

Accor IT Standards Audit MEA v0.2

Mohamed Slama / HB4I5 - Movenpick Gammarth

Complete

Score	73.35%	Failed items	60	Actions	1
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Site

HB4I5 - Movenpick Gammarth, AFRICA
& INDIAN OCEAN, TUNISIA

If you are auditing an Economy or Midscale hotel, please choose No Site in the Site field, and enter the hotel name into the Hotel field.

If you are auditing a Premium or Luxury hotel, please enter the hotel into both the Site and Hotel field.

Prepared by

Mohamed Slama

Hotel

HB4I5 - Movenpick Gammarth

Location

B P 36, Av. Taieb Mhiri, Marsa 2078,
Tunisia
(36.8948848, 10.3209641)

Failed Items & Actions

60 failed, 1 action

Failed items

60 failed, 1 action

Start IT Audit / Backup Others

A (database) restore from Barracuda or tape is being tested at least once a month

No

Database restore has been done but not every month

Start IT Audit / Backup Others

All users are storing (critical) business data on the server and/or Sharepoint

No

Users save the data in their own computers

Start IT Audit / Documentation

Up to date inventory of software and licenses is available (incl. versions and serial number) on Samanage (MHR Only) or on file.

No

Software template has been sent to the IT Manager

Done | Priority Low | Due 28 Sep 2021 10:39 CET | Created by Mohamed Slama

a Software template has been sent to the IT Manager

Start IT Audit / Emergency / Emergency Planning - Fire

FM 200 gas is installed in the server room with extraction valves

No

Start IT Audit / Emergency / Emergency Planning - Fire

The server room is deemed the simulated source during hotel fire drills at least once a year

No

Start IT Audit / Emergency / Emergency Planning - Fire

Server room alarm (smoke, fire, heat, humidity) is located in the security office, front office, engineering or any other office that is manned 24/7

No

Start IT Audit / Emergency / Emergency Planning - Fire

A light or sound alarm is installed outside the server room for fire, heat, smoke, sprinkler or humidity

No

No Alarm installed outside the server room

Start IT Audit / Emergency / Emergency Planning - Fire

Surveillance Camera installed in the server room (New PCI DSS requirement)

No

CCTV camera is installed out of the server room



Photo 16

Start IT Audit / Emergency / Emergency Planning - Others

Past emergency situations and recovery solutions are documented in MyIT support tool

No

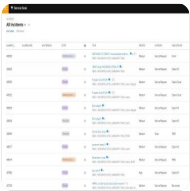


Photo 19

Start IT Audit / Emergency / Emergency Planning - Others

The emergency plan has been tested/revised/reviewed within the last 12 months

No

Start IT Audit / Emergency / Emergency Planning - UPS

A UPS of at least 10KV is installed for the server environment and lasts at least 1 hour supported by load test report

No

UPS is 5KV installed on the server room

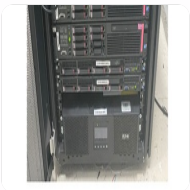


Photo 20

Start IT Audit / Emergency / Emergency Planning - UPS

All business-critical equipment in the server room is connected to UPS power

No

Start IT Audit / Emergency / Emergency Planning - UPS

At least one printer within the network is supported by UPS power

No

Start IT Audit / Emergency / Emergency Planning - UPS

All active network components are supported by UPS power (switches, media converters, etc.)

No

Start IT Audit / Emergency / Emergency Planning - UPS

All UPS power sockets are marked red or labeled "Computer Only" or "UPS"

No



Photo 23

Start IT Audit / Emergency / Emergency Planning - UPS

A list with UPS supported equipment is available in the emergency plan

No

Start IT Audit / Emergency / Emergency Planning - UPS

Tests are being done at least every 6 months to ensure effectiveness of all UPS devices

No

Start IT Audit / Hardware - Servers, Workstations & Interfaces / Servers / Workstations

Local administrator login is disabled or managed by LAPS

No

Local Administrator is protected by a password and managed by the IT department

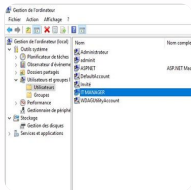


Photo 25

Start IT Audit / Hardware - Servers, Workstations & Interfaces / Servers / Workstations

Office application on each workstation must be Office 2018 or Office365, default language English and local language

No

some users are using Office 365, rest are using Office 2010

Start IT Audit / Hardware - Servers, Workstations & Interfaces / Servers / Interfaces

FL-IMS - POS interface is installed and running (MHR Only)

No

Start IT Audit / Hardware - Servers, Workstations & Interfaces / Servers / Interfaces

MC - POS interface installed and running

No

Start IT Audit / Human Resources

IT Department is informed for newly hired or exiting employees in order to add or remove to/from the system within 48 hours

No

Start IT Audit / IT Status Reporting

An IT 3 years strategic planning is done

No

Start IT Audit / IT Training

The IT Manager and IT Coordinator have gone through at least one day of personal development training within 12 months

No

Start IT Audit / IT Training

The IT Manager & IT Coordinator attended at least 5 courses in Percipio in the last 12 months

No

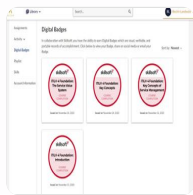


Photo 30

Start IT Audit / IT Training

A quarterly user training is scheduled (mandatory attendance)

No

Start IT Audit / In-Room Technology & Business Center / Business Center

Business Center is equipped with Web corner according to brand standard

No

Start IT Audit / In-Room Technology & Business Center / In-Room

Hotel information channel is installed on TV and comes first.

No

Start IT Audit / In-Room Technology & Business Center / In-Room

2 easily accessible power sockets are on permanent power supply

No

Start IT Audit / Maintenance / Systems - Contracted

Is there hardware dedicated or shared for technical and end-user acceptance testing purposes?

No

Start IT Audit / Maintenance / Systems - Contracted

Is there a procedure ruling over testing and delivery in production environment? Does this procedure encompass OS, RDBMS and other system tools?

No

Start IT Audit / Maintenance / Systems - Contracted

Are dedicated backups performed prior to any delivery in the production environment?

No

Start IT Audit / Maintenance / Systems - Contracted

Core switches are covered by a paid maintenance plan

No

Start IT Audit / Maintenance / Systems - Contracted

All servers, storage and VMware are covered by a paid maintenance plan 24/7/365 (6hrs call to resolution at least)

No

Start IT Audit / Network / Active Components

Brand of all network switches is in accordance to brand standards

No

Multi brand switches are installed at the hotel



Photo 37

Start IT Audit / Network / Active Components

At least 10% ports are free on any switch

No

Start IT Audit / Network / Active Components

Layer 3 switches are used at core level with full redundancy

No

Only One core switch

Start IT Audit / Network / Active Components

End of life switches are not in active use

No

Start IT Audit / Network / Passive Components

Network cabling is fully collapsed in the computer room

No

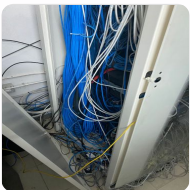


Photo 39

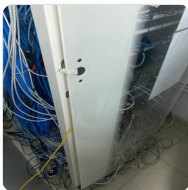


Photo 40



Photo 41



Photo 42

Start IT Audit / Network / Passive Components

Patchpanels in racks are clearly labeled (Voice, data, TV, etc)

No

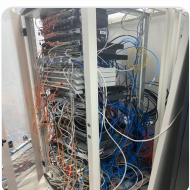


Photo 43

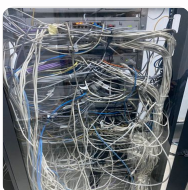


Photo 44

Start IT Audit / Network / Passive Components

Network outlets are clearly labeled matching the corresponding port on the patch panel

No

Start IT Audit / Network / Passive Components

Conduits and/or cable trays are installed for all cabling (data, telephone, etc.)

No



Photo 45

Start IT Audit / Network / Passive Components

Edge switches and patch panels in all areas are housed in a locked closet or rack (IDF)

No

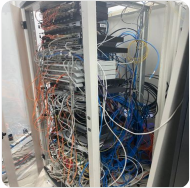


Photo 46

Start IT Audit / Network / Passive Components

IDF's are clean and tidy

No

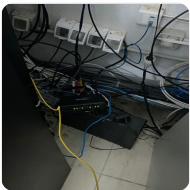


Photo 47

Start IT Audit / Security

Are IT premises protected with appropriate access control system (card system, key coding, key check out at the front office at least) ?

No

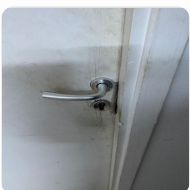


Photo 52

Start IT Audit / Security

Are IT premises properly protected against external "breaking in" risk (i.e. not accessible from outside) ?

No

PC in reception and Wifi AP are not protected against a breaking risk

Start IT Audit / Security

Are computers, tablets and electronic payment terminals (EPTs) located in areas accessed by the public properly protected against theft or damage (attached screen, locked database, tablets secured when not in use, key in area inaccessible to the public)? Are network sockets in public areas disabled when they are not used?

No



Photo 53

Start IT Audit / Security

Does the hotel have a paper shredder that is compliant with PCI DSS standards?

No

Start IT Audit / Passwords

Have DGSIT / Accortel administrator accounts been granted administrative rights over properties' local domains ?

No

Start IT Audit / Group Policies only for hotels with their own domain

All servers and workstations are updated with latest OS and application patches

No

Servers are updated with Windows Server 2012 & 2016, but workstation still running with windows 7

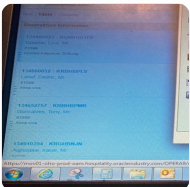


Photo 54

Start IT Audit / Server & PBX Room

Door is fire proof (min. 60 minutes) with proper certificate

No

Start IT Audit / Server & PBX Room

Cabling is under raised floor and is not dilapidated or damaged and runs in trays

No

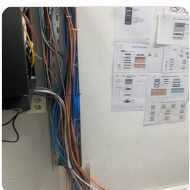


Photo 59

Start IT Audit / Server & PBX Room

Room is clean and tidy

No

Start IT Audit / Server & PBX Room

Antistatic and raised floor

No

Start IT Audit / Server & PBX Room

All hardware is clearly labeled

No

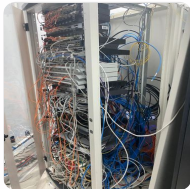


Photo 60

Start IT Audit / Applications / PCI DSS

Subscription to HCP portal Digitrust is active and renewed

No

HCP portal Subscription is expired

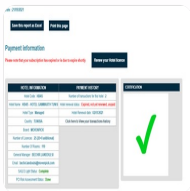


Photo 61

Start IT Audit / Applications / PCI DSS

Management and all departments are aware of the PCI DSS rules and handling responsibilities

No

Password was found sticker in the reception computer

Password of payment terminal sticker on the back

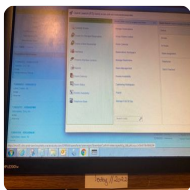


Photo 62



Photo 63

Start IT Audit / Applications / PCI DSS

Is an inventory maintained for systems components that are in scope for PCI DSS, including a list of hardware and software components and a description of function/use for each

No

Start IT Audit / Applications / PCI DSS

Is physical access to wireless access points, gateways, handheld devices, networking/communications hardware, and telecommunication lines restricted

No

Start IT Audit / Applications / PCI DSS

Are personnel educated on PCI DSS upon hire and at least annually

No

Other actions

0 actions

Start IT Audit

1 action, 60 failed, 73.35%

Is Barracuda installed?

Yes

Payment of annual subscription fees on going, cloud backup has been stopped only local backup is working



Photo 1

Backup

100%

Is Barracuda setup according to Accor standards?

Yes



Photo 2

Is Backup successful on a daily basis?

Yes

Backup is configured as per Accor standard (daily, weekly, monthly and yearly)

Are Logs available in case of backup failure?

Yes

Backup logs are available on web portal

Backup Others

2 failed, 73.33%

A (database) restore from Barracuda or tape is being tested at least once a month

No

Database restore has been done but not every month

Backup Logs are available for minimum last 90 days for all backups

Yes

Logs are available since the installation of Barracuda

Open file backup agent is available for the servers

Yes

Agent is installed in all required servers

All notebooks users are provided with a backup method and are advised to back up at least once a month

Yes

Only FC and Revenue Manager have notebooks but they are using Onedrive

All users are storing business files on OneDrive

Yes

One Drive isn't running properly in all computers

All users are storing (critical) business data on the server and/or Sharepoint

No

Users save the data in their own computers

The Royal Services or Message Box (or similar) backup is being done daily on a and restore test is being done at least once every 6 months

Yes

Hotel is using Message Box system



Photo 3

The HRMS & Payroll backup is being done daily and restore test is being done at least every quarter

Yes

The Materials Control backup is being done daily and restore test is being done at least every quarter

Yes

The PMS backup is being done daily and restore test is being done at least once a month

N/A

Hotel is using OPERA CCloud V9

The POS backup is being done daily and restore test is being done at least once a month

N/A

Hotel is using Symphony Cloud

The S&C backup is being done daily and restore test is being done at least once every quarter

N/A

Hotel is using OPERA Cloud V5

Database Export

100%

Application Database Export - Database Export is configured for Back Office Application

Yes

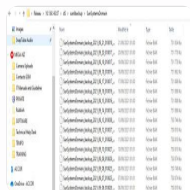


Photo 4

Application Database Export - Database Export is configured for DynaWin (MHR Only)

Yes

Application Database Export - Database Export is configured for Royal Service or Message Box or similar application

N/A

Hotel use Message Box cloud solution (No data export)

Application Database Export - Database Export is configured for HRMS & Payroll

Yes

ID	Name	Type	Value
1	MS SQL Server 2008 R2	Database	26
2	MS SQL Server 2008 R2	Database	26
3	MS SQL Server 2008 R2	Database	26
4	MS SQL Server 2008 R2	Database	26
5	MS SQL Server 2008 R2	Database	26
6	MS SQL Server 2008 R2	Database	26
7	MS SQL Server 2008 R2	Database	26
8	MS SQL Server 2008 R2	Database	26
9	MS SQL Server 2008 R2	Database	26
10	MS SQL Server 2008 R2	Database	26

Photo 5

Application Database Export - Database Export is configured for Materials Control or similar application

Yes

Application Database Export - Database Export is configured for PMS

N/A

Application Database Export - Database Export is configured for POS

N/A

Application Database Export - Database Export is configured for S&C

N/A

Application Database Export - Database Export is configured for SPA application

N/A

Documentation

1 action, 1 failed, 87.5%

A vendor list with contact details is available on OneDrive and shared with emergency team, duty manager, Telephone Operator and IT Department

Yes

Company	Contact Name	Phone	Email
Microsoft	John Doe	01234 567890	john.doe@microsoft.com
Apple	Jane Smith	01234 567890	jane.smith@apple.com
Google	Bob Johnson	01234 567890	bob.johnson@google.com
Amazon	Alice Brown	01234 567890	alice.brown@amazon.com
Facebook	Charlie White	01234 567890	charlie.white@facebook.com
Twitter	Diana Prince	01234 567890	diana.prince@twitter.com
LinkedIn	Frank Miller	01234 567890	frank.miller@linkedin.com
YouTube	Grace Lee	01234 567890	grace.lee@youtube.com
Instagram	Henry King	01234 567890	henry.king@instagram.com
WhatsApp	Ivy Green	01234 567890	ivy.green@whatsapp.com
Telegram	Jack Black	01234 567890	jack.black@telegram.com
Signal	Karen Blue	01234 567890	karen.blue@signal.com
Skype	Liam Red	01234 567890	liam.red@skype.com
Zoom	Mia Yellow	01234 567890	mia.yellow@zoom.com
Webex	Noah Purple	01234 567890	noah.purple@webex.com
GoToMeeting	Olivia Pink	01234 567890	olivia.pink@gotomeeting.com
Bluebeam	Peter Grey	01234 567890	peter.grey@bluebeam.com
Acrobat	Quinn Brown	01234 567890	quinn.brown@adobe.com
PDFelement	Rachel Green	01234 567890	rachel.green@pdfelement.com
Smallpdf	Samuel Blue	01234 567890	samuel.blue@smallpdf.com
CloudConvert	Tina Yellow	01234 567890	tina.yellow@cloudconvert.com
Convertio	Uma Purple	01234 567890	uma.purple@convertio.com
OnlineConvert	Victor Pink	01234 567890	victor.pink@onlineconvert.com
FileZilla	Wendy Grey	01234 567890	wendy.grey@filezilla.com
WinSCP	Xavier Brown	01234 567890	xavier.brown@winscp.com
Cyberduck	Yara Green	01234 567890	yara.green@cyberduck.com
FileBrowser	Zoe Blue	01234 567890	zoe.blue@filebrowser.com
Nextcloud	Adam Yellow	01234 567890	adam.yellow@nextcloud.com
ownCloud	Eve Purple	01234 567890	eve.purple@owncloud.com
Seafile	Frank Pink	01234 567890	frank.pink@seafile.com
Dropbox	Grace Grey	01234 567890	grace.grey@dropbox.com
OneDrive	Henry Brown	01234 567890	henry.brown@microsoft.com
Google Drive	Ivy Green	01234 567890	ivy.green@google.com
Microsoft OneDrive	Jack Blue	01234 567890	jack.blue@microsoft.com
Box	Karen Yellow	01234 567890	karen.yellow@box.com
Dropbox Business	Liam Purple	01234 567890	liam.purple@dropbox.com
Google Workspace	Mia Pink	01234 567890	mia.pink@google.com
Microsoft 365	Noah Grey	01234 567890	noah.grey@microsoft.com
Zoom Business	Olivia Brown	01234 567890	olivia.brown@zoom.com
Webex Business	Peter Green	01234 567890	peter.green@webex.com
GoTo Business	Quinn Blue	01234 567890	quinn.blue@gotomeeting.com
Bluebeam Business	Rachel Yellow	01234 567890	rachel.yellow@bluebeam.com
Acrobat Business	Samuel Purple	01234 567890	samuel.purple@adobe.com
PDFelement Business	Tina Pink	01234 567890	tina.pink@pdfelement.com
Smallpdf Business	Uma Grey	01234 567890	uma.grey@smallpdf.com
CloudConvert Business	Victor Brown	01234 567890	victor.brown@cloudconvert.com
Convertio Business	Wendy Green	01234 567890	wendy.green@convertio.com
OnlineConvert Business	Xavier Blue	01234 567890	xavier.blue@onlineconvert.com
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ownCloud Business	Grace Green	01234 567890	grace.green@owncloud.com
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Dropbox Business	Ivy Yellow	01234 567890	ivy.yellow@dropbox.com
OneDrive Business	Jack Purple	01234 567890	jack.purple@microsoft.com
Google Drive Business	Karen Pink	01234 567890	karen.pink@google.com
Microsoft OneDrive Business	Liam Grey	01234 567890	liam.grey@microsoft.com
Box Business	Mia Brown	01234 567890	mia.brown@box.com
Dropbox Business	Noah Green	01234 567890	noah.green@dropbox.com
Google Workspace Business	Olivia Blue	01234 567890	olivia.blue@google.com
Microsoft 365 Business	Peter Yellow	01234 567890	peter.yellow@microsoft.com
Zoom Business	Quinn Purple	01234 567890	quinn.purple@zoom.com
Webex Business	Rachel Pink	01234 567890	rachel.pink@webex.com
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Google Workspace Business	Samuel Yellow	01234 567890	samuel.yellow@google.com
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Cyberduck Business	Jack Yellow	01234 567890	jack.yellow@cyberduck.com
FileBrowser Business	Karen Purple	01234 567890	karen.purple@filebrowser.com
Nextcloud Business	Liam Pink	01234 567890	liam.pink@nextcloud.com
ownCloud Business	Mia Grey	01234 567890	mia.grey@owncloud.com
Seafile Business	Noah Brown	01234 567890	noah.brown@seafile.com
Dropbox Business	Olivia Green	01234 567890	olivia.green@dropbox.com
OneDrive Business	Peter Blue	01234 567890	peter.blue@microsoft.com
Google Drive Business	Quinn Yellow	01234 567890	quinn.yellow@google.com
Microsoft OneDrive Business	Rachel Purple	01234 567890	rachel.purple@microsoft.com
Box Business	Samuel Pink	01234 567890	samuel.pink@box.com
Dropbox Business	Tina Grey	01234 567890	tina.grey@dropbox.com
Google Workspace Business	Uma Brown	01234 567890	uma.brown@google.com
Microsoft 365 Business	Victor Green	01234 567890	victor.green@microsoft.com
Zoom Business	Wendy Blue	01234 567890	wendy.blue@zoom.com
Webex Business	Xavier Yellow	01234 567890	xavier.yellow@webex.com
GoTo Business	Yara Purple	01234 567890	yara.purple@gotomeeting.com
Bluebeam Business	Zoe Pink	01234 567890	zoe.pink@bluebeam.com
Acrobat Business	Adam Grey	01234 567890	adam.grey@adobe.com
PDFelement Business	Eve Brown	01234 567890	eve.brown@pdfelement.com
Smallpdf Business	Frank Green	01234 567890	frank.green@smallpdf.com
CloudConvert Business	Grace Blue	01234 567890	grace.blue@cloudconvert.com
Convertio Business	Henry Yellow	01234 567890	henry.yellow@convertio.com
OnlineConvert Business	Ivy Purple	01234 567890	ivy.purple@onlineconvert.com
FileZilla Business	Jack Pink	01234 567890	jack.pink@filezilla.com
WinSCP Business	Karen Grey	01234 567890	karen.grey@winscp.com
Cyberduck Business	Liam Brown	01234 567890	liam.brown@cyberduck.com
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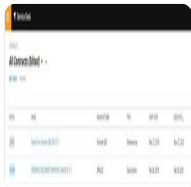


Photo 9

All IT related SLAs or maintenance contracts are signed by GM, FC and IT Manager

Yes

Up to date inventory and/or asset register of hardware is available on SAmange (MHR only)

Yes



Photo 10

IT Asset Register hardware & Software is signed on quarter basis by IT Manager

Yes

IT infrastructure document is available and up to date (MHR Only)

Yes



Photo 11

Up to date inventory of software and licenses is available (incl. versions and serial number) on Samange (MHR Only) or on file.

No

Software template has been sent to the IT Manager

Done | Priority Low | Due 28 Sep 2021 10:39 CET | Created by Mohamed Slama

a Software template has been sent to the IT Manager

Hotel specific P&P manuals for all applications are available and accessible for all users on SharePoint

Yes

Night Auditor documents all errors, including print screens in MyIT support tool

Yes

Up to date schematic diagram exists, identifying all systems and cabling routes

Yes

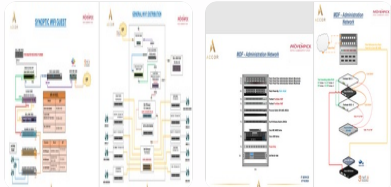


Photo 12

Photo 13

Up to date system & network configuration is on file

Yes

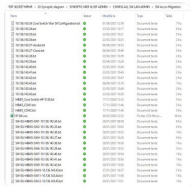


Photo 14

Up to date technical documentation is stored in a restricted cabinet accessible to the IT department and GM only

Yes

Emergency

14 failed, 48.65%

Emergency Planning - Fire

5 failed, 42.11%

A hand operated fire extinguisher is installed at the entrance to the server room

Yes



Photo 15

FM 200 gas is installed in the server room with extraction valves

No

Handheld fire extinguisher for the server and PBX room are maintained regularly and have not exceeded the expiry date

Yes

The server room is deemed the simulated source during hotel fire drills at least once a year

No

Server room alarm (smoke, fire, heat, humidity) is located in the security office, front office, engineering or any other office that is manned 24/7

No

A light or sound alarm is installed outside the server room for fire, heat, smoke, sprinkler or humidity

No

No Alarm installed outside the server room

Surveillance Camera installed in the server room (New PCI DSS requirement)

No

CCTV camera is installed out of the server room



Photo 16

Emergency Planning - Others

2 failed, 88%

An emergency plan/procedure exists and is accessible on OneDrive / SharePoint

Yes



Photo 17

Emergency lightning in the server room is connected to UPS or generator

Yes

Server room air-conditioning is connected to UPS or generator

Yes



Photo 18

Past emergency situations and recovery solutions are documented in MyIT support tool

No

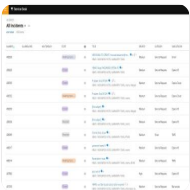


Photo 19

The emergency plan has been tested/revised/reviewed within the last 12 months

No

The emergency plan identifies all potential risks

Yes

IT manager use the MHR_IT_Contingency_Plan_Standard

The emergency plan includes a recovery plan for each system related risk

Yes

IT emergency plan includes: PMS, POS, DoorLock, Call Accounting, Servers, UPS...

The IT Manager is part of the emergency team

Yes


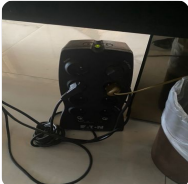

<p>The IT department provides on-site emergency support 24/7 for all business-critical applications</p>	<p>Yes</p>
<p>IT manager and IT coordinator are available</p>	
<p>Unexpected downtime procedures exist for Front Office System</p>	<p>Yes</p>
<p>MyIT communication team inform the hotel with email</p>	
<p>Unexpected downtime procedures exist for POS</p>	<p>Yes</p>
<p>MyIT communication team inform the hotel with email</p>	
<p>Emergency Planning - UPS</p>	<p>7 failed, 20%</p>
<p>A UPS of at least 10KV is installed for the server environment and lasts at least 1 hour supported by load test report</p>	<p>No</p>
<p>UPS is 5KV installed on the server room</p>	
	
<p>Photo 20</p>	
<p>All business-critical equipment in the server room is connected to UPS power</p>	<p>No</p>
<p>All POS stations are supported by UPS power</p>	<p>Yes</p>
	
<p>Photo 21</p>	
<p>At least one workplace in each department is supported by UPS power</p>	<p>Yes</p>
<p>a Separated UPS (650VA) are installed in each office only for PC</p>	
	
<p>Photo 22</p>	
<p>At least one printer within the network is supported by UPS power</p>	<p>No</p>
<p>All active network components are supported by UPS power (switches, media converters, etc.)</p>	<p>No</p>
<p>All UPS power sockets are marked red or labeled "Computer Only" or "UPS"</p>	<p>No</p>



Photo 23

A list with UPS supported equipment is available in the emergency plan

No

Tests are being done at least every 6 months to ensure effectiveness of all UPS devices

No

Hardware - Servers, Workstations & Interfaces

4 failed, 77.78%

Servers

4 failed, 77.78%

Is VMware or HyperV installed?

No

Workstations

2 failed, 76.47%

Does IT Department use DGSIT "masters" to install workstations and servers in Head Office?

Yes

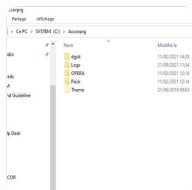


Photo 24

All workstations are set up and configured according to brand standards

Yes

Local administrator login is disabled or managed by LAPS

No

Local Administrator is protected by a password and managed by the IT department

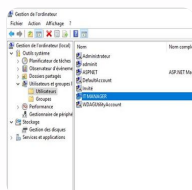


Photo 25

Do properties use, at least, minimum validated version of Internet Explorer?

Yes

Internet Explorer v11 is the running version



Photo 26

Office application on each workstation must be Office 2018 or Office365, default language English and local language	No
some users are using Office 365, rest are using Office 2010	
GM, FC, and IT must have Office 365 E3 licenses installed (MHR Only)	Yes
Does IT Department use DGSIT "masters" to install workstations and servers in properties?	Yes
Do properties' users use mailboxes belonging to Accortel network?	Yes
The use of private devices (laptops, workstations, external hard drives, data sticks, etc) in Accor network is prohibited	Yes
Interfaces	2 failed, 78.38%
Is Tars version implemented up-to-date?	Yes
Is implemented version of JMQ / MSMQ up-to-date?	N/A
Hotel is using OPERA Cloud	
All interface PCs are housed in the server room (if not virtual)	Yes
No additional programs installed on interface PC/server other than for that role	Yes
FL-IMS - POS interface is installed and running (MHR Only)	No
MC - Back Office interface installed and running	Yes
MC - POS interface installed and running	No
PMS - Back Office interface installed and running	Yes
PMS - Door Lock interface installed and running	Yes
PMS - TV system interface installed and running (Luxury & Premium Only)	Yes
PMS - PBX interface installed and running	Yes
PMS - POS interface installed and running	Yes
Human Resources	1 failed, 0%
IT Department is informed for newly hired or exiting employees in order to add or remove to/from the system within 48 hours	No
IT Manager & Assistant	100%
A successor to the IT manager/IT Coordinator has been identified and is able to take over the role within 12 months or act as backup during his absence	Yes
Annual goals and objectives are in place for the IT Manager/IT Coordinator	Yes

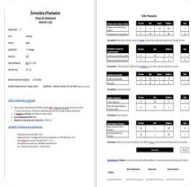


Photo 27

Annual reviews are done for the IT Manager/ IT Coordinators	Yes
IT department operating hours are maximized through logical staggering of staff roster	Yes
IT manager's/IT Coordinator's job description is in place which is based on the OSM	Yes
The IT manager reports to the General Manager	Yes
The IT manager attends department heads meetings	Yes
The IT manager/IT Coordinator is fully conversant with written and verbal English and any other local language	Yes
The IT manager is responsible for ALL information systems	Yes

IT Department

100%

There is at least one person working full time in the IT department	Yes
The IT department has business mobile phones for remote support contact 24/7	Yes
Is there any formalized purchasing procedures for IT hardware and software (including notably an authorization process) ?	Yes
IT department refers to the Accor Hardware catalogue with the approved vendors in the country	
Do these procedures rely on DGSIT catalog, and/or on locally operated one, validated by DGSIT and local Procurement Department (ex: Brazil) ?	N/A
The IT department is independent from all other departments	Yes

Project Management

100%

Are IT budgets formally validated by General Management and trade-offs discussed and communicated to IT Manager and to DGSIT (C&D Director) as soon as possible ?	Yes
For local IT projects, is there any formal and actual involvement of users in charge of needs specification, functional administration, request management, and new version test and acceptance ?	Yes

Example: For local projects IT department submit 3 quotes to the owner department if the project is related to CAPEX, otherwise IT department submit the project to GM, FC, and Regional Director for an OPEX project approval

Have on-going projects been formally approved by subsidiary management and by DGSIT (C&D Direction), through, for instance, investment request and detailed presentation of induced costs ?

Yes

a renovation project will start Q2 2022, approved by the Accor Management and Owning company

Do project management practices meet existing stakes: Do major projects benefit from adequate control and monitoring framework (regular steering and project committees) ? Do less important projects have at least formalised planning note ? (objectives, cost assessment, parties involved, pre-requisite, planning ...) ?

Yes

Does subsidiary perform a formalized and periodical follow-up of on-going projects (workload, planning, costs, respect of commitments) ?

Yes

IT Status Reporting

1 failed, 77.78%

The IT budget (CAPEX & OPEX) is prepared by the IT Manager

Yes

The IT budget is approved and updated regularly

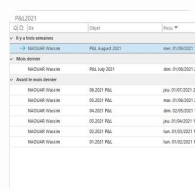
Yes

The IT budget variances are documented

Yes

The IT P&L is reviewed on a monthly basis

Yes



Period	IT P&L
2021-01-01 to 2021-03-31	...
2021-04-01 to 2021-06-30	...
2021-07-01 to 2021-09-30	...
2021-10-01 to 2021-12-31	...

Photo 28

An IT 3 years strategic planning is done

No

The GM IT fact sheet is prepared, approved and discussed with the GM on a quarterly basis

Yes



Category	Item	Value
IT Infrastructure	Hardware	...
IT Infrastructure	Software	...
IT Infrastructure	Services	...

Photo 29

IT Training

3 failed, 0%

The IT Manager and IT Coordinator have gone through at least one day of personal development training within 12 months

No

IT department use Percipio online platform

The IT Manager & IT Coordinator attended at least 5 courses in Percipio in the last 12 months

No

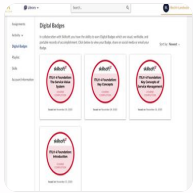


Photo 30

A quarterly user training is scheduled (mandatory attendance)

No

In-Room Technology & Business Center

3 failed, 87.1%

Business Center

1 failed, 60%

A business center with internet access is available for guests

Yes

Business Center is equipped with Web corner according to brand standard

No

Business Center network is not part of hotel administration network

Yes

Printing facilities are available in the business center

Yes

In-Room

2 failed, 92.31%

Smart phone chargers are available in the rooms or upon request from the concierge

Yes

Chargers are available with the front desk

An electronic safe is installed and can house a notebook

Yes

100% WiFi coverage at -65dB (at least) is available in all guest accessible areas

Yes

Basic free internet for browsing is available

Yes

Hotel has One SSID for Wi-Fi which is "ACCOR" (case sensitive)

Yes



Photo 31

AirAngel is installed

Yes



Photo 32

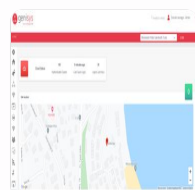


Photo 33

LCD screen TV in all rooms according to brand standards

Yes

LCD Screen TV brand : LG



Photo 34

Hotel information channel is installed on TV and comes first.

No

Minimum 2 easily accessible power sockets are available

Yes



Photo 35

2 easily accessible power sockets are on permanent power supply

No

Maintenance

5 failed, 62.5%

Systems - Contracted

5 failed, 45.46%

If properties support is outsourced, has subsidiary implemented SLA(s) with external supplier(s) including commitments in terms of level of service?

Yes

Maintenance contracts are reviewed annually

Yes

Is there hardware dedicated or shared for technical and end-user acceptance testing purposes?

No

Is there a procedure ruling over testing and delivery in production environment? Does this procedure encompass OS, RDBMS and other system tools?

No

Are deliveries in production environment scheduled to avoid disrupting service continuity, and to allow sufficient time to restore previous state of production environment should a problem arise ?

Yes

Are dedicated backups performed prior to any delivery in the production environment?

No

Prior to any application deliveries in the production environment, is there a formal user sign off based upon an acceptance form completed ?

Yes

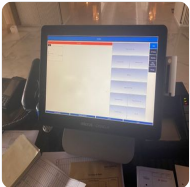
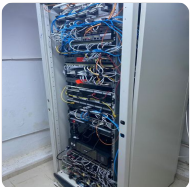
Delivery orders, PO and Invoice are stored with Purchase department

Core switches are covered by a paid maintenance plan

No

All servers, storage and VMware are covered by a paid maintenance plan 24/7/365 (6hrs call to resolution at least)

No

Remote access is possible to all servers and logged.	Yes
In House	100%
All PCs, printers and other peripherals are in clean working condition	Yes
All POS equipment is in clean working condition	Yes
	
Photo 36	
Patches update are done regularly on workstations and servers	Yes
Spare parts are placed in one location which is not the server room & not the IT office	Yes
IT manager's office is clean and tidy	Yes
Network	10 failed, 60.71%
Active Components	4 failed, 74.29%
Brand of all network switches is in accordance to brand standards	No
Multi brand switches are installed at the hotel	
	
Photo 37	
Default password for all switches has been changed	Yes
SNMP has been disabled on all switches	Yes
At least 10% ports are free on any switch	No
Guest network and hotel network are physically separated or separated by VLAN	Yes
Is there one or several DMZ(s) handled by the firewall to segregate all other objects from the sensitive application area ?	N/A
Are outbound routers (used to handle external access such Internet, ISDN, Extranet, ...) located in front of the firewall and not directly connected to the LAN ?	Yes
Layer 2 or 3 switches are used at edge level	Yes

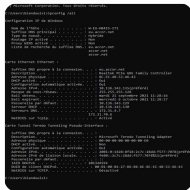
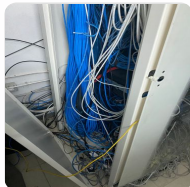
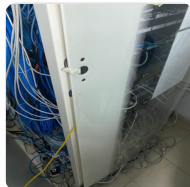

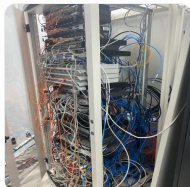
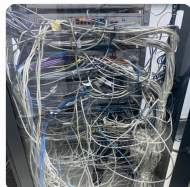
Layer 3 switches are used at core level with full redundancy	No		
Only One core switch			
No network hubs are used in the network	Yes		
Network is designed with redundancy, load balancing and network segmentation	Yes		
End of life switches are not in active use	No		
Hotel has firewall according to Accor standrard	Yes		
Fortinet is the installed firewall at the hotel as per Movenpick Standard			
Hotel IP addressing scheme is in accordance to Accor standard	Yes		
			
Photo 38			
Wireless access to Accor network is prohibited unless the standard Accor inwebo VPN client is used	Yes		
Passive Components	6 failed, 38.1%		
Horizontal network cabling in all areas is at least 4-pair CAT5 or above	Yes		
Vertical network cabling (backbone) is fiber optic	Yes		
Network cabling is fully collapsed in the computer room	No		
   			
Photo 39	Photo 40	Photo 41	Photo 42
Patchpanels in racks are clearly labeled (Voice, data, TV, etc)	No		
 			
Photo 43	Photo 44		
Network outlets are clearly labeled matching the corresponding port on the patch panel	No		
Conduits and/or cable trays are installed for all cabling (data, telephone, etc.)	No		



Photo 45

Edge switches and patch panels in all areas are housed in a locked closet or rack (IDF)

No

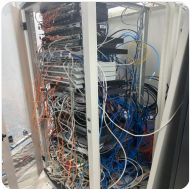


Photo 46

IDF's are clean and tidy

No

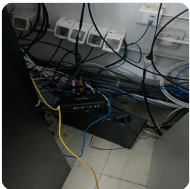


Photo 47

IDF's power supply is not exposed outside the locked cabinet

Yes

IDFs are ventilated or air conditioned where necessary

Yes



Photo 48

Voice and data services can be routed to any function room port through an IDF's patch panel

Yes

Security

4 failed, 43.75%

Employees sign Accor obligation agreement regarding use of Internet & E-Mail, confidentiality and data protection

Yes

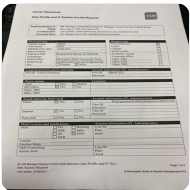


Photo 49

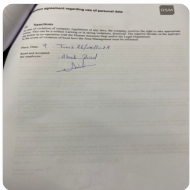


Photo 50

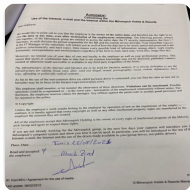


Photo 51

IT department staff or Accor shared support center team (after informing the hotel IT or GM) only is authorized to shut down, stop or disable the operation of an application, interface or server.	Yes
IT manager, IT coordinator and Accor shared support center team are the only authorized persons to create or delete users and only with official request form	Yes
Are IT premises protected with appropriate access control system (card system, key coding, key check out at the front office at least) ?	No



Photo 52

Are IT premises properly protected against external "breaking in" risk (i.e. not accessible from outside) ?	No
PC in reception and Wifi AP are not protected against a breaking risk	
Are computers, tablets and electronic payment terminals (EPTs) located in areas accessed by the public properly protected against theft or damage (attached screen, locked database, tablets secured when not in use, key in area inaccessible to the public)? Are network sockets in public areas disabled when they are not used?	No



Photo 53

Does the hotel have a paper shredder that is compliant with PCI DSS standards?	No
No modems are connected to the network	Yes

Passwords

1 failed, 87.5%

Have DGSIT / Accortel administrator accounts been granted administrative rights over properties' local domains ?	No
All passwords are stored in password safe software	Yes
Administrator password is with IT department or Accor shared support center team only (with the authorization from GM)	Yes
Administrator password for computers and servers are monitored by Cyberarc?	N/A

Default passwords for all applications has been changed	Yes
---	-----

Antivirus / Endpoint security

100%

All workstations, laptops and servers have the latest version of TrendMicro Antivirus installed	Yes
USB ports on all devices are blocked by TrendMicro. Exceptions need GM's approval and must be documented	Yes

Group Policies only for hotels with their own domain

1 failed, 84.62%

Each user has his own unique user ID and password (exception: reception users)	Yes
Users have no permission to install software	Yes
Password policy is adhered to. (min. 8 characters, small & capital letters, numbers, special characters)	Yes
Proxy settings are pushed through policy	Yes
Workstation date and time are synchronized with domain controller	Yes
DNS & DHCP services are configured properly	Yes
Domain Controller is Windows Server 2012 (MHR & FRS Only)	Yes
All servers and workstations are updated with latest OS and application patches	No

Servers are updated with Windows Server 2012 & 2016, but workstation still running with windows 7

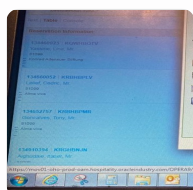


Photo 54



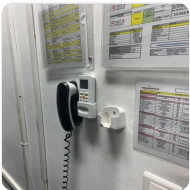
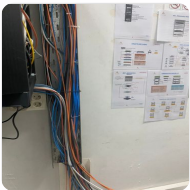
Server & PBX Room

5 failed, 65.79%

"Authorised Persons Only", "No Food or Drink" and "No Smoking" signs are available at entrance	Yes
--	-----



Photo 55

Door is fire proof (min. 60 minutes) with proper certificate	No
Door is locked by electronic key	Yes
 <p>Photo 56</p>	
Door is self-closing and always remains closed	Yes
 <p>Photo 57</p>	
IT, GM and Engineering can access. All others only supervised by IT or Engineering	Yes
Emergency phone with speaker is installed with direct international access	Yes
 <p>Photo 58</p>	
Emergency light is installed	Yes
Cabling is under raised floor and is not dilapidated or damaged and runs in trays	No
 <p>Photo 59</p>	
Air ducts for the hotel system don't pass through room ceiling	Yes
Air conditioning is independent from hotel's main air conditioning system and has redundancy	Yes
No drainage or water pipes run through the room	Yes
Humidity is between 40% and 50%	Yes
Temperature is between 18 and 21 degrees celsius	Yes

Room is clean and tidy	No
Antistatic and raised floor	No
All hardware is clearly labeled	No

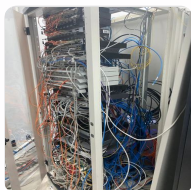


Photo 60

Manual Sign off register at the entrance of the server room	Yes
Are sensitive areas (server room, checkout desks, reception) equipped with video camera (respecting the country legislation) and/or access control mechanisms to monitor individual physical access?	Yes
Room is sealed in concrete with no windows	Yes

Applications

5 failed, 82.5%

OPERA

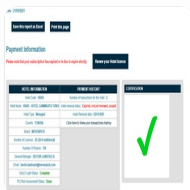
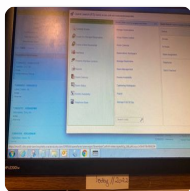

100%

Do we use a referenced PMS (FO) in owned properties, and do we only operate the single version recommended ?	Yes
OPERA 9 Cloud in use	
Users have only access rights to the system/application at an appropriate level of their duties	Yes
Managed by MyIT	
No generic user ID in use	Yes
Vendor's standard access has been disabled and will only be enabled when needed	Yes
No users are kept in the PMS system in not active for more than 30 days	Yes
Review of users registry for all systems once every month and signed by IT	Yes

POS

100%

Do we use a referenced POS in owned properties, and do we only operate the single version recommended ?	Yes
Simphony Cloud POS in use	
Users have only access rights to the system/application at an appropriate level of their duties	Yes
No generic user ID in use	Yes

Vendor's standard access has been disabled and will only be enabled when needed	Yes
PCI DSS	5 failed, 76.27%
Are only SRA equipment connected the network?	Yes
Full encryption of databases containing credit card data (preferably no cc data should be stored on site)	Yes
Network infrastructure is protected by a firewall and antivirus	Yes
Only PCI compliant & certified interfaces, terminals and scanners are in use	Yes
Chip reading is enforced on card readers	Yes
All cc data is masked on screens and receipts	Yes
Acquirer, software and hardware vendors are PCI DSS compliant	Yes
Credit card data is deleted when not needed for business purposes	Yes
Subscription to HCP portal Digtitrust is active and renewed	No
HCP portal Subscription is expired	
	
Photo 61	
Management and all departments are aware of the PCI DSS rules and handling responsibilities	No
Password was found sticker in the reception computer	
Password of payment terminal sticker on the back	
 	
Photo 62 Photo 63	
Is there a process to ensure the Network diagram is kept current	Yes
Are vendor-supplied defaults always changed before installing a system on the network (switches, APs, telecom routers...)	Yes
Is only one primary function implemented per server, to prevent functions that require different security levels from co-existing on the same server? Example: no RS services (DHCP, print server...) are installed in Opera server	Yes

If virtualization technologies are used, is only one primary function implemented per virtual system component or device	N/A
Is an inventory maintained for systems components that are in scope for PCI DSS, including a list of hardware and software components and a description of function/use for each	No
Are access assigned based on individual personnel's job classification and function	Yes
Is documented approval by authorized parties required, specifying required privileges	Yes
Is access for any terminated users immediately deactivated or removed	Yes
Are user passwords/passphrases changed at least once every 90 days	Yes
Password policy is 60 days	
Are video cameras and/or access-control mechanisms in place to monitor individual physical access to sensitive areas (Reception, Back Office, POS, IT Room...)	Yes
Is physical access to wireless access points, gateways, handheld devices, networking/communications hardware, and telecommunication lines restricted	No
Do identification methods (such as ID badges) clearly identify visitors and easily distinguish between onsite personnel and visitors	Yes
Are visitors authorized before entering, and escorted at all times within, areas where cardholder data is processed or maintained	Yes
Are visitors identified and given a badge or other identification that visibly distinguishes the visitors from onsite personnel	Yes
Does the visitor log contain the visitors name, the firm represented, and the onsite personnel authorizing physical access	Yes
Is the visitor log retained for at least three months	Yes
Are all media physically secured (including but not limited to computers, removable electronic media, paper receipts, paper reports, and faxes)	Yes
Are quarterly external vulnerability network scans performed	Yes
Is a security policy established, published, maintained, and disseminated to all relevant personnel	Yes
Are personnel educated on PCI DSS upon hire and at least annually	No

Appendix

Appendix

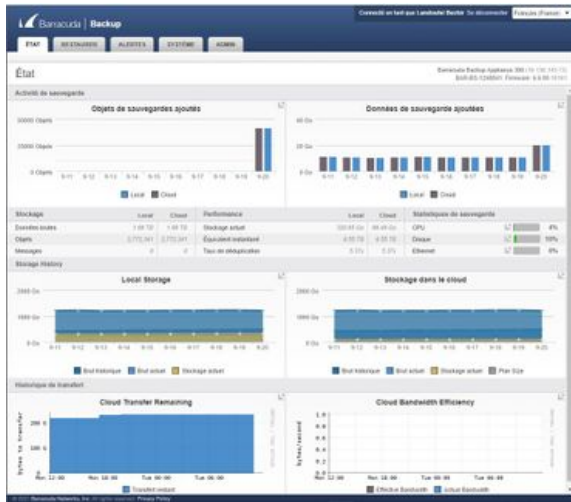


Photo 1

HB4I5HOTAPBU01-MP-TUNIS: Retention Policies

Note: The following data sources have no retention policies applied, and will not be purged:

- S-EU-HB4I5-RS
- Backup Agent

TUNHOT_P5_policy

Retention Timeline

- Keep All Revisions: 2 days
- Keep Daily Revisions: 7 days
- Keep Weekly Revisions: 3 weeks
- Keep Monthly Revisions: 1 month
- Keep Yearly Revisions: 7 years

Email Messages Timeline

- Keep Removed Email Messages: Forever

Legend:

- TUNHOT3RV01
- S-EU-HB4I5-IC
- S-EU-HB4I5-BO
- S-EU-HB4I5-KEY
- S-EU-HB4I5-HR

Photo 2

Images	Root	Modified In	Type	Size
Images	Root	21/09/2021 01:00	Fichier BAK	751 838 Ko
Images	Root	20/09/2021 01:00	Fichier BAK	751 779 Ko
Images	Root	19/09/2021 01:00	Fichier BAK	751 779 Ko
Images	Root	18/09/2021 01:00	Fichier BAK	751 862 Ko
Images	Root	17/09/2021 01:00	Fichier BAK	751 862 Ko
Images	Root	16/09/2021 01:00	Fichier BAK	751 862 Ko
Images	Root	15/09/2021 01:00	Fichier BAK	751 862 Ko
Images	Root	14/09/2021 01:00	Fichier BAK	751 862 Ko
Images	Root	13/09/2021 01:00	Fichier BAK	751 740 Ko
Images	Root	12/09/2021 01:00	Fichier BAK	751 862 Ko
Images	Root	11/09/2021 01:00	Fichier BAK	751 862 Ko
Images	Root	10/09/2021 01:00	Fichier BAK	751 862 Ko
Images	Root	09/09/2021 01:00	Fichier BAK	751 862 Ko
Images	Root	08/09/2021 01:00	Fichier BAK	751 862 Ko
Images	Root	07/09/2021 01:00	Fichier BAK	751 862 Ko
Images	Root	06/09/2021 01:00	Fichier BAK	751 862 Ko
Images	Root	05/09/2021 01:00	Fichier BAK	751 862 Ko

Photo 4

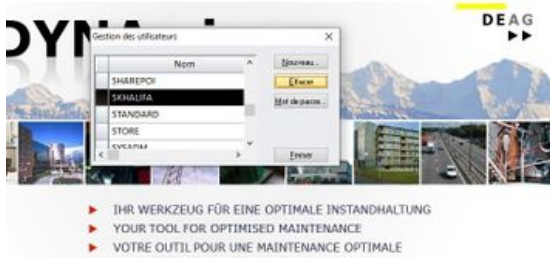


Photo 3

Nom	Modifié le	Type	Taille
HTOTIX-BACKUP_Subplan_1_2021090202...	20/09/2021 22:00	Document texte	2 Ko
htotix-accessManager_backup_2021_09...	20/09/2021 22:00	Fichier BAK	158 925 Ko
GrMphr_backup_2021_09_20_220007_76...	20/09/2021 22:00	Fichier BAK	463 334 Ko
GRM_CCL_backup_2021_09_20_220007_76...	20/09/2021 22:00	Fichier BAK	159 126 Ko
CCL_backup_2021_09_20_220007_7479142...	20/09/2021 22:00	Fichier BAK	2 594 Ko
HTOTIX-BACKUP_Subplan_1_2021091820...	19/09/2021 22:00	Document texte	2 Ko
htotix-accessManager_backup_2021_09...	19/09/2021 22:00	Fichier BAK	158 925 Ko
GrMphr_backup_2021_09_19_220004_17...	19/09/2021 22:00	Fichier BAK	463 334 Ko
GRM_CCL_backup_2021_09_19_220004_17...	19/09/2021 22:00	Fichier BAK	159 126 Ko
CCL_backup_2021_09_19_220004_1793071...	19/09/2021 22:00	Fichier BAK	2 594 Ko

Photo 5

MyIT	Incident #408332 Problem End Of DAY	mar. 21/09/2021 11:31
MyIT	Incident #408069 Connectivity Issue	mar. 21/09/2021 07:25
Hier	Incident #408306 [No subject]	lun. 20/09/2021 23:34
MyIT	Incident #408559 NEW EMAIL TO CREATE 'mourad.b...	lun. 20/09/2021 20:53
MyIT	Incident #408559 NEW EMAIL TO CREATE 'mourad.b...	lun. 20/09/2021 16:18
MyIT	Ticket #408559 NEW EMAIL TO CREATE 'mourad.ben...	lun. 20/09/2021 16:09
MyIT	Incident #408332 Problem End Of DAY	lun. 20/09/2021 16:07
MyIT	Incident #408332 Problem End Of DAY	lun. 20/09/2021 13:54
MyIT	Incident #408332 Problem End Of DAY	lun. 20/09/2021 10:40
MyIT	Incident #408332 Problem End Of DAY	lun. 20/09/2021 10:13
MyIT	Incident #408420 HB4I5: Reset PASSWORD OPERA VS	lun. 20/09/2021 10:07
MyIT	Incident #408332 Problem End Of DAY	lun. 20/09/2021 08:50
MyIT	Incident #408332 Problem End Of DAY	lun. 20/09/2021 07:17
MyIT	Incident #408335 Problem End Of DAY	lun. 20/09/2021 06:46
MyIT	Ticket #408335 Problem End Of DAY	lun. 20/09/2021 06:39
MyIT	Ticket #408332 Problem End Of DAY	lun. 20/09/2021 06:11
Semaine dernière	Incident #408309 [No subject]	dim. 19/09/2021 23:46
MyIT	Incident #408306 [No subject]	dim. 19/09/2021 23:45

Photo 8

Hardware Inventory - Workstations																						
Laboratoire de Recherche																						
#	Site Name	Site Name	Location	Department	Unit	Asset Name	Manufacturer/Model	Serial Number	Asset ID	SN	MAC Address	Status	Notes									
1	Site 1	Site 1	Site 1	Site 1	Site 1	Site 1	Site 1	Site 1	Site 1	Site 1	Site 1	Site 1	Site 1									
2	Site 2	Site 2	Site 2	Site 2	Site 2	Site 2	Site 2	Site 2	Site 2	Site 2	Site 2	Site 2	Site 2									
3	Site 3	Site 3	Site 3	Site 3	Site 3	Site 3	Site 3	Site 3	Site 3	Site 3	Site 3	Site 3	Site 3									
4	Site 4	Site 4	Site 4	Site 4	Site 4	Site 4	Site 4	Site 4	Site 4	Site 4	Site 4	Site 4	Site 4									
5	Site 5	Site 5	Site 5	Site 5	Site 5	Site 5	Site 5	Site 5	Site 5	Site 5	Site 5	Site 5	Site 5									
6	Site 6	Site 6	Site 6	Site 6	Site 6	Site 6	Site 6	Site 6	Site 6	Site 6	Site 6	Site 6	Site 6									
7	Site 7	Site 7	Site 7	Site 7	Site 7	Site 7	Site 7	Site 7	Site 7	Site 7	Site 7	Site 7	Site 7									
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9	Site 9	Site 9	Site 9	Site 9	Site 9	Site 9	Site 9	Site 9	Site 9	Site 9	Site 9	Site 9	Site 9									
10	Site 10	Site 10	Site 10	Site 10	Site 10	Site 10	Site 10	Site 10	Site 10	Site 10	Site 10	Site 10	Site 10									
11	Site 11	Site 11	Site 11	Site 11	Site 11	Site 11	Site 11	Site 11	Site 11	Site 11	Site 11	Site 11	Site 11									
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Photo 10

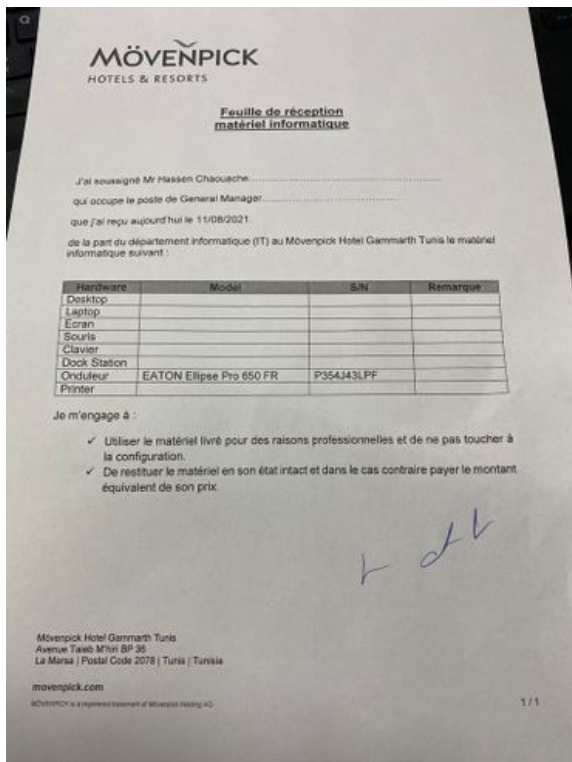


Photo 7



Photo 9



Photo 11

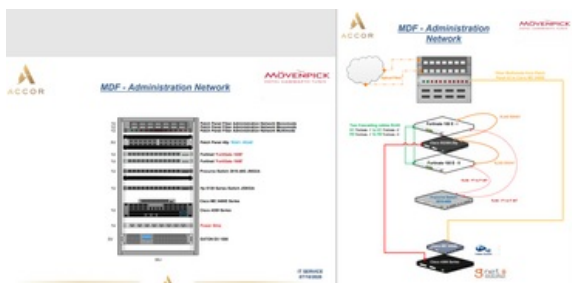


Photo 13

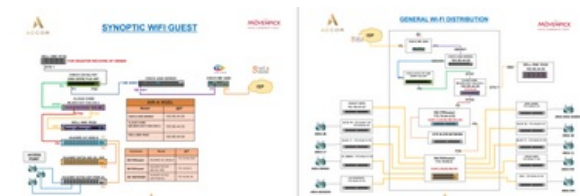


Photo 12

TOP SECRET/MHRE - 01-Synoptic diagram - SYNOPSIS MDF & DF ADMIN - CONFIG ALL SW LAN ADMIN - SW Configuration

Nom	Statut	Modifié le	Type	Taille
10.136.143.34 Core Switch Vlan 99 Configuration.txt	✓	01/04/2021 12:59	Document texte	7Ko
10.136.143.34.txt	✓	23/03/2021 10:17	Document texte	6Ko
10.136.143.35.txt	✓	23/03/2021 10:21	Document texte	5Ko
10.136.143.36.txt	✓	23/03/2021 10:25	Document texte	2Ko
10.136.143.37-Aruba.txt	✓	06/04/2021 14:53	Document texte	2Ko
10.136.143.37-Cisco.txt	✓	06/04/2021 14:46	Document texte	5Ko
10.136.143.38.txt	✓	23/03/2021 10:29	Document texte	2Ko
10.136.143.38.txt	✓	05/04/2021 15:28	Document texte	3Ko
10.136.143.40.txt	✓	23/03/2021 10:44	Document texte	2Ko
10.136.143.41.txt	✓	23/03/2021 10:45	Document texte	2Ko
10.136.143.42.txt	✓	23/03/2021 10:47	Document texte	2Ko
10.136.143.43.txt	✓	06/04/2021 12:18	Document texte	1Ko
10.136.143.44.txt	✓	23/03/2021 10:48	Document texte	2Ko
10.136.143.45.txt	✓	23/03/2021 10:50	Document texte	2Ko
HB45_Core Switch HP S130.txt	✓	17/11/2020 13:32	Document texte	5Ko
HB45_CS01.txt	✓	17/11/2020 13:46	Document texte	3Ko
HB45_CS02.txt	✓	17/11/2020 13:46	Document texte	5Ko
IP SW.csv	✓	30/03/2020 12:35	Fichier CSV Micro...	36Ko
SW-EU-HB45-SW1-10.136.143.34.txt	✓	26/01/2021 09:59	Document texte	6Ko
SW-EU-HB45-SW2-10.136.143.35.txt	✓	26/01/2021 10:03	Document texte	4Ko
SW-EU-HB45-SW3-10.136.143.36.txt	✓	26/01/2021 10:25	Document texte	1Ko
SW-EU-HB45-SW4-10.136.143.37.txt	✓	26/01/2021 10:28	Document texte	4Ko
SW-EU-HB45-SW5-10.136.143.38.txt	✓	26/01/2021 10:30	Document texte	1Ko
SW-EU-HB45-SW6-10.136.143.39.txt	✓	26/01/2021 10:53	Document texte	5Ko
SW-EU-HB45-SW7-10.136.143.40.txt	✓	26/01/2021 10:54	Document texte	1Ko
SW-EU-HB45-SW8-10.136.143.41.txt	✓	26/01/2021 10:56	Document texte	1Ko
SW-EU-HB45-SW9-10.136.143.42.txt	✓	26/01/2021 10:58	Document texte	1Ko
SW-EU-HB45-SW10-10.136.143.43.txt	✓	27/01/2021 16:57	Document texte	2Ko
SW-EU-HB45-SW11-10.136.143.44.txt	✓	26/01/2021 11:00	Document texte	1Ko
SW-EU-HB45-SW12-10.136.143.45.txt	✓	26/01/2021 11:01	Document texte	1Ko

Photo 14



Photo 16



Photo 15



Photo 17

▼ Sentinel Desk

All Incidents

ID	Category	Severity	Status	Title	Location	Assigned To	Created At
400001	Hardware	High	Open	HP ProDesk 400 G4 Desktop PC - F1	Madrid	Service Request	2023-01-10
400002	Software	Medium	In Progress	HP ProDesk 400 G4 Desktop PC - F2	Madrid	Service Request	2023-01-10
400003	Hardware	Low	Resolved	HP ProDesk 400 G4 Desktop PC - F3	Madrid	Service Request	2023-01-10
400004	Software	High	Open	HP ProDesk 400 G4 Desktop PC - F4	Madrid	Service Request	2023-01-10
400005	Hardware	Medium	In Progress	HP ProDesk 400 G4 Desktop PC - F5	Madrid	Service Request	2023-01-10
400006	Software	Low	Resolved	HP ProDesk 400 G4 Desktop PC - F6	Madrid	Service Request	2023-01-10
400007	Hardware	High	Open	HP ProDesk 400 G4 Desktop PC - F7	Madrid	Service Request	2023-01-10
400008	Software	Medium	In Progress	HP ProDesk 400 G4 Desktop PC - F8	Madrid	Service Request	2023-01-10
400009	Hardware	Low	Resolved	HP ProDesk 400 G4 Desktop PC - F9	Madrid	Service Request	2023-01-10
400010	Software	High	Open	HP ProDesk 400 G4 Desktop PC - F10	Madrid	Service Request	2023-01-10

Photo 19



Photo 18



Photo 20



Photo 22



Photo 21



Photo 23

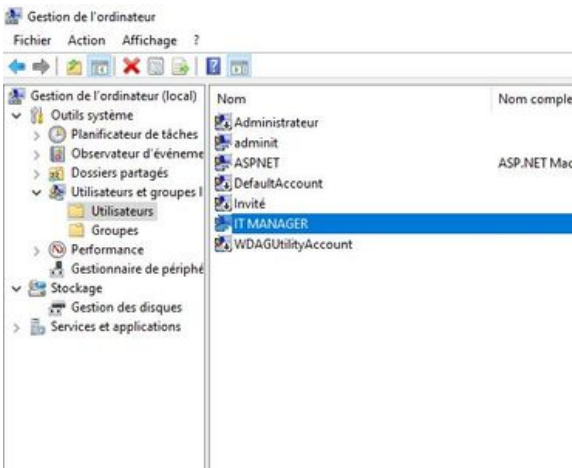


Photo 25

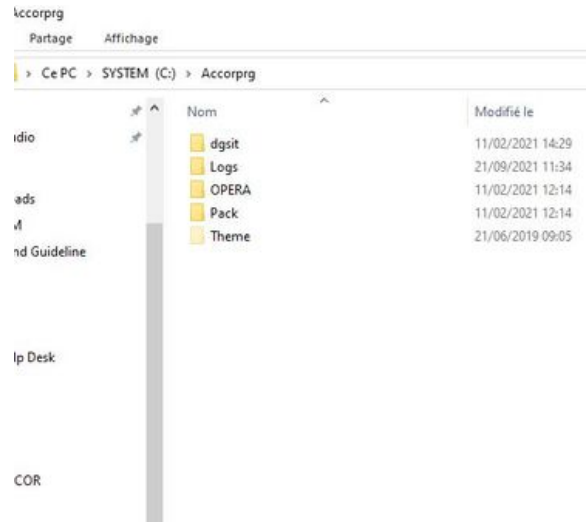


Photo 24





Photo 26

P&L2021			
	De	Objet	Reçu
Il y a trois semaines			
→	NAOUAR Wassim	P&L August 2021	mer. 01/09/2021 11
Mois dernier			
	NAOUAR Wassim	P&L July 2021	dim. 01/08/2021 21
Avant le mois dernier			
	NAOUAR Wassim	06.2021 P&L	jeu. 01/07/2021 21
	NAOUAR Wassim	05.2021 P&L	mar. 01/06/2021 21
	NAOUAR Wassim	04.2021 P&L	dim. 02/05/2021 11
	NAOUAR Wassim	03.2021 P&L	jeu. 01/04/2021 19
	NAOUAR Wassim	02.2021 P&L	lun. 01/03/2021 17
	NAOUAR Wassim	01.2021 P&L	lun. 01/02/2021 17

Photo 28

[illegible]



Library


Profile Linkdin

Assignments
Activity
Digital Badges
Playlist
Skills
Account Information

Digital Badges


In collaboration with Skillsoft, you have the ability to earn Digital Badges which are visual, verifiable, and portable records of accomplishment. Click below to view your Badges, share on social media or email your Badge.



ITIL® 4 Foundation:
The Service Value
System

ISSUED
11 NOVEMBER 2020


Issued on November 11, 2020



ITIL® 4 Foundation:
Key Concepts

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ITIL® 4 Foundation:
Key Concepts of
Service Management

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ITIL® 4 Foundation:
Introduction

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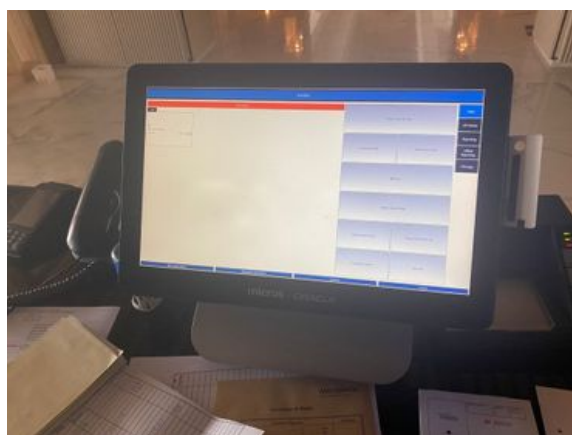
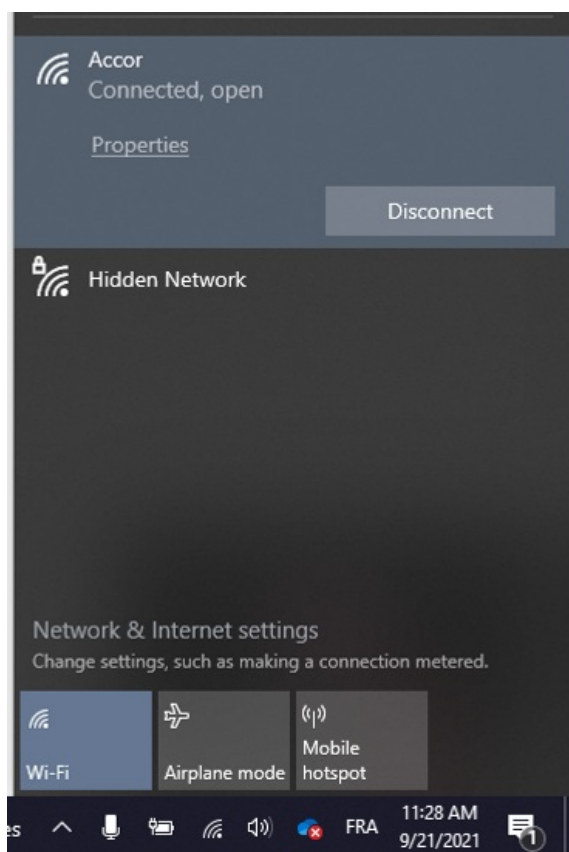
Issued on November 11, 2020

Sort By: Newest

[illegible]

Properties

SSID:	Accor
Protocol:	Wi-Fi 4 (802.11n)
Security type:	Open
Network band:	2.4 GHz
Network channel:	11
Link speed (Receive/Transmit):	54/54 (Mbps)
Link-local IPv6 address:	fe80::b81a:ae65:7dd3:8960%22
IPv4 address:	10.16.6.43
IPv4 DNS servers:	10.16.0.1



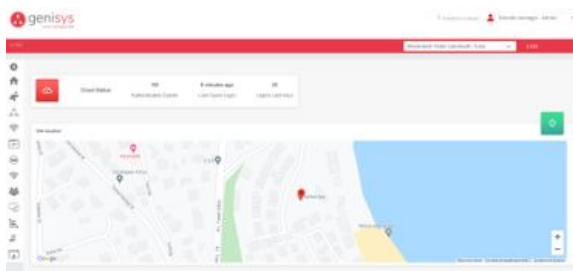


Photo 33



Photo 35



Photo 37

```
(c) Microsoft Corporation. Tous droits réservés.

C:\Users\blandoulsi>ipconfig /all

Configuration IP de Windows

Nom de l'hôte . . . . . : W-EU-HB415-IT1
Suffixe DNS principal . . . . . : eu.accor.net
Type de noeud . . . . . : Hybride
Routage IP activé . . . . . : Non
Proxy WINS activé . . . . . : Non
Liste de recherche du suffixe DNS : eu.accor.net
                                     accor.net
                                     accor.net

Carte Ethernet Ethernet :

    Suffixe DNS propre à la connexion. . . : eu.accor.net
    Description. . . . . : Realtek PCIe GBE Family Controller
    Adresse physique . . . . . : 8C-EC-4B-53-46-43
    DHCP activé. . . . . : Oui
    Configuration automatique activée. . . : Oui
    Adresse IPv4. . . . . : 10.136.143.135(préféré)
    Masque de sous-réseau. . . . . : 255.255.255.128
    Bail obtenu. . . . . : mardi 21 septembre 2021 11:28:16
    Bail expirant. . . . . : mercredi 6 octobre 2021 11:28:17
    Passerelle par défaut. . . . . : 10.136.143.129
    Serveur DHCP . . . . . : 10.136.143.130
    Serveurs DNS. . . . . : 172.31.4.7
                             172.31.70.6
    NetBIOS sur Tcpip. . . . . : Activé

Carte Tunnel Teredo Tunneling Pseudo-Interface :

    Suffixe DNS propre à la connexion. . . : 
    Description. . . . . : Microsoft Teredo Tunneling Adapter
    Adresse physique . . . . . : 00-00-00-00-00-00-E0
    DHCP activé. . . . . : Non
    Configuration automatique activée. . . : Oui
    Adresse IPv6. . . . . : 2001:0:1428:8f18:2c7c:18dd:f577:7078(préféré)
    Adresse IPv6 de liaison locale. . . . : fe80::2c7c:18dd:f577:7078%11(préféré)
    Passerelle par défaut. . . . . : ::
    ID d'ID DHCPv6 . . . . . : 201326592
    DUID de client DHCPv6. . . . . : 00-01-00-01-27-B6-86-6E-8C-EC-4B-53-46-43
    NetBIOS sur TCP/IP. . . . . : Désactivé

C:\Users\blandoulsi>
```

Photo 38

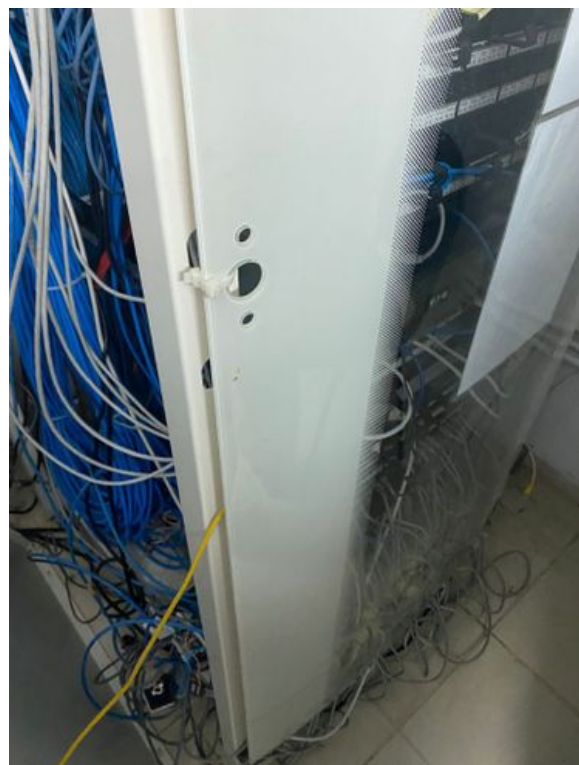


Photo 40

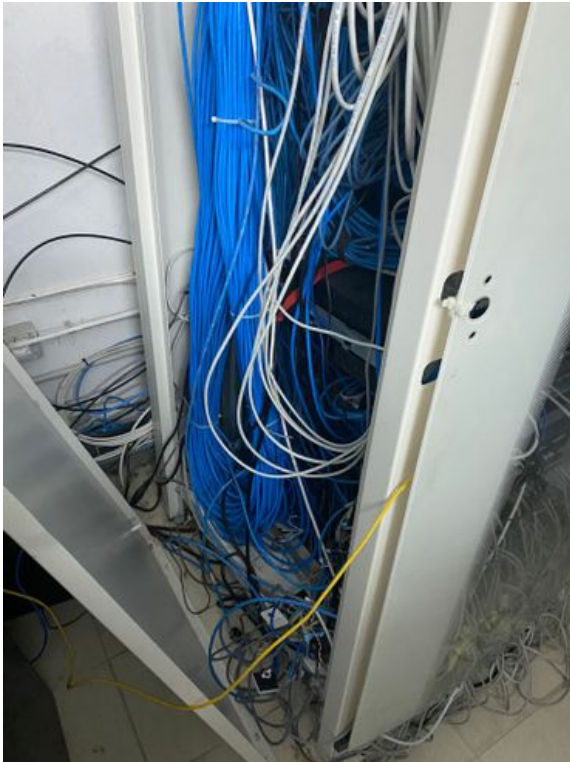


Photo 39



Photo 41



Photo 42



Photo 44

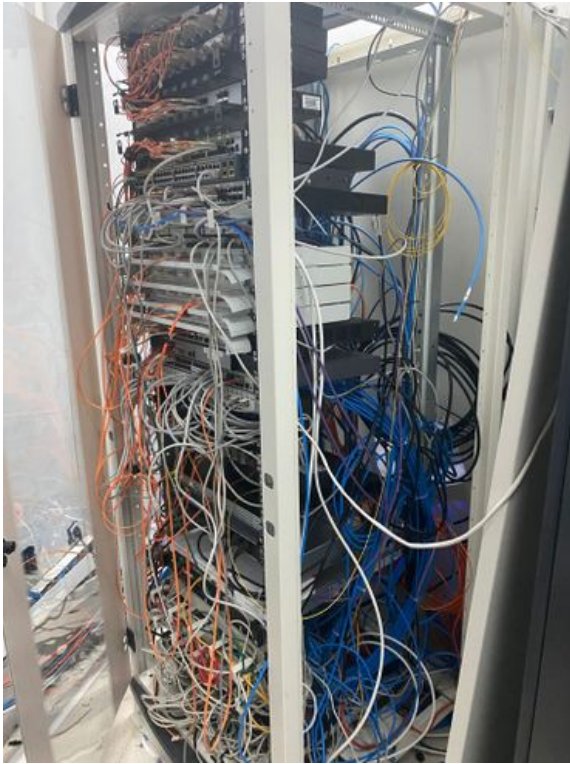


Photo 43

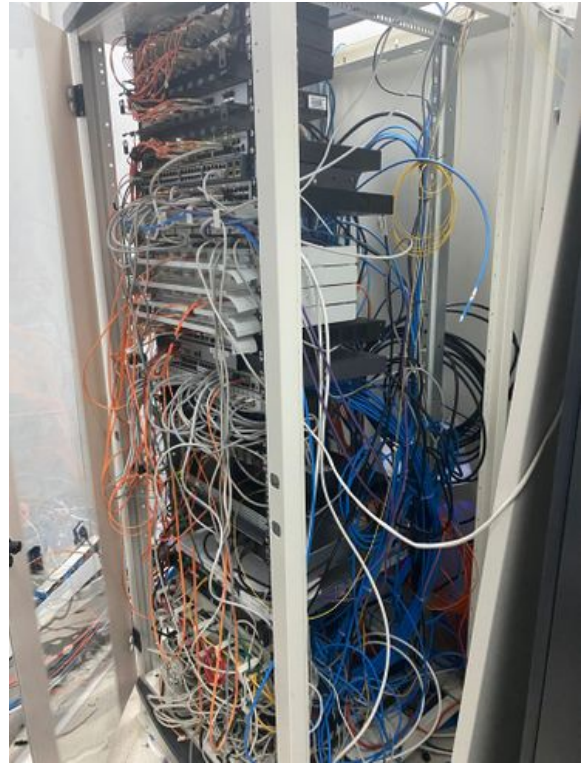


Photo 46



Photo 45



Photo 48

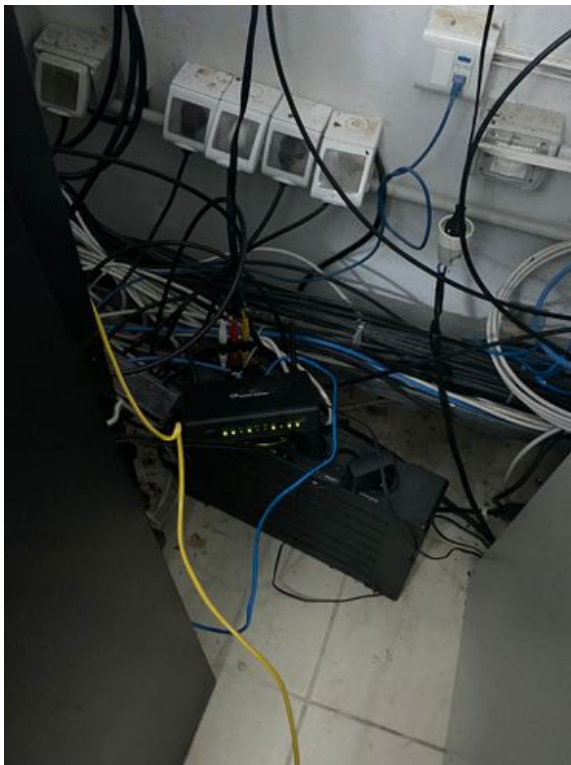


Photo 47

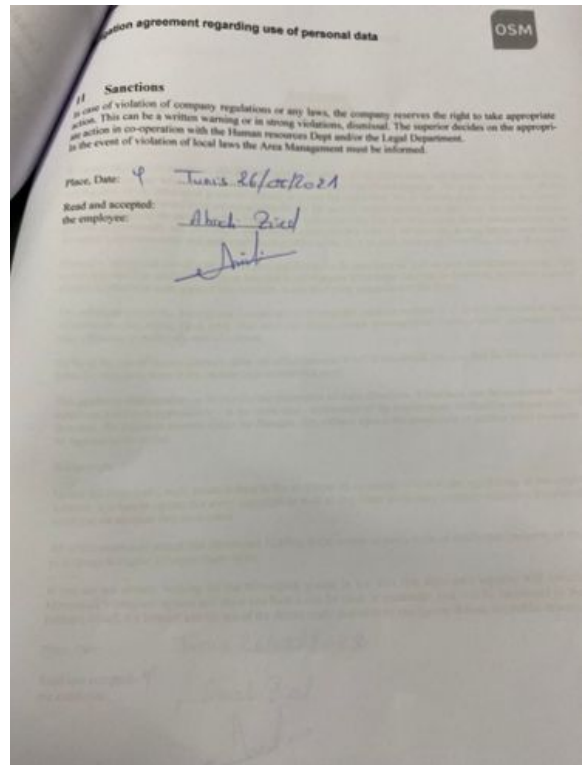


Photo 50

Human Resources
User Profile and IT System Access Request

OSM

Implementation by: HR Manager, Department Head, IT Manager, Central System Administrator
Filling: One copy to HR, one copy to IT
Confirmation: User profile, initial password, and access to be confirmed to user
Personal Data: All changes should be maintained across systems

Personal data	Request type
Family name: <u>Abdel</u>	New employee <input checked="" type="checkbox"/>
First name: <u>Zied</u>	Leave <input type="checkbox"/>
MHA&B entry date: <u>19/08/2021</u>	Change <input type="checkbox"/>
Date of leave: <u></u>	Hotel system <input type="checkbox"/>
Function title: <u>Responsable Bureau de Méthode</u>	Corporate system <input type="checkbox"/>
Telephone: <u></u>	Corporate office <input type="checkbox"/>
Hotel office: <u>Mövenpick Hotel Gammarth Tunis</u>	Other TBD <input type="checkbox"/>
Department: <u>Technical Services and Engineering</u>	Other TBD <input type="checkbox"/>
Sex: <input type="checkbox"/> Female <input checked="" type="checkbox"/> Male	Other TBD <input type="checkbox"/>

General network access and login	Account information (IT, Administrator)
Novell / Active Directory <input type="checkbox"/>	User ID: <u>HB4LS-JE1</u>
	Password: <u></u>

Work station	Comment
Type: <input type="checkbox"/> Pers. <input type="checkbox"/> Shared	
MS Office: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Other TBD: <u></u>	
Other TBD: <u></u>	

Email, Internet, Push mail	Account information (IT, Administrator)
Email: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Hotel gammarth.Methode@movenpick.com
Internet: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	User ID: <u></u>
Push mail: <input type="checkbox"/> Yes <input type="checkbox"/> No	Password: <u></u>
	User ID: <u></u>
	Password: <u></u>

Hotel systems and applications	Account information (IT, Administrator)
PMS: <input type="checkbox"/> FO <input type="checkbox"/> Booking	User ID: <u></u>
<input type="checkbox"/> HSK <input type="checkbox"/> Sales	Password: <u></u>
<input type="checkbox"/> AC <input checked="" type="checkbox"/> ENG	
<input type="checkbox"/> F&B	
Cashier: <u></u>	
Number/Stock: <u></u>	
F&B Controlling: <u></u>	User ID: <u></u>
Access level: <u></u>	Password: <u></u>

ID HR Manager Request: ACSES Abdel Zied.docx / User Profile and IT System Access Request

Page 1 of 3

Last update: 21/08/2021

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Photo 49



Photo 52

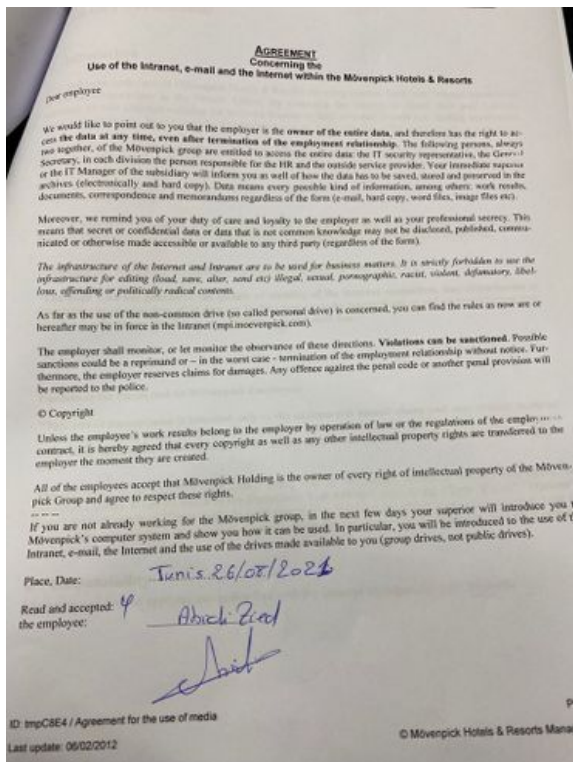


Photo 51

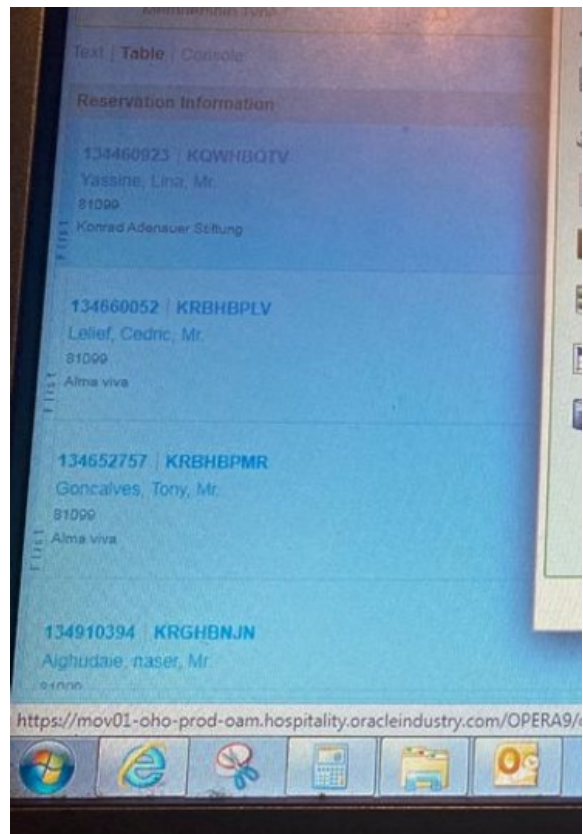


Photo 54



Photo 53



Photo 56



Photo 55



Photo 58



Photo 57

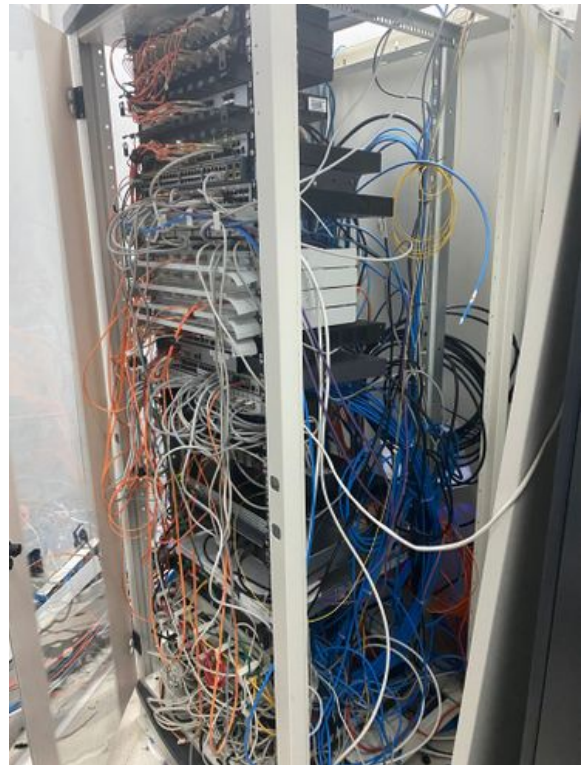


Photo 60



Photo 59

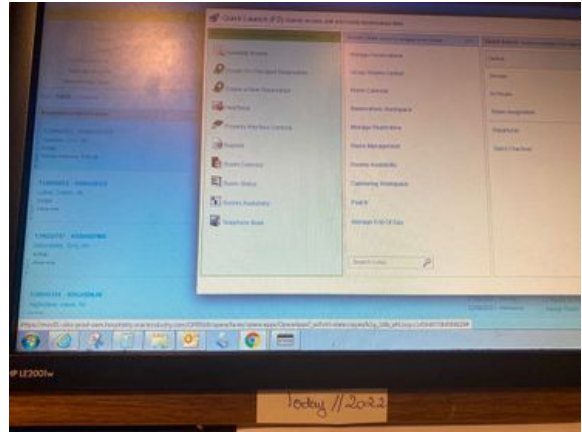


Photo 62

Date : 21/09/2021

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Payment information

Please note that your subscription has expired or is due to expire shortly [Renew your hotel license](#)

HOTEL INFORMATION		PAYMENT HISTORY	
Hotel Code: HB05	Number of transactions for this hotel: 3		
Hotel Name: HB05 - HOTEL GAMMAETH TUNIS	Hotel renewal status: Expired, not yet renewed, unpaid		
Hotel Type: Managed	Hotel Renewal date: 02/01/2021		
Country: TUNISIA	Click here to View your transactions history		
Brand: MEVENSPICK			
Number of Licenses: 20 (20+ additional)			
Number Of Rooms: 119			
General Manager: BECHIR LANDOUZI			
Email: bechir.landouzi@mevenspick.com			
SAG D Light Status: Complete			
PCI Risk Assessment Status: Done			

Photo 61



Photo 63