Green University of Bangladesh

Department of Computer Science and Engineering (CSE)
Semester: (Fall, Year: 2024), B.Sc. in CSE (Day)

Hotel Management Network

Course Title: Computer Networking Lab
Course Code: CSE 312
Section: 212 D3

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Lab Project Status	
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Contents

Chapter 1

Introduction

Designing and implementing a Hotel Management Network is a crucial aspect of ensuring seamless operations and efficient guest services in the hospitality industry. This network is responsible for connecting various departments, facilitating communication, managing reservations, and ensuring the overall smooth functioning of the hotel.

In this project, we will use Cisco Packet Tracer, a powerful network simulation tool, to design and implement a robust Hotel Management Network. The goal is to create a network infrastructure that supports the diverse needs of a hotel, including guest services, staff communication, reservation systems, and security.

1.1 Design Goals/Objective

1. Define Requirements:

- Identify the specific needs of the hotel, such as guest services, staff communication, reservation systems, and security.
- Determine the number of floors, rooms, and staff members to plan for scalability.

2. Network Topology:

- Design the physical and logical topology of the network.
- Include core routers, distribution switches, access switches, and wireless access points.

3. IP Addressing:

- Plan and allocate IP addresses for devices within the network.
- Consider subnetting for different departments and guest networks.

4. VLAN Configuration:

- Implement Virtual LANs (VLANs) to segregate traffic for improved security and network efficiency.
- Assign VLANs for guests, staff, management, and services like CCTV.

5. Guest Wi-Fi:

- Set up a secure and isolated VLAN for guest Wi-Fi.
- Implement a captive portal for authentication and terms of use.

6. Server Setup:

- Deploy servers for services like reservation systems, billing, and file storage.
- Ensure redundancy and backup systems for critical services.

Chapter 2

Design/Development/Implementation of the Project

2.1 Design/Development

Designing and implementing a Hotel Management Network using Packet Tracer involves several key steps. Below is a basic outline to guide you through the process. Keep in mind that the specific requirements may vary depending on the size of the hotel and its unique needs.

1. Network Topology Design:

- Identify the number of floors, rooms, and common areas in the hotel.
- Plan the placement of networking devices such as routers, switches, and access points.
- Consider redundancy and scalability for future expansion.

2. IP Addressing Scheme:

- Design an IP addressing scheme for different network segments, such as guest rooms, staff areas, and administrative offices.
- Consider subnetting to improve network efficiency.

3. Physical Setup:

- Place routers and switches in appropriate locations, such as server rooms or secure cabinets.
- Connect network cables to create the physical infrastructure, ensuring neat and organized cable management.

4. Router Configuration:

- Configure the router interfaces for connectivity between different floors or areas.
- Implement NAT (Network Address Translation) to allow private IP addresses in guest rooms to access the internet.

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5. Switch Configuration:

- Configure VLANs (Virtual Local Area Networks) to segregate different types of traffic (e.g., guest, staff, management).
- Implement port security on switches to restrict unauthorized access.

6. Wireless Network Setup:

- Deploy wireless access points on each floor for guest and staff Wi-Fi.
- Implement WPA3 security protocols and a strong passphrase for wireless security.
- Set up a separate VLAN for the guest Wi-Fi network to isolate it from the internal network.

7. Server Configuration:

- Set up a central server for managing guest reservations, billing, and other hotel management functions.
- Implement security measures on the server, such as firewalls and regular backups.

8. Guest Room Connectivity:

- Install network jacks in guest rooms for wired connectivity.
- Ensure that guest room devices can authenticate and connect to the internet securely.

9. Security Measures:

- Implement firewalls and intrusion detection/prevention systems.
- Regularly update firmware and security patches on networking devices.
- Enforce strong password policies and access controls.

10. Monitoring and Management:

- Set up network monitoring tools to detect and address issues promptly.
- Implement SNMP (Simple Network Management Protocol) for network device management.

2.2 Implementation

2.3 Output

Chapter 3

Performance Evaluation

3.1 Simulation Environment/ Simulation Procedure

Designing and implementing a Hotel Management Network using Packet Tracer involves several steps. Packet Tracer is a simulation tool developed by Cisco, and it's widely used for designing and testing network configurations. Below is a step-by-step procedure for simulating a Hotel Management Network in Packet Tracer:

1. Define Requirements:

- Identify the network requirements of the hotel, such as the number of rooms, guests, staff, and devices.
- Determine the services needed, including internet access, guest Wi-Fi, security cameras, and centralized management.

2. Topology Design:

- Create a network topology that meets the requirements.
- Include routers, switches, access points, and end devices like computers, phones, and security cameras.
- Divide the network into VLANs for different purposes (guests, staff, management).

3. IP Addressing:

- Assign IP addresses to devices based on the network topology.
- Use private IP address ranges, such as 192.168.1.0/24 for staff, 192.168.2.0/24 for guests, and so on.

4. VLAN Configuration:

- Configure VLANs on switches to separate different types of devices.
- Assign each port to the appropriate VLAN based on its purpose (staff, guests, management).

5. Router Configuration:

   - Configure the router interfaces connected to each VLAN.
   - Set up DHCP for dynamic IP address assignment to devices on each VLAN.

6. Wireless Network:

   - Configure wireless access points for guest Wi-Fi and staff Wi-Fi.
   - Implement security measures like WPA2 encryption and SSID broadcasting.

7. Security Measures:

   - Implement security features like firewalls, access control lists (ACLs), and secure login credentials.
   - Consider guest isolation to prevent unauthorized access.

8. Device Connection:

   - Connect end devices (computers, phones, cameras) to the appropriate switch ports.
   - Ensure that each device is configured correctly with the assigned IP address and VLAN.

9. Internet Connection:

   - Connect the router to the internet service provider (ISP) or simulate internet connectivity.
   - Configure NAT (Network Address Translation) on the router to allow devices to access the internet.

3.2 Results Analysis/Testing

- Improved efficiency in hotel operations with a well-organized network.
- Enhanced security measures protect sensitive data and ensure guest privacy.
- Reliable and high-speed connectivity for both guests and employees.
- Streamlined management through centralized monitoring and control.
- Better scalability to accommodate future growth and technological advancements.

3.3 Results Overall Discussion

Results: Successful segregation of guest and staff networks. Secure access to reservation systems and management resources. Adequate bandwidth for critical services. Discussions: Evaluate the scalability of the network for future expansion. Consider implementing network monitoring tools for better management. Discuss the trade-offs between security and convenience for guests.

Chapter 4

Conclusion

4.1 Discussion

Designing and implementing a Hotel Management Network using Packet Tracer requires careful planning and consideration of various factors. A well-structured network can significantly improve the efficiency of hotel operations, enhance security, and provide a seamless experience for both guests and employees. Regular monitoring and maintenance are key to ensuring the continued success and reliability of the network infrastructure.

4.2 Practical Implications

Designing and implementing a Hotel Management Network using Packet Tracer involves several key considerations to ensure efficiency, security, and scalability. Below are practical implications and steps for such a network:

1. Network Topology:

- Core Layer: This layer includes the main routers and switches, connecting the hotel to external networks and managing high-speed data transfer.
- Distribution Layer: This layer handles communication between different departments within the hotel, ensuring efficient data flow.
- Access Layer: Access switches connect to end-user devices such as computers, IP phones, and printers in various hotel areas.

2. VLAN Configuration:

- Segment the network into VLANs for different departments (e.g., reception, rooms, administration) to enhance security and optimize traffic flow.
- Implement Voice VLANs for IP phones to prioritize voice traffic.

3. Subnetting:

Assign separate IP subnets for each VLAN to logically divide the network and improve network performance and security.

4. Guest Wi-Fi:

- Set up a dedicated VLAN and SSID for guest Wi-Fi with a captive portal for authentication.
- Implement bandwidth controls to ensure fair usage and prioritize business-critical applications.

5. Security Measures:

- Implement Access Control Lists (ACLs) to restrict unauthorized access between VLANs and control traffic flow.
- Utilize Network Address Translation (NAT) to hide internal IP addresses from external networks.

6. Firewall:

Deploy a firewall at the perimeter to monitor and control incoming and outgoing network traffic based on predetermined security rules.

7. Redundancy and High Availability:

- Use redundant links and devices at critical points to ensure network availability.
- Implement technologies like HSRP (Hot Standby Router Protocol) for router redundancy.

8. QoS (Quality of Service):

- Prioritize critical services such as reservation systems and VoIP to ensure a seamless guest experience.
- Implement QoS policies to manage bandwidth effectively.

9. Centralized Management:

- Use network management tools for centralized monitoring and troubleshooting.
- Implement SNMP (Simple Network Management Protocol) for proactive monitoring.

10. Device Security:

- Secure network devices with strong passwords, and update firmware regularly.
- Disable unused ports on switches to minimize security risks.

11. Cabling Infrastructure:

Ensure a well-organized and labeled cabling infrastructure for ease of troubleshooting and future expansions.

4.3 Scope of Future Work

Scope of Work:

- Network Topology Design:
  - Design a network topology that includes different departments like front desk, housekeeping, administration, and guest services.
  - Implement VLANs to segregate traffic and enhance network security.
- Hardware Requirements:
  - Specify the required network devices such as routers, switches, access points, and servers.
  - Ensure redundancy and high availability for critical components.
- Internet Connectivity:
  - Establish a reliable and secure connection to the internet for guest services and administrative purposes.
  - Implement firewall rules to control internet access and enhance security.
- Guest Wi-Fi:
  - Set up a separate guest Wi-Fi network with appropriate security measures.
  - Implement a captive portal for guest authentication and access control.
- Reservation System Integration:
  - Connect the network to the hotel's reservation system for seamless communication.
  - Ensure secure data transmission and compliance with data protection regulations.
- Security Measures:

  - Implement security protocols such as WPA3 for Wi-Fi networks.
  - Set up intrusion detection and prevention systems.
  - Configure access controls and encryption for sensitive data.
- CCTV Integration:
  - Integrate security cameras into the network for surveillance purposes.
  - Implement a centralized monitoring system for security personnel.
- VoIP Communication:
  - Implement a VoIP system for internal communication between different hotel departments.
  - Ensure voice traffic is prioritized over the network.
- Guest Room Automation:
  - Explore possibilities for integrating smart devices in guest rooms (e.g., smart thermostats, lighting, and blinds).
  - Implement a secure and reliable communication system for these devices.
- Data Backup and Recovery:
  - Establish a robust data backup and recovery system for critical hotel data.
  - Test and document the data restoration process.

Future Work:

- IoT Integration: Explore and implement additional IoT devices for energy management, occupancy sensing, and other smart hotel applications.
- Mobile App Integration: Develop and integrate a mobile application for guests to access hotel services, check-in, and control in-room devices.
- Advanced Analytics: Implement analytics tools to gather insights into guest behavior, occupancy trends, and operational efficiency.
- Blockchain for Security: Explore the use of blockchain technology for enhancing the security and integrity of guest transactions and data.
- Enhanced Wi-Fi Services:
  - Provide premium Wi-Fi services with tiered access for different guest categories.
  - Implement location-based services for personalized guest experiences.
- Augmented Reality (AR) for Guest Services: Investigate the use of AR for enhancing guest services, such as interactive maps, virtual concierge services, and room customization.

- Energy Efficiency Measures: Integrate systems for monitoring and optimizing energy consumption in various areas of the hotel.
- Cloud Migration: Consider migrating certain services and storage to the cloud for scalability and accessibility.
- Continuous Security Audits: Regularly conduct security audits to identify and address potential vulnerabilities in the network.
- Training Programs: Develop training programs for hotel staff to ensure they are proficient in using and maintaining the network infrastructure.

References