

14 Nov 2019 / Mohamed Slama

Accor IT Standards Audit MEA v0.2

Complete

Inspection score	Failed items	Created actions
68.37%	70	0
Site		
HB4I5 - Movenpick Gammarth, AFRICA & INDIAN OCEAN, TUNISIA		
Conducted on		
📅 14th Nov, 2019 ⌚ 8:26 AM WET		
Prepared by		
Mohamed Slama		
Hotel	Unanswered	
Location		
Tunis		

Failed items

70 Failed

Start IT Audit / Backup

Is Backup successful on a daily basis?

No

– Notes

DataBase error related to the old Micros Server

Assist the IT manager to fix the backup issues

– Photos

The screenshot shows a backup log with columns for Date, Time, and Size. It lists successful backups for databases like 'Adventureworks2008', 'Adventureworks2008_log', 'Adventureworks2008_full', 'Adventureworks2008_diff', 'Adventureworks2008_tran', 'Adventureworks2008_full_log', 'Adventureworks2008_diff_log', 'Adventureworks2008_tran_log', 'Adventureworks2008_full_log_log', 'Adventureworks2008_diff_log_log', and 'Adventureworks2008_tran_log_log'. The sizes range from 0 to 100 MB.

Start IT Audit / Backup Others

A (database) restore from Barracuda or tape is being tested at least once a month	No
Backup Logs are available for minimum last 90 days for all backups	No
<p>— Notes</p> <p>logs are available but not for 90 days, the device has been replaced with a new one since two weeks</p>	
All users are storing (critical) business data on the server and/or Sharepoint	No
<p>— Notes</p> <p>There is no File server on site, IT Manager is working to upgrade an old Server OS to windows server 2012R2</p>	

Start IT Audit / Documentation

All portable equipment is logged to the user. He has signed an acceptance form for all goods which is kept in the employee's file	No
— Notes A template has been shared with the IT Manager	
Up to date inventory and/or asset register of hardware is available on SAmange (MHR only)	No
— Notes Inventory updated on a excel file but not on SAMANAGE	
IT Asset Register hardware & Software is signed on quarter basis by IT Manager	No
Hotel specific P&P manuals for all applications are available and accessible for all users on SharePoint	No
Up to date schematic diagram exists, identifying all systems and cabling routes	No
— Notes Diagram internet not updated	

Start IT Audit / Emergency / Emergency Planning - Fire

FM 200 gas is installed in the server room with extraction valves	No
A light or sound alarm is installed outside the server room for fire, heat, smoke, sprinkler or humidity	No

Start IT Audit / Emergency / Emergency Planning - Others

An emergency plan/procedure exists and is accessible on OneDrive / SharePoint	No
— Notes Not updated	
Server room air-conditioning is connected to UPS or generator	No
The emergency plan has been tested/revised/reviewed within the last 12 months	No
— Notes Last test done 01/02/2018	

Start IT Audit / Emergency / Emergency Planning - UPS

All active network components are supported by UPS power (switches, media converters, etc.)	No
— Notes Not all IDF rooms are supported by a USP	
All UPS power sockets are marked red or labeled "Computer Only" or "UPS"	No
A list with UPS supported equipment is available in the emergency plan	No

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

Local administrator login is disabled or managed by LAPS	No
Office application on each workstation must be minimum Office 2013 or Office365, default language English and local language	No
— Notes Office 2010 still used An upgrade to Office 365 E3 is planned for next year	
GM, FC, and IT must have Office 365 E3 licenses installed (MHR Only)	No
— Notes FC and GM still using office 2010, only IT Manager is using office 365	
Does IT Department use DGSIT "masters" to install workstations and servers in properties?	No

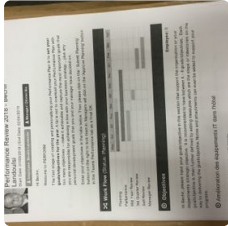
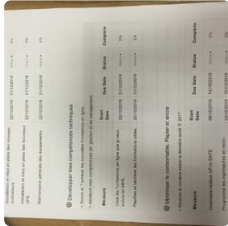
Start IT Audit / Hardware - Servers, Workstations & Interfaces / Servers / Interfaces

Is implemented version of JMQ / MSMQ up-to-date?	No
— Notes Java v7 is the installed version	
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
— Notes IT Manager isn't informed by the HR department	

Start IT Audit / IT Manager & Assistant

Annual goals and objectives are in place for the IT Manager/IT Coordinator	No
<p>— Notes</p> <p>2019 goals are not set</p> <p>— Photos</p> <div style="display: flex; justify-content: space-around;">   </div> <p>Photo 9 Photo 10</p>	

Start IT Audit / Project Management

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 ?	No
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Start IT Audit / IT Status Reporting

An IT 3 years strategic planning is done	No
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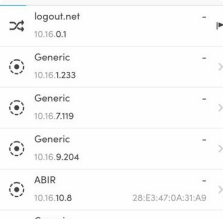
Start IT Audit / IT Training

The IT Manager & IT Coordinator attended at least 5 courses in Percipio in the last 12 months	No
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
<p>— Notes</p> <p>Planned on 2020</p>	

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

Hotel has One SSID for Wi-Fi which is "ACCOR" (case sensitive)	No
<p>— Notes</p> <p>Wi-Fi SSID still Movenpick</p> <p>— Photos</p>  <p>Photo 11</p>	

Start IT Audit / Maintenance / Systems - Contracted

Is there hardware dedicated or shared for technical and end-user acceptance testing purposes?	No
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

Start IT Audit / Maintenance / In House

Patches update are done regularly on workstations and servers	No
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Start IT Audit / Network / Active Components

Brand of all network switches is in accordance to brand standards	No
<p>— Notes</p> <p>Many switches are in house: cisco, huawei, HP, Dlink, SMC</p>	
Default password for all switches has been changed	No
SNMP has been disabled on all switches	No
Layer 3 switches are used at core level with full redundancy	No
Network is designed with redundancy, load balancing and network segmentation	No
End of life switches are not in active use	No

Start IT Audit / Network / Passive Components

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

No

— Photos

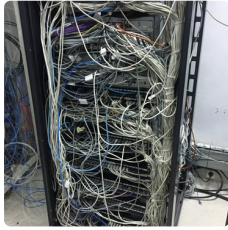


Photo 17

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

No

— Photos

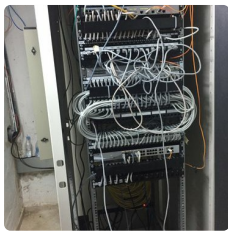


Photo 18

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

No

— Photos

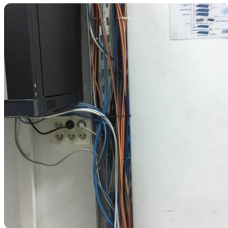


Photo 19

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

No

— Photos

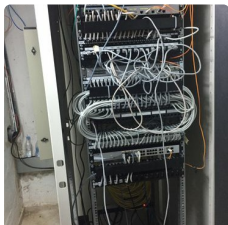


Photo 20

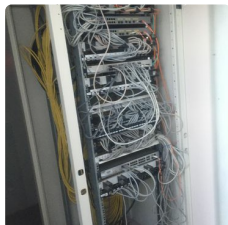


Photo 21

IDF's are clean and tidy

No

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

No

IDFs are ventilated or air conditioned where necessary

No

Start IT Audit / Security

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

No

— Notes

not updated

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

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

No

— Notes

Paper shredder brand does not complain as per Accor standard

— Photos



Photo 22

Start IT Audit / Server & PBX Room

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

No

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

No

Antistatic and raised floor

No

Manual Sign off register at the entrance of the server room

No

Start IT Audit / Applications / OPERA

No generic user ID in use

No

Start IT Audit / Applications / PCI DSS

Full encryption of databases containing credit card data (preferably no cc data should be stored on site)	No
<p>– Notes</p> <p>Hotel still using the MHR credit card form and soon they will use the CRES once TARS is live</p>	
Only PCI compliant & certified interfaces, terminals and scanners are in use	No
<p>– Notes</p> <p>IT Manager need to check with the banks if EPT are PCI DSS certified or not</p>	
Credit card data is deleted when not needed for business purposes	No
Subscription to HCP portal Digitrust is active and renewed	No
Management and all departments are aware of the PCI DSS rules and handling responsibilities	No
Is there a process to ensure the Network diagram is kept current	No
Are vendor-supplied defaults always changed before installing a system on the network (switches, APs, telecom routers...)	No
<p>– Notes</p> <p>some switches still with the default password</p>	
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
Is access for any terminated users immediately deactivated or removed	No
<p>– Notes</p> <p>HR department didn't keep the IT department updated on monthly basis</p>	
Is physical access to wireless access points, gateways, handheld devices, networking/communications hardware, and telecommunication lines restricted	No
<p>– Notes</p> <p>Wifi access point are not secure</p>	
Are all media physically secured (including but not limited to computers, removable electronic media, paper receipts, paper reports, and faxes)	No

Are quarterly external vulnerability network scans performed	No
<p>– Notes</p> <p>As per MHR standard a network Scan is planned two times on the year, the network scan will be changed as per Accor standard</p>	
Is a security policy established, published, maintained, and disseminated to all relevant personnel	No
Are personnel educated on PCI DSS upon hire and at least annually	No
<p>– Notes</p> <p>PCI DSS training is not done yet</p>	

Start IT Audit

70 Failed 68.69%

Is Barracuda installed?

Yes

Backup

1 Failed

Is Barracuda setup according to Accor standards?

Yes

— Notes

Barracuda Is installed as per Movenpick IP Range 172.16.73.6

— Photos



Photo 1

Is Backup successful on a daily basis?

No

— Notes

DataBase error related to the old Micros Server
Assist the IT manager to fix the backup issues

— Photos



Photo 2

Are Logs available in case of backup failure?

Yes

Backup Others

3 Failed

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

No

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

No

— Notes

logs are available but not for 90 days, the device has been replaced with a new one since two weeks

Open file backup agent is available for the servers

Yes

All notebooks users are provided with a backup method and are advised to back up at least once a month	Yes
– Notes Hotel users are using OneDrive	
All users are storing business files on OneDrive	Yes
All users are storing (critical) business data on the server and/or Sharepoint	No
– Notes There is no File server on site, IT Manager is working to upgrade an old Server OS to windows server 2012R2	
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
– Notes Message Box is used in house	
The HRMS & Payroll backup is being done daily and restore test is being done at least every quarter	N/A
– Notes Hotel is using SAGE system but the payroll is managed by a third party company , GM decision	
The Materials Control backup is being done daily and restore test is being done at least every quarter	Yes
– Notes Barracuda device has been replace since 10 days, daily backup is done, but the data restore not yet	
The PMS backup is being done daily and restore test is being done at least once a month	N/A
– Notes Hotel is using OPERA 9 cloud version	
The POS backup is being done daily and restore test is being done at least once a month	N/A
– Notes Hotel is using simphony 2 cloud POS solution, no local backup	
The S&C backup is being done daily and restore test is being done at least once every quarter	N/A
– Notes Hotel is using OPERA 5 Cloud version	


Database Export

Application Database Export - Database Export is configured for Back Office Application	Yes
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
– Notes Message box is installed and running at the hotel, no local server and no local database	
Application Database Export - Database Export is configured for HRMS & Payroll	N/A
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
– Notes There is no SPA System	

Documentation

5 Failed


A vendor list with contact details is available on OneDrive and shared with emergency team, duty manager, Telephone Operator and IT Department	Yes
All portable equipment is logged to the user. He has signed an acceptance form for all goods which is kept in the employee's file	No
– Notes A template has been shared with the IT Manager	
All problems are being logged in MyIT support tool by the local IT Manager	Yes

All active agreements and maintenance contracts are uploaded to SManage or are on file with the IT Manager	Yes
<p>– Photos</p>  <p>Photo 3</p>	
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 SManage (MHR only)	No
<p>– Notes</p> <p>Inventory updated on a excel file but not on SAMANAGE</p>	
IT Asset Register hardware & Software is signed on quarter basis by IT Manager	No
IT infrastructure document is available and up to date (MHR Only)	Yes
Up to date inventory of software and licenses is available (incl. versions and serial number) on Samanage (MHR Only) or on file.	Yes
<p>– Notes</p> <p>Available on an Excel Sheet</p>	
Hotel specific P&P manuals for all applications are available and accessible for all users on SharePoint	No
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	No
<p>– Notes</p> <p>Diagram internet not updated</p>	
Up to date system & network configuration is on file	Yes
<p>– Notes</p> <p>Local Network isn't seperated by VLAN's, Only Wifi has a VLAN ID: 100</p>	
Up to date technical documentation is stored in a restricted cabinet accessible to the IT department and GM only	Yes

Emergency

Emergency Planning - Fire

2 Failed

A hand operated fire extinguisher is installed at the entrance to the server room	Yes
<p>— Photos</p>  <p>Photo 4</p>	
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	Yes
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	Yes
A light or sound alarm is installed outside the server room for fire, heat, smoke, sprinkler or humidity	No
Surveillance Camera installed in the server room (New PCI DSS requirement)	Yes

Emergency Planning - Others

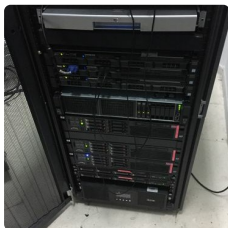
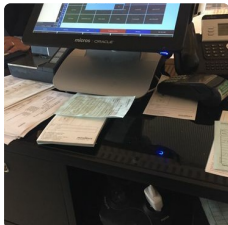
3 Failed

An emergency plan/procedure exists and is accessible on OneDrive / SharePoint	No
<p>— Notes</p> <p>Not updated</p>	
Emergency lightning in the server room is connected to UPS or generator	Yes
Server room air-conditioning is connected to UPS or generator	No
Past emergency situations and recovery solutions are documented in MyIT support tool	Yes
The emergency plan has been tested/revised/reviewed within the last 12 months	No
<p>— Notes</p> <p>Last test done 01/02/2018</p>	

The emergency plan identifies all potential risks	Yes
The emergency plan includes a recovery plan for each system related risk	Yes
The IT Manager is part of the emergency team	Yes
The IT department provides on-site emergency support 24/7 for all business-critical applications	Yes
Unexpected downtime procedures exist for Front Office System	Yes
– Notes Emergency OPERA 9 reports are available on Sharepoint	
Unexpected downtime procedures exist for POS	Yes

Emergency Planning - UPS

3 Failed

A UPS of at least 10KV is installed for the server environment and lasts at least 1 hour supported by load test report	Yes
– Notes A UPS with a 5KV is installed for server room all admin pc's are covered by a small UPS – Photos 	
Photo 5	
All business-critical equipment in the server room is connected to UPS power	Yes
All POS stations are supported by UPS power	Yes
– Photos 	
Photo 6	
At least one workplace in each department is supported by UPS power	Yes
At least one printer within the network is supported by UPS power	Yes

All active network components are supported by UPS power (switches, media converters, etc.)	No
– Notes Not all IDF rooms are supported by a USP	
All UPS power sockets are marked red or labeled "Computer Only" or "UPS"	No
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	Yes

Hardware - Servers, Workstations & Interfaces

Servers

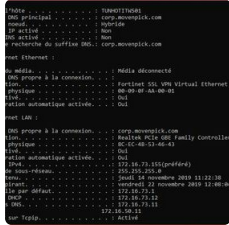

Is VMware or HyperV installed?	Yes
– Notes DoorLock system (Vingcard) is installed on a HyperV Machine, in an old server and not on a DELL VRTX as per MHR standard	

VMware or HyperV

All Hosts CPU utilization is below 75%	N/A
Default password of root user changed on ESX Servers	N/A
VMware Hosts up to date (patches and updates)	N/A
Each ESX server have redundant power supply	N/A
High availability is enabled and checked Monthly.	N/A
VMotion and migration is installed on the VMware servers	N/A
Raid 6 is configured on Data Storage and ESX Servers	N/A
VMware configuration and installation according to MH&R Standard	N/A
VMware triggered alarms is reviews and handled on daily basis	N/A
Event logs are reviewed and handled if there's a problems	N/A
Virtual disk shrinking is disabled on all hosts	N/A
Snapshot is checked and updated at least Monthly	N/A
Max two snapshots are kept on each server	N/A

Workstations

4 Failed

Does IT Department use DGSIT "masters" to install workstations and servers in Head Office?	N/A
All workstations are set up and configured according to brand standards	Yes
<p>— Photos</p>  <p>Photo 7</p>	
Local administrator login is disabled or managed by LAPS	No
Do properties use, at least, minimum validated version of Internet Explorer?	Yes
<p>— Notes</p> <p>Internet explorer v11</p> <p>— Photos</p>  <p>Photo 8</p>	
Office application on each workstation must be minimum Office 2013 or Office365, default language English and local language	No
<p>— Notes</p> <p>Office 2010 still used</p> <p>An upgrade to Office 365 E3 is planned for next year</p>	
GM, FC, and IT must have Office 365 E3 licenses installed (MHR Only)	No
<p>— Notes</p> <p>FC and GM still using office 2010, only IT Manager is using office 365</p>	
Does IT Department use DGSIT "masters" to install workstations and servers in properties?	No
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

Is Tars version implemented up-to-date?	Yes
— Notes Ongoing as per MHR standard	
Is implemented version of JMQ / MSMQ up-to-date?	No
— Notes Java v7 is the installed version	
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)	N/A
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

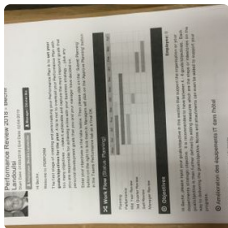
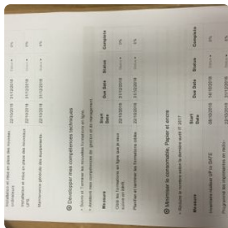
1 Failed

IT Department is informed for newly hired or exiting employees in order to add or remove to/from the system within 48 hours	No
— Notes IT Manager isn't informed by the HR department	

IT Manager & Assistant

1 Failed

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	N/A
— Notes Only one person (IT Manager) is working in the IT department	

Annual goals and objectives are in place for the IT Manager/IT Coordinator	No
<p>– Notes</p> <p>2019 goals are not set</p> <p>– Photos</p> <div style="display: flex; justify-content: space-around;">   </div> <p>Photo 9 Photo 10</p>	
Annual reviews are done for the IT Manager/ IT Coordinators	Yes
<p>– Notes</p> <p>Done for 2018</p>	
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

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
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

1 Failed

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
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 ?	No
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

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
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

IT Training

2 Failed

The IT Manager and IT Coordinator have gone through at least one day of personal development training within 12 months	Yes
The IT Manager & IT Coordinator attended at least 5 courses in Percipio in the last 12 months	No
A quarterly user training is scheduled (mandatory attendance)	No

In-Room Technology & Business Center

Business Center

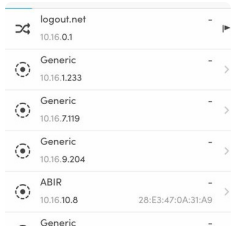
1 Failed

A business center with internet access is available for guests	Yes
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Business Center is equipped with Web corner according to brand standard	No
– Notes Planned on 2020	
Business Center network is not part of hotel administration network	Yes
Printing facilities are available in the business center	Yes

In-Room

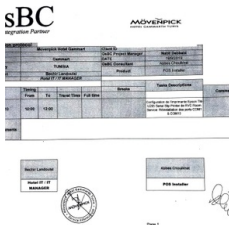
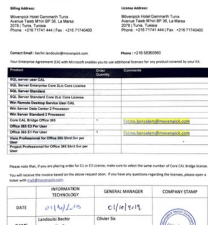
1 Failed

Smart phone chargers are available in the rooms or upon request from the concierge	Yes
– Notes Charges are available on frontdesk, upon guest request	
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)	No
– Notes Wi-Fi SSID still Movenpick – Photos  Photo 11	
AirAngel is installed	Yes
LCD screen TV in all rooms according to brand standards	Yes
Hotel information channel is installed on TV and comes first.	Yes
Minimum 2 easily accessible power sockets are available	Yes
2 easily accessible power sockets are on permanent power supply	Yes

Maintenance

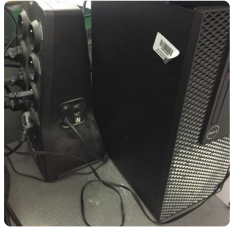
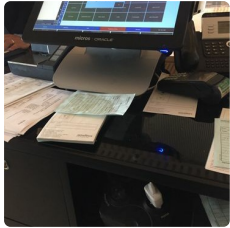
Systems - Contracted

3 Failed

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?	N/A
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?	Yes
Prior to any application deliveries in the production environment, is there a formal user sign off based upon an acceptance form completed ?	Yes
<p>— Notes</p> <p>Yes hotel is using Delivery form signed by the vendor and IT manager, For MHR Vendors hotel is using the standard forms (User request form, Generic Order form...)</p> <p>— Photos</p> <div>   </div> <p>Photo 12 Photo 13</p>	
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

1 Failed


All PCs, printers and other peripherals are in clean working condition	Yes
– Photos  Photo 14	
All POS equipment is in clean working condition	Yes
– Photos  Photo 15	
Patches update are done regularly on workstations and servers	No
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

Active Components

6 Failed

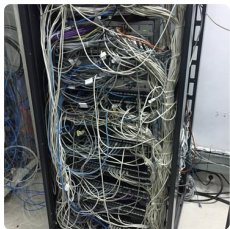
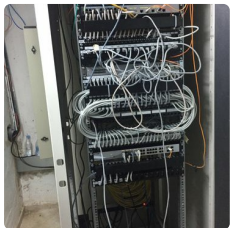
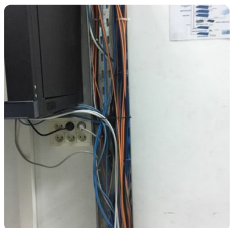
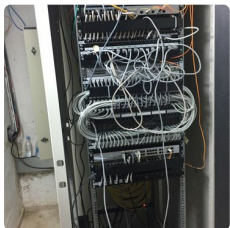
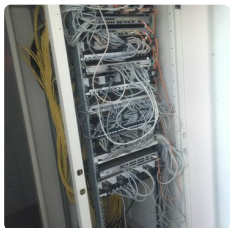
Brand of all network switches is in accordance to brand standards	No
– Notes Many switches are in house: cisco, huawei, HP, Dlink, SMC	
Default password for all switches has been changed	No
SNMP has been disabled on all switches	No
At least 10% ports are free on any switch	Yes
Guest network and hotel network are physically separated or separated by VLAN	Yes
– Notes Hotel network and Guest network are physically separated, only guest network is configured with a VLAN	
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
— Notes admin internet line: ISP router is connected to the fortinet devices directly guest internet line: ISP router is connected to Airangel devices directly	
Layer 2 or 3 switches are used at edge level	Yes
Layer 3 switches are used at core level with full redundancy	No
No network hubs are used in the network	Yes
Network is designed with redundancy, load balancing and network segmentation	No
End of life switches are not in active use	No
Hotel has firewall according to Accor standrard	Yes
— Notes Fortinet firewall are installed and running properly	
Hotel IP addressing scheme is in accordance to Accor standard	Yes
— Photos  <p>Photo 16</p>	
Wireless access to Accor network is prohibited unless the standard Accor inwebo VPN client is used	Yes

Passive Components

7 Failed

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	Yes

Patchpanels in racks are clearly labeled (Voice, data, TV, etc)	No
<p>— Photos</p>  <p>Photo 17</p>	
Network outlets are clearly labeled matching the corresponding port on the patch panel	No
<p>— Photos</p>  <p>Photo 18</p>	
Conduits and/or cable trays are installed for all cabling (data, telephone, etc.)	No
<p>— Photos</p>  <p>Photo 19</p>	
Edge switches and patch panels in all areas are housed in a locked closet or rack (IDF)	No
<p>— Photos</p>   <p>Photo 20 Photo 21</p>	
IDF's are clean and tidy	No
IDF's power supply is not exposed outside the locked cabinet	No
IDFs are ventilated or air conditioned where necessary	No

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

Yes

Security

3 Failed

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

No

– Notes
not updated

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

– Notes
only IT manager is authorized to add/delete users

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

Yes

– Notes
server room is protected by with an electronic lock (Vingcard)
IDF rooms are protected by a mechanic key

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

Yes

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

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

No

– Notes
Paper shredder brand does not complain as per Accor standard

– Photos



Photo 22

No modems are connected to the network

Yes

Passwords

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

N/A

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

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

— Notes

All USB ports are closed, managed by the IT regional support team

Group Policies only for hotels with their own domain

Each user has his own unique user ID and password (exception: reception users)

Yes

— Photos

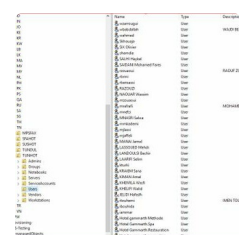


Photo 23

Users have no permission to install software


Yes

— Notes

GPO is managed by MyIT team and configured as per MHR standard

Password policy is adhered to. (min. 8 characters, small & capital letters, numbers, special characters)

Yes

Proxy settings are pushed through policy	N/A
— Notes There is no proxy configured	
Workstation date and time are synchronized with domain controller	Yes
DNS & DHCP services are configured properly	Yes
— Photos 	
Photo 24	
Domain Controller is Windows Server 2012 (MHR & FRS Only)	Yes
— Notes OS is windows server 2016	
All servers and workstations are updated with latest OS and application patches	Yes

Server & PBX Room

4 Failed

"Authorised Persons Only", "No Food or Drink" and "No Smoking" signs are available at entrance	Yes
Door is fire proof (min. 60 minutes) with proper certificate	No
Door is locked by electronic key	Yes
Door is self-closing and always remains closed	Yes
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
Emergency light is installed	Yes
Cabling is under raised floor and is not dilapidated or damaged and runs in trays	No
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	Yes
Antistatic and raised floor	No
All hardware is clearly labeled	Yes
Manual Sign off register at the entrance of the server room	No
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

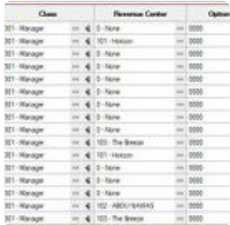
Applications

OPERA

1 Failed

Do we use a referenced PMS (FO) in owned properties, and do we only operate the single version recommended ?	Yes
– Notes Hotel is using OPERA 9 Cloud version	
Users have only access rights to the system/application at an appropriate level of their duties	Yes
– Notes Users rights are as per MHR standard managed by MyIT team	
No generic user ID in use	No
Vendor's standard access has been disabled and will only be enabled when needed	N/A
– Notes Cloud Version	
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

Do we use a referenced POS in owned properties, and do we only operate the single version recommended ?	Yes
<p>— Notes</p> <p>Simphony 2 cloud Version in installed as per MHR standard</p>	
Users have only access rights to the system/application at an appropriate level of their duties	Yes
No generic user ID in use	Yes
<p>— Photos</p>  <p>Photo 25</p>	
Vendor's standard access has been disabled and will only be enabled when needed	N/A

PCI DSS

14 Failed

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)	No
<p>— Notes</p> <p>Hotel still using the MHR credit card form and soon they will use the CRES once TARS is live</p>	
Network infrastructure is protected by a firewall and antivirus	Yes
Only PCI compliant & certified interfaces, terminals and scanners are in use	No
<p>— Notes</p> <p>IT Manager need to check with the banks if EPT are PCI DSS certified or not</p>	
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	No
Subscription to HCP portal Digitrust is active and renewed	No
Management and all departments are aware of the PCI DSS rules and handling responsibilities	No

Is there a process to ensure the Network diagram is kept current	No
Are vendor-supplied defaults always changed before installing a system on the network (switches, APs, telecom routers...)	No
– Notes some switches still with the default password	
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
– Notes No virtual server	
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
– Notes Users are using myit support for each request to the IT department	
Is access for any terminated users immediately deactivated or removed	No
– Notes HR department didn't keep the IT department updated on monthly basis	
Are user passwords/passphrases changed at least once every 90 days	Yes
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
– Notes Wifi access point are not secure	

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
– Notes Security asks Visitors for an ID card	
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)	No
Are quarterly external vulnerability network scans performed	No
– Notes As per MHR standard a network Scan is planned two times on the year, the network scan will be changed as per Accor standard	
Is a security policy established, published, maintained, and disseminated to all relevant personnel	No
Are personnel educated on PCI DSS upon hire and at least annually	No
– Notes PCI DSS training is not done yet	

Photos

25 Photos

TUNHOT_F3_policy	
Retention Timeline	
Keep All Records: 3 days	TUNHOTSRV01
Keep Daily Records: 21 days	86R01S
Keep Weekly Records: 8 weeks	TUNHOTSRV02
Keep Monthly Records: 12 months	TUNHOTSRV03
Keep Yearly Records: 3 years	BYNOCARD
Email Messages Timeline	
Keep Retained Email Messages: Forever	
TUNHOT_DB_policy	
Retention Timeline	
Keep All Records: 3 days	TUNHOTSRV01
Keep Daily Records: 21 days	TUNHOTSRV02
Keep Weekly Records: 8 weeks	TUNHOTSRV03
Keep Monthly Records: 12 months	
Keep Yearly Records: 3 years	
Email Messages Timeline	
Keep Retained Email Messages: Forever	

Photo 1

[illegible]

Photo 2

[illegible]

Photo 3



Photo 5



Photo 4

Photo 7



Photo 10

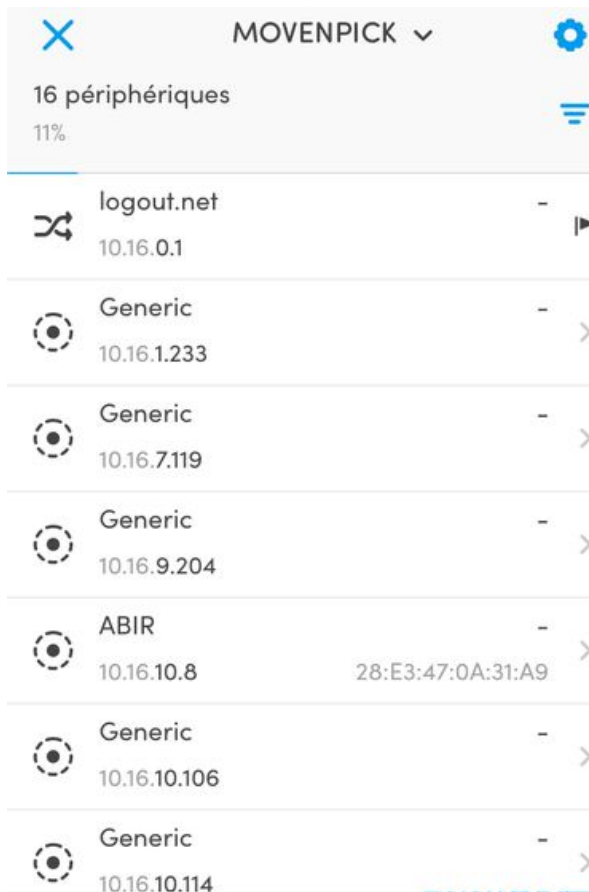


Photo 11

Movenpick Hotels & Resorts Management FZ - LLC
Shatha Tower, 39 F, Dubai Media
Additional License Purchase Order

Billing Address:

Movenpick Hotel Gammarth Tunis
Avenue Taieb Mhiri BP 36, La Marsa
2078 | Tunis, Tunisia
Phone : +216 71741 444 | Fax : +216 71740400

License Address:

Movenpick Hotel Gammarth Tunis
Avenue Taieb Mhiri BP 36, La Marsa
2078 | Tunis, Tunisia
Phone : +216 71741 444 | Fax : +216 71740400

Contact Email : bechir.landoulsi@movenpick.com

Phone : +216 58365560

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	INFORMATION TECHNOLOGY	GENERAL MANAGER	COMPANY STAMP
DATE	01/10/2019	01/10/2019	
NAME	Landoulsi Bechir	Olivier Six	
SIGNATURE			

Photo 13

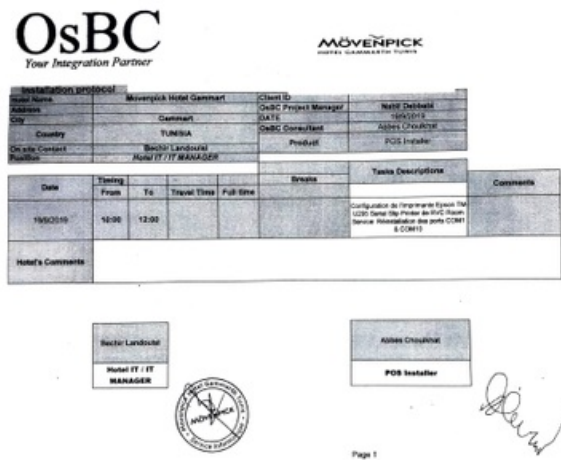


Photo 12



Photo 14

Option Name	Vendor	Value	Class / Policy Name
2: 003 Router	Standard	172.16.73.1	Name
2: 004 DNS Server	Standard	172.16.73.11, 172.16.73.11	Name
2: 010 DNS Domain Name	Standard	corp.movenpick.com	Name

Photo 16

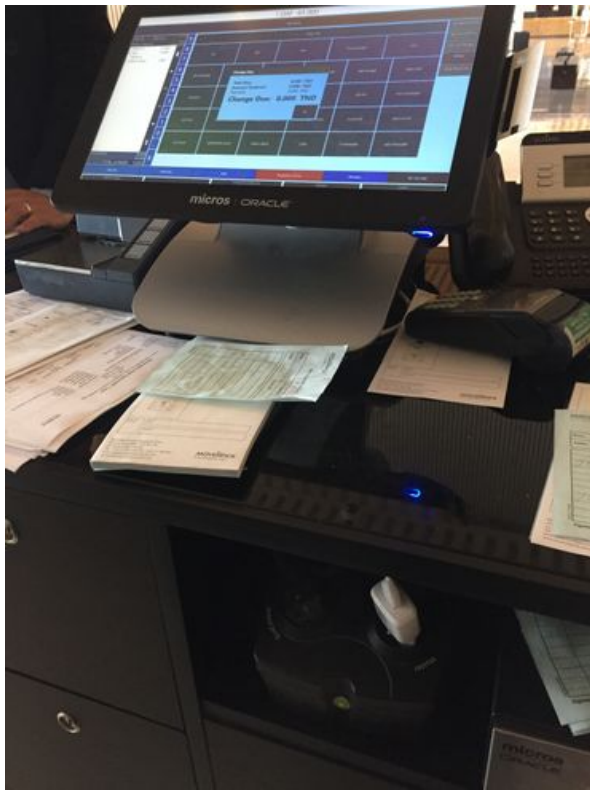


Photo 15



Photo 18

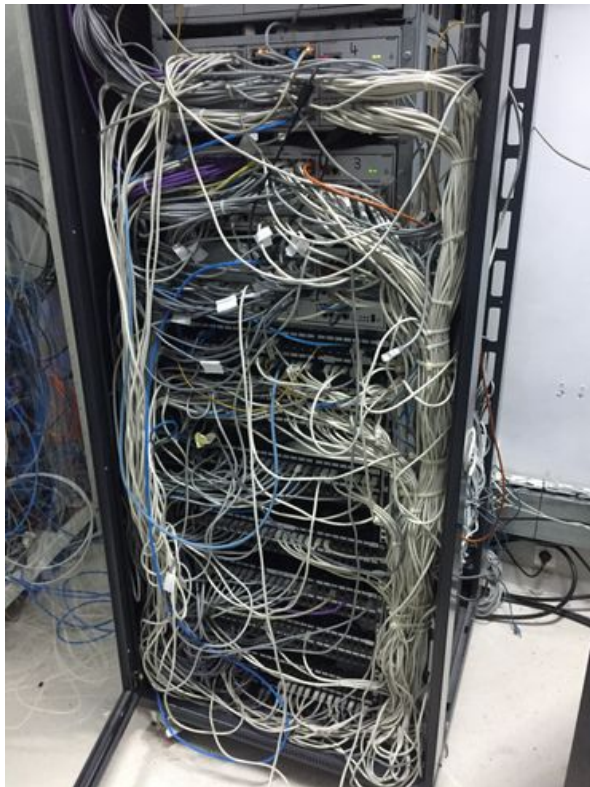


Photo 17



Photo 20



Photo 19

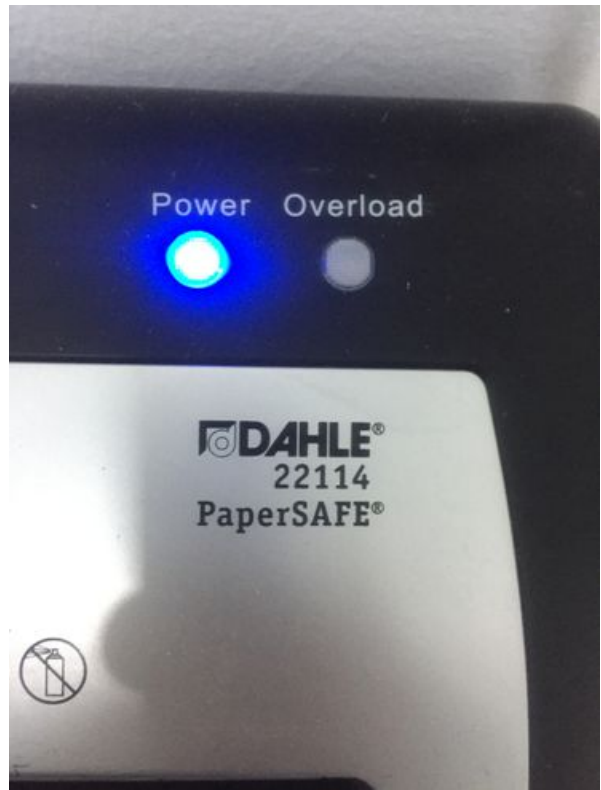


Photo 22



Photo 21

Option Name	Vendor	Value	Class / Policy Name
000 Router	Standard	172.16.75.1	Name
000 DNS Servers	Standard	172.16.75.11, 172.16.50.11	Name
010 DNS Domain Name	Standard	corp.movingpicks.com	Name

Photo 24

ID	Name	Type	Description
IN	Wassimoupi	User	WAKEL BEN ABDEL
JO	Waboudabeh	User	
KE	Wahmed	User	
KW	Wihouajh	User	
LB	Wix Olivier	User	
EK	Wiamda	User	RADUF ZOUAROU
MA	Wahim Haykal	User	
MY	Wahim Mohamed Fares	User	
MY	Wahim	User	
MY	Wahim	User	
MY	Wahim	User	MOHAMED HEDJI
MY	Wahim	User	
MY	Wahim	User	
MY	Wahim	User	
MY	Wahim	User	
MY	Wahim	User	IMEN TOUHEMI
MY	Wahim	User	
MY	Wahim	User	
MY	Wahim	User	
MY	Wahim	User	

Photo 23

#	Name	Class	Revenue Center	Options	In Training	LDG	Like Grace
10000001	Wahim	101 Manager	101	1000	100	100	100
10000002	Wahim	101 Manager	101	1000	100	100	100
10000003	Wahim	101 Manager	101	1000	100	100	100
10000004	Wahim	101 Manager	101	1000	100	100	100
10000005	Wahim	101 Manager	101	1000	100	100	100
10000006	Wahim	101 Manager	101	1000	100	100	100
10000007	Wahim	101 Manager	101	1000	100	100	100
10000008	Wahim	101 Manager	101	1000	100	100	100
10000009	Wahim	101 Manager	101	1000	100	100	100
10000010	Wahim	101 Manager	101	1000	100	100	100
10000011	Wahim	101 Manager	101	1000	100	100	100
10000012	Wahim	101 Manager	101	1000	100	100	100
10000013	Wahim	101 Manager	101	1000	100	100	100
10000014	Wahim	101 Manager	101	1000	100	100	100
10000015	Wahim	101 Manager	101	1000	100	100	100
10000016	Wahim	101 Manager	101	1000	100	100	100
10000017	Wahim	101 Manager	101	1000	100	100	100
10000018	Wahim	101 Manager	101	1000	100	100	100
10000019	Wahim	101 Manager	101	1000	100	100	100
10000020	Wahim	101 Manager	101	1000	100	100	100
10000021	Wahim	101 Manager	101	1000	100	100	100
10000022	Wahim	101 Manager	101	1000	100	100	100
10000023	Wahim	101 Manager	101	1000	100	100	100
10000024	Wahim	101 Manager	101	1000	100	100	100

Photo 25