

Hotel Systems Dashboard

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Charter

- Define the requirements for a comprehensive property based dashboard system
- Information to be displayed:
 - Information relating to business impact (both guest and associates)
 - Information relating to system outages
 - Trending information that could be use for forecasting

Workgroup Plan

- Develop Use Cases and Requirements
 - Use common requirements template
- Target Three Different Hotel Audiences:
 - Property Management (e.g. General Manager)
 - Property Technical Support (on property or 3rd party)
 - Management or Property Ownership Group
- Requirement Output
 - High-level requirements
 - Example graphical output

Detailed Dashboard Requirement Template

Category	Description
Targeted Audience	Property Management (e.g. GM), Property IT, Corporate IT
Technology Areas	<ul style="list-style-type: none">• Guest and/or associate user devices• Access Points• Switches (MDF & IDF)• Gateway• Firewall• Router• ISP Circuit• Authentication• DNS• DHCP• Application / Services
Information/Key Performance Indicator	Relevant information to make decisions or report activity, performance, or operation of the above technology areas.
Detail of Information to be provided	Additional detailed information that the audience may wish for follow up or review for explanation, but this should not be required to understand the KPI
Example Representation of Display format	Example representations of dashboard information (pie chart, step chart, etc)

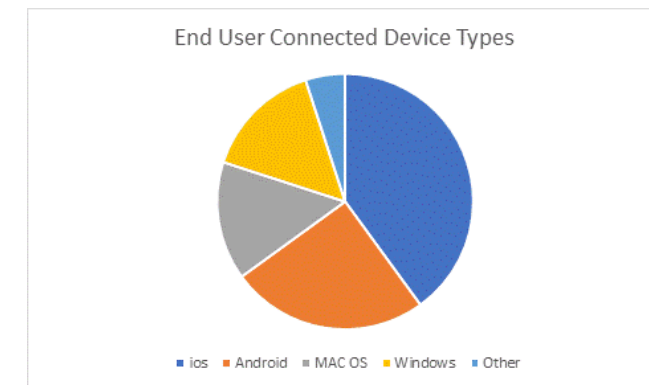
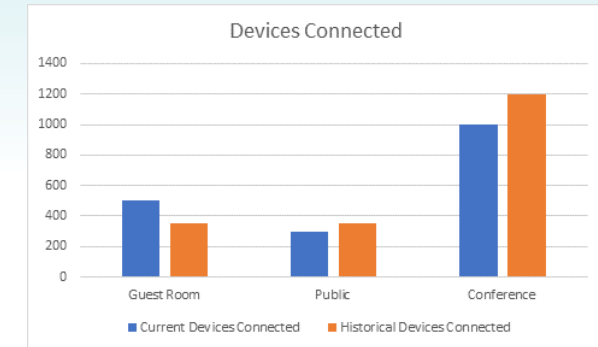
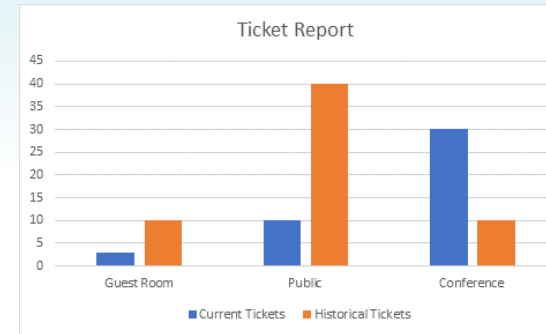
Current State

- Completed first draft of requirements
- First draft reviewed by workgroup members
- Requirements to be reviewed at Insight Summit
- Requirements to be published after Insight Summit

Example Requirements

- Property Management

Targeted Audience	General Manager
Technology Area	End User Device
Information or Key Performance Indicator	Current and historical information on number & type devices connected as well as number of tickets by zone.
Information Detail	<ul style="list-style-type: none"> Number and type of devices connected by zone (current and historical) Number of tickets opened with help desk relating to connectivity issues (current and historical) Length of historical value set by hotel. Query time defined by hotel. Zones set by hotel.
Example Graphical Representation or Display Format (if applicable)	<ul style="list-style-type: none"> Bar and pie chart

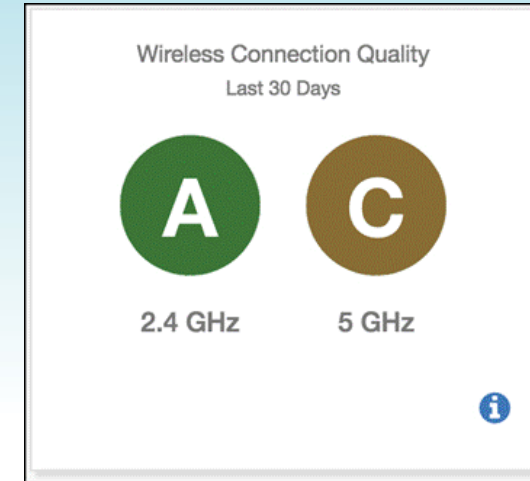


Corporate

Target Audience	Corporate
Technology Area	ISP Circuit
Information or Key Performance Indicator	Circuit failure frequency and timing Circuit utilization trend
Information Detail	<ul style="list-style-type: none">• Historical perspective on utilization of circuit over prior 13 months (ability to go back further on demand)• Historical perspective on number of circuit failures over the prior 13 months (ability to go back further on demand)• Ability to collate data by ISP across hotel estate• Ability to sort by day of week
Example Graphical Representation or Display Format (if applicable)	<ul style="list-style-type: none">• Display percentage utilisation,• Suggest line chart• Number of times circuit down over defined period• Suggest bar chart

Property IT

Target Audience	Property IT
Technology Area	AP
Information or Key Performance Indicator	Red, yellow or green indicator
Information Detail	<ul style="list-style-type: none"> • Historical RF performance. • A thru F grading system. • Identify underperforming AP(s). • Notification(s) based on property defined thresholds.
Example Graphical Representation (if applicable)	See below for example(s)



Name ^	2.4 GHz	5 GHz
AP-BOH-BSMT-B1-ENGINEERING	A	B
AP-BOH-BSMT-B10-MECH-ROOM-FRONT	B	C
AP-BOH-BSMT-B2-HOUSEKEEPING	A	A
AP-BOH-BSMT-B3-SEAMSTRESS	A	A
AP-BOH-BSMT-B4-LAUNDRY-OFFICE	B	A
AP-BOH-BSMT-B5-LAUNDRY	A	A
AP-BOH-BSMT-B6-LOCKER-ROOM	B	B
AP-BOH-BSMT-B7-REPAIR-ROOM	B	B
AP-BOH-BSMT-B8-CONTROL-ROOM	C	C
AP-BOH-BSMT-B9-MECH-ROOM-BACK	B	A

Next Steps

- Publish Use Cases
- Develop plan for next workgroup efforts
- Possible new efforts:
 - Expansion to other non-network systems
 - Introduction of AI into analysis