPN or CITRIX use for the hotel. Hotel IT manager should know how to configure the main firewall to do the configuration else please refer with the local vendor support.

建议至少有公共的IP地址随时可以给的网络地址转换的外部接口使用，以便安全的远程访问，如在酒店使用的VPN或者CITRIX等。酒店IT经理应当知道如何配置主防火墙，具体的配置方法可以联系本地供应商的技术支持。

5.1.2.3 Guest Internet use 客人英特网访问:

For the guest internet access, it is recommended to have at least 40% of your total guest room inventory of the total of public IP address. Public IP Addresses can be requested from your local ISP. They come in groups of 16, 32, 64, 128 counts.

对于客人的因特网访问，推荐至少保留客房总数40%的公共IP地址，公共IP地址向酒店当地的ISP申请。他们按组申请，每组为16, 32, 64, 128个等。

Public IP Addresses needs to be configured and added in HSIA provider DHCP server for the Public IP Addresses to be distributed to the guests' laptops/computers once they access the internet from the guest rooms. These Public IP Addresses will address the problems of the guest not able to connect to their company VPNs. Although new VPN technology now does not need a Public IP Address to communicate peer to peer, majority of the Company VPN used by the guests are still requiring a public IP address to communicate well with their VPN server in their company.

公共IP地址需要在宽带上网系统的DHCP服务器上进行添加和配置，以便客人在客房连接因特网时分配给客人的笔记本和电脑。这个公共IP地址将解决客人无法连接到其公司虚拟专用网络的问题。虽然新的虚拟专用网络(VPN)不需要公用IP地址进行点对点通讯，但是多数客人公司用的虚拟专网仍然需要通过公网IP地址来与其公司的虚拟专网服务器通讯。

5.2 - Anti-virus Standards

5.2.1 INTRODUCTION

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This document is intended to set out the hotel operational and technical requirements for the antivirus systems.

本文档的目的是组织酒店防病毒系统的运营和技术要求。

5.2.2 REQUIREMENTS

- It is essential that every workstation, laptop, server or other computing device be installed with suitable antivirus software.
给每个工作站、笔记本、服务器和其他电脑设备安装适当的防病毒软件是非常重要的。
- At least weekly, virus updates are to be forward either manually or through an automated process to all workstations and servers to ensure that the latest antivirus definitions are loaded on all systems.
至少每周一次，将病毒更新发通过自动或者手工的方法发送到所有的工作站和服务器上，以保证所有的系统都加载最新的防病毒定义。
- All approved systems and applications are certified to work and to be supported on the recommended antivirus systems above.
所有批准的系统和应用都通过上述推荐的防病毒系统的认证，可以正确工作并且得到支持。
- In addition, all approved vendors have certified their applications and systems to work and be supported on the recommended antivirus systems above.
此外，所有集团批准的供应商，都认证他们的应用和系统的工作能够在上述推荐的防病毒系统下工作，并且得到支持。
- McAfee Active Virus Defense has the following benefits and features:
McAfee主动病毒防御具有以下利益和特点:
 - **Broad protection** 广泛的保护
To protect against all types of viruses and malicious code, including new and unknown threats
主动病毒防御可以抵御所有类型的病毒和恶意代码，包括新的和未知的威胁
 - **Cohesive integrated solution** 整合的解决方案
Active Virus Defense's tools combine to seamless operation in a coordinated, easy-to-manage solution
主动病毒防御工具无缝整合在一个易于管理的解决方案中
 - **Complete system protection** 全面的系统保护
To get comprehensive protection for desktops, file servers, e-mail servers, and Internet gateway
得到对工作站电脑、文件服务器、邮件服务器和英特网网管的全面保护。

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➤ **Single console management** 单一管理界面

Used with McAfee ePolicy Orchestrator, Active Virus Defense provides a complete, single-console, security management solution, including detailed graphical reporting
通过McAfee ePO软件，主动病毒防御可以提供一个全面的、单一管理界面的安全管理解决方案，包括详细的图形报告。

➤ **Updates itself automatically** 自动更新

Active Virus Defense automatically keeps computers with the latest security updates, so that IT staff does not have to spend their valuable time on manual processes
自动安装安全更新，IT员工可以节约手工操作所需的宝贵时间

➤ **Proven anti-virus technology** 可靠的防病毒技术

McAfee anti-virus technology blocks a wide range of virus and malicious code threat; it uses advanced heuristics as well as generic detection to protect against new viruses and other threats

McAfee防病毒技术阻止广泛范围的病毒和恶意代码威胁；与常规检测相比，它使用先进的启发式检测，以防止新病毒和其他威胁的侵扰

➤ **Centralized management** 集中管理

Active Virus Defense and ePolicy Orchestrator are integrated for coordinated policy management, deployment, and detailed graphical reporting from one console; ePolicy Orchestrator also enforces virus protection compliance

McAfee和ePO将策略管理、部署和详细的图像报告集成在同一控制台中；ePO还能强制实行病毒防护。

➤ **Desktop and file server protection** 电脑和文件服务器保护

McAfee® VirusScan® protects desktops and file servers against viruses and other threats; it guards system against exploits that target vulnerabilities in Microsoft® applications and OS services

McAfee保护电脑和文件服务器抵御病毒和其他威胁；它保护系统避免遭受针对微软应用程序和操作系统服务漏洞的攻击

➤ **Internet gateway protection** 英特网网关保护

By stopping them at the Internet gateway, McAfee® WebShield® keeps viruses and other Web-based threats out of your network; using integrated content filtering, it also prevents offensive or inappropriate content from reaching users

McAfee WebShield可以将病害和基于Web的威胁阻止在英特网网关；集成的内容过滤功能可以防止攻击或不适当的内容到达用户

➤ **E-mail server protection** 邮件服务器保护

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Viruses may also enter system through an e-mail server; McAfee® GroupShield® specifically protects this layer of network with anti-virus support for Microsoft Exchange servers

病毒也有可能从邮件服务器进入系统，McAfee GroupShield明确在网络层对微软邮件服务器提供防病毒支持。

5.3 - IT Computer Hardware Specifications

5.3.1 INTRODUCTION

This document is intended to set out the operational and technical requirements for a hotel's computer hardware.

本文档的目的是组织酒店硬件的运营和技术要求。

5.3.2 REQUIREMENTS

➤ A site survey is required to determine the full requirements at the hotel. The site survey can be completed by the hotel's IT manager, or a reputable system integrator.

首先需要做一个现场调查来确定酒店的全部需求。现场调查可以有IT经理或者可靠的系统集成商来实施。

➤ These requirements are stipulated by the application vendors, in order to ensure their system is certified and is supportable on the hardware.

这些需求由应用供应商说明，以保证他们的系统得到认可和支持的硬件。

➤ The Servers, PC's and laptops are to be one of the following brands to be inline with standards, and to adhere to the vendors requirements. Hardware from other brands, non-branded hardware, or hardware with components from mixed brands, are not approved nor certified by and vendors:

服务器、电脑和笔记本电脑根据标准是以下品牌之一，并且遵循供应商需求。其他品牌、无品牌或者由不同品牌零件组装的硬件是不被集团和供应商所批准和认证的。

- Epson
- HP

➤ Mac computers such as MacBooks/iMac are not permitted for hotel operations use. Hotel has the option to use MAC computers for the purpose of guest use in business centers and club lounge.

苹果电脑如MacBook和IMac等不应许酒店运作使用。酒店可以在商务中心和行政楼层提供苹果电脑给客人使用。

➤ Generally, the server setup for an hotel will be as follows:

通常酒店使用的服务器如下：

- 2-4 (dependant on number of users) x Servers for the Opera PMS system
- 2-4台Opera PMS服务器（基于用户数量）

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- 1 x Server for the Sales & Catering system (not required if Opera S&C is utilized)
1台销售宴会系统服务器（如果使用Opera宴会销售系统不需要）
- 1 x Server for the Finance Accounting System
1台财务系统服务器
- 1 x Server for the Email system (optional)
1台邮件系统服务器（可选）
- 1 x Server for the Point of Sale system
1台餐饮POS系统服务器
- 1 x Server for Active Directory
1台域控制服务器
- 1 x Servers for the user's data files
1台用户数据文件服务器
- Servers for other systems, etc
其他系统服务器等

➤ The main applications are to be installed on their own dedicated server. This ensures that if one server fails, the other applications contributing to the hotel's operation will not be affected.
主要的应用被安装在他们自己的专用服务器上。以保障当一个服务器故障时，其他的应用可以继续支持酒店的运营而不受影响。

➤ All servers should run mirror disk imaging and Raid backup.
所有的服务器应当运行磁盘阵列并且制作硬盘镜像备份。

➤ The servers can either be purchased from the manufacturer or from a local distributor.
服务器可以向生产商或者本地分销商采购。

➤ For backup purposes, a tape drive should be utilised, with Symantec Backup Exec as the backup software. Tape backups are to be performed on all systems daily, rotated weekly and monthly, with rotated tapes stored offsite or in a fireproof, secure safe.
为了备份，应当使用磁带驱动器，并且用Symantec Backup Exec作为备份软件。所有的系统每天都需进行磁带备份，磁带每周或者每个月轮换。轮换的磁带存储在酒店外部或者防火的地方，以确保安全。

➤ Server Image backups can be done by using software like Acronis TrueImage software or alike.
服务器镜像备份可以由专业软件来制作，如"Acronis TrueImage"等。

➤ Due to the cost of laptops over desktops, it is recommended only senior management and staff who are required to travel frequently (sales staff) should be provided laptops.
由于笔记本电脑的成本高于台式机，所以推荐只有高级管理人员和经常需要出差的员工

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(如销售员工) 等才配置笔记本电脑。

- Printers should be a Hewlett Packard model. Printers should be TCP/IP networked where possible so as to reduce the number of printers required.
打印机应当使用HP品牌。在可能的情况下，打印机应当通过TCP/IP联网以减少所需的打印机数量。
- Computer software should not be installed without a license. This includes beta, test or trial installations. The hotel is required to perform an audit of its computer software licenses at least every 6 months to ensure that the correct number of licenses have been purchased to cover the installations of the product on the workstations.
不能安装没有版权的电脑软件，包括测试和实验性的安装。酒店必须至少每6个月进行其计算机软件许可证的审计，以确保已购买的正确的许可证数量可以涵盖在工作站电脑上的安装。

5.4 – Email Address Requests

5.4.1 OBJECTIVE:

To apply email address for hotel authorized users.

为授权用户申请电子邮件地址。

5.4.2 RELATED PROCEDURES:

1. Any authorized user should request a hotel email address with the approval of relevant department head.
所有的授权用户都应当在相应部门经理批准后申请一个电子邮件地址。
2. Any authorized user should fill up the User Rights Form in order for the user to gain a hotel email address.
授权用户填写用户权限表来申请酒店电子邮件地址。
3. IT department should review the requested email address with approval of the user department head.
IT 部门检查电子邮件地址申请是否得到用户部门经理的批准。
4. IT department will configure the staff computer to function accordingly to the BRHH Email Configuration.
IT员工将按照BRHH邮件配置方法设置员工的电脑接收邮件。
5. Any password RESET should be done by the user. In any case needed, user should inform the IT department for a password reset and should have to wait 3 to 4 hours before the affectivity time of the new password.
密码的重设应该有用户自己完成。如果需要帮助，用户可以通知IT部门申请密码重设，并且等待3到4个小时新密码激活。

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5.5 - Point of Sales Item

5.5.1 OBJECTIVE:

To practice a smooth and secured flow of procedure on changing, adding and editing of items with our Point of Sales System.

建立一个流畅和可靠的处理流程来替换、增加或者编辑POS系统的项目。

5.5.2 RELATED PROCEDURES:

1. Any additions, changes of items and item prices are to be known from outlets. An outlet manager will be raising the POS Item List/Change form indicating all the items, item prices, promos, discounts and has to be submitted to the F&B Director for approval.
任何对项目以及项目价格的增加或者修改都是由营业点提出。营业点经理递交POS系统项目清单和更改表来明确所有的项目、项目价格、优惠、折扣，并且由餐饮总监批准。
2. Once approved by the F&B Director, the form should be forwarded to the cost controller for approval on the costing of each item.
餐饮总监批准后，表格转发到成本控制核算批准每个项目的成本。
3. Cost controller then should immediately forward the approved costing (change in price, new items) to IT department for coding in the POS server. Please take note that the effectively date for all requests should be 5 days before the exact effectively date of the items in the POS to give ample time to IT department to program the items, keys, scripts and configurations.
成本控制然后将批准后的成本（价格变化、新项目等）转交给IT部门在POS服务器上输入。请注意在项目实际生效日期的5天前把请求交给IT部门，以便IT部门有足够的时间来修改项目、按键、脚本和配置。
4. Once all the items are in place in the POS system, IT department should be contacting the outlet to see and check the items and prices in their POS workstations installed in their respective outlets.
当所有的项目都在POS系统内设置完成后，IT部门将联系营业点查看和检查项目和价格在其POS终端上已经被正确设置。
5. Once all the items are checked and approved by the outlet manager, the POS Item List/Change form now will be forwarded back to the cost controller for the signature of the Director of Finance and then to the General Manager.
当所有的项目由营业点经理检查确认后，POS项目清单/修改表将送回给成本控制，成本控制依次递交给财务总监和总经理签字。
6. The cost controller then will be filing the POS Item List/Change form for future reference.
成本控制将POS项目清单/修改表存档以便今后查询参考。