

Emergency Procedures



Your site should expect at some point to experience system downtime. Whether it is due to scheduled maintenance on the system, acts of nature that cause power outages, or system failure, you should be prepared to operate your hotel without the use of your system. Since each situation is different and the needs of each hotel will vary, you will need to implement additional and specific procedures to the suggestions we have provided in this handout. Hotel management should review this document and implement a customized contingency plan.

What You Can Do To Be Proactive:

The following are items that can be implemented to prepare for system down time.

- ?? Contact all users that will be affected in-house for planned system downtime, as well as place a call to Galaxy Customer Support to make them aware.
- ?? Set up Batch Reports
- ?? Equip your system with an Uninterrupted Power Supply "UPS"
- ?? Perform all required backups
- ?? Document and put into action a Contingency Plan

Scheduled System Down Time:

Examples of why you might plan to take the system down:

- Electrical Maintenance
- Equipment Relocation
- Galaxy System Upgrade

*** Please note that you should never take your system down **without** the assistance of Galaxy Customer Support.

Internal Contact List

Create a list of key contacts within the hotel, including name, title and phone numbers of the people who need to be contacted should your system go down. Place this list in an accessible location for the hotel staff. A sample form has been provided for you at the end of this document.

Galaxy Customer Support

- ?? If you are planning to take the system down, you must place an advanced warning call to Galaxy to get a ticket and a contact name of who will handle the shutdown.
- ?? Relate all information pertaining to the shutdown: time, duration and what type of maintenance is scheduled.

Calling The Help Desk

1. Call Galaxy customer support at one of the following numbers available 24 hours a day, 7 days a week:
 - a. 1-800-434-9990
 - b. 1-714-258-5888
2. When calling the Galaxy customer support, an actual customer support agent answers the call. During times when there is an influx of calls, the call is first

answered by the in-house phone system. During this time the caller is prompted to press number '2' if the system is down.

- a. **DO NOT** select this option unless the system is really down.
 - b. Being "down" means that the entire system has ceased to function. No terminals or PC's are working at all. When choosing this option and the system is not actually down, the agent places the call back into queue – at the end of the line!
3. Be sure to record the details of the call along with the log number given by the agent.

Batch Reports:

The Batch Report option will gather a number of reports together and run them using one command. It is a one-time setup. Once the Batch Report is created, type in the name assigned at the "Enter Selection" prompt. Many different types of Batch Reports can be created – there are no limits.

Follow these, step by step, instructions to create Batch Reports.

How To Create The Batch Setup In The Application

1. From the *Main Menu*, select *Database Maintenance Menu*.
2. Select *Spooler*.
3. Select *Batch Definition*.

```
El Conquistador          BATCH DEFINITION          Date: 13-DEC-1997 SAT
Stephanie - Geac        Time: 01:04 PM

Batch Code              bu          Local Y          Audit Report Y
Batch Description      System Backup Reports
Hotel Number          498 Sheraton El Conquistador Resort &
Major Class           |
Spooler Description   |
Printer              FORPT FORPT

Seq  Process Code  Description
11  rmstat        Room Status Report
13  rmstat        Room Status Report
15  rmstat        Room Status Report
17  exparvl       Expected Arrival Report
19  expdept       Expected Departure Report
21  resquest      Inhouse Guest List
23  phreflis      Telephone Reference List Report
25  postaudt      Room Posting Audit Report
27  brchart       Blocked Room Chart
```

4. Complete the prompts as follows:
- ~~///~~ **Batch Code:** Make up a code that best describes how the reports are used (e.g. fire or backup). **NEVER** name the batch using a synonym that already exists, like "res". This will cause problems.
 - ~~///~~ **Local:** Y (for yes).

- /// **Audit Report:** N (for no).
- /// **Batch Description:** Make up a description (e.g. Emergency Reports or System Backup Rpts).
- /// **Hotel Number:** The system automatically defaults to the hotel number.
- /// **Major Class:** Leave this field blank.
- /// **Spooler Description:** Leave this field blank.
- /// **Printer:** Type the name of the printer to which the reports will ALWAYS print.

5. Add the reports to be included in the batch. Complete the prompts as follows:
 - /// **Seq:** Type a number (must be an odd number between 11 and 99).
 - /// **Process:** Type the process code of the report to be printed. [List Values] may be used to view the options.
 - /// **Description:** The full name of the report is automatically displayed.

How To Complete The "Process Maintenance" Screen For Batch Reports

1. From any Enter Selection field, type "pb".
2. Complete the prompts as follows:
 - /// **Process Code:** Type the batch code previously created.
 - /// **Sys:** FD (for Front Desk).
 - /// **Type:** BAT (for batch).
 - /// **NA:** N (for no).
 - /// **Run Ord:** N (for no).
 - /// **Executable Screen:** Type the following path: /eci/dev/sct/spl/runpic.
 - /// **Description:** Type the same description created in the batch setup.
When done, press the [Exit] key to save. (Yes, [Exit] in order to save. If an error is made, [Cancel] works like [Clear].)

EI Conquistador		Process Maintenance			Date: 13-DEC-1997 SAT	
Stephanie - Geac					Time: 01:05 PM	
Process Code	Sys	Type	N Run	Executable Screen	Description	
bu	FD	bat	N N	/eci/dev/sct/spl/runpic	System Backup Reports	

How To Add The New Batch Code To The Proper Category Code

In order to access the batch created, it must be added to one of the category codes that is part of the user's security.

1. From the *Main Menu*, select *Database Maintenance Menu*.
2. Select *Security*.
3. Select *Category Maintenance*.

☞ When creating a backup batch, it is recommended to add it to the "GEN" category so all agents have access to it.

☞ It is also recommended to add it to the ECI category for support purposes.

How To Run The Batch Report

1. To run the batch manually, type the code created in any "Enter Selection" field.
2. A report screen appears with the description of the batch report in the middle of the screen.
3. Complete the report prompts as usual. Please note: Regardless of the printer selected in this screen, the batch always prints to the printer defined in the *Batch Definition Screen*.

Suggested Batch Reports

FIRE – A batch of reports should be created for possible power outages that will allow the hotel to function without the use of the computer. This batch can also serve for emergencies (such as a fire, earthquake, tornado, etc.) in which an evacuation of the building may be needed. Below is a list of suggested reports for FIRE:

Synonym	Report Name	Prompts
exparvl	Expected Arrivals	today, today, y, blank, n, n, r, n
expdept	Expected Departures	today, today, blank, blank, blank, blank, n, r
exparvl	Expected Arrivals	today+1, today+1,y, blank, n, n, r, n
expdept	Expected Departures	today+1, today+2, blank, blank, blank, blank, n, r
resquest	In House Guest List	a, blank, n, n
resquest	In House Guest List	a, blank, n, r
acfcast	Accommodation Forecast	today, today+2, blank, blank, a, n
spserrpt	Special Service Report	Run this report for all in-house guests with a code for "handicapped" or "accessible".
rmdet	Room Status Detail	y, y, r
phreflis	Telephone Reference List	Y
postaudt	Post Audit Report	Y
offrpt	Out Of Order/ Off Market Rooms	b, c, a, r, s
comments	Comments	y, y, n, n, n, b
glsum	Guest Ledger Summary	y, y, blank, blank, blank, n

AM, PM – A batch of reports can be created for the various shifts at the front desk. That way, the clerks will not forget to print any required reports they would need to

do their daily tasks (such as a bucket check, etc.) Below is a list of suggested reports for the various shifts:

AM

Synonym	Report Name	Prompts
exparvl	Expected Arrivals	today, today, y, blank, n, n, r, n
expdept	Expected Departures	today, today, blank, blank, blank, blank, n, r
actdept	Actual Departures	blank, blank, today, blank, blank, blank, r, a, n, y
resgquest	In House Guest List	a, blank, n, n
resgquest	In House Guest List	a, blank, n, r
spserrpt	Special Service Report	Run this report for all in-house guests with a code for "handicapped" or "accessible".
rmdet	Room Status Detail	y, y, r
phreflis	Telephone Reference List	y
postaudt	Post Audit Report	y
offrpt	Out Of Order/ Off Market Rooms	b, c, a, r, s
comments	Comments	y, y, n, n, n, b
glsum	Guest Ledger Summary	y, y, blank, blank, blank, n

PM

Synonym	Report Name	Prompts
exparvl	Expected Arrivals	today, today, y, blank, n, n, r, n
expdept	Expected Departures	today, today, blank, blank, blank, blank, n, r
highbal	High Balance	y, y, y, blank, y, r
rmdisrpt	Discrepant Rooms Report	n
resgquest	In House Guest List	a, blank, n, n
resgquest	In House Guest List	a, blank, n, r
spserrpt	Special Service Report	Run this report for all in-house guests with a code for "handicapped" or "accessible".
rmdet	Room Status Detail	y, y, r
phreflis	Telephone Reference List	y
pendrom	Pending Rooms Report	a, blank, n
postaudt	Post Audit Report	Y
offrpt	Out Of Order/ Off Market Rooms	b, c, a, r, s
comments	Comments	y, y, n, n, n, b
glsum	Guest Ledger Summary	y, y, blank, blank, blank, n

Uninterruptible Power Supply "UPS"

The primary function of a UPS is to protect the hardware and software on the Galaxy server from unexpected power failures. A UPS will also keep your server safe from power fluctuations and acts as a "power conditioner".

Depending on the model purchased, different features are included. Some models will allow more devices to be attached. However the more devices attached, the shorter the length of time the UPS will function. Printers will drain the UPS of power faster than any other item.

Some properties will have purchased a "smart" UPS. This model will automatically shut the server down after a predetermined length of time without power. A standard UPS will require user intervention to execute the shutdown.

Once power is restored to the system, the UPS will begin to recharge itself. If the UPS was completely drained of power this process can take up to 24 hours to complete.

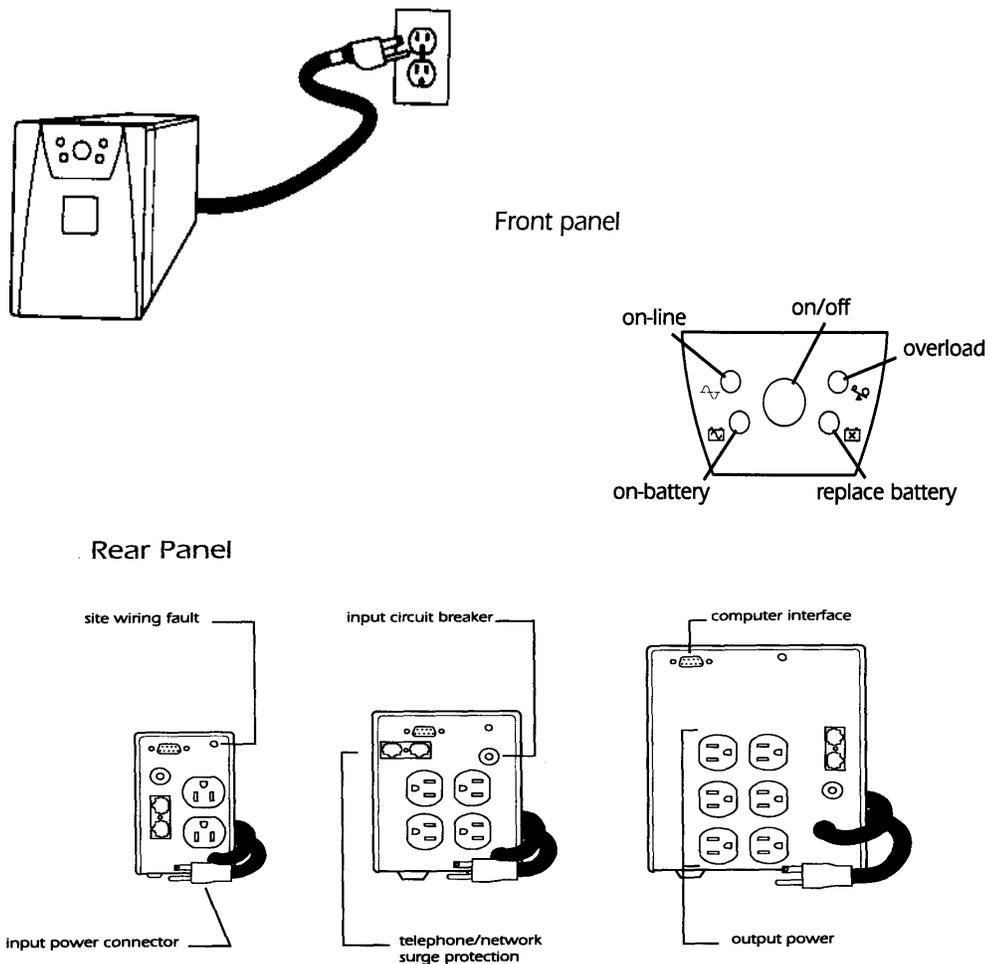


Illustration A: Example of a standard UPS

Backups

Why Is It Important To Do A Backup?

Imagine for a moment what would happen if the system went down and a days worth of work was lost. Think of the labor it would take to reenter every guest reservation, check in and out every guest, and post every transaction that happened that day? Now imagine if the entire database was lost. Picture the amount of time and effort it would take to recreate every rate schedule, accommodation code and room.

Performing a backup of the system is the only way of protecting the data should anything happen to the hardware or software. It is critical that a backup be performed on a regular basis, ideally every day. There are 4 types of backups.

- 1. Logs** "Transaction Logs" run 24 hours a day. Logical Logs record every keystroke as they occur and record any changes made to the database. Without the Logs, the system could only be restored to the last time the Nightly backup was run. The site would then have to recreate the last hours worth of work to bring the system current.
- 2. Nightly** – The "Nightly Backup" is done every night and performs a backup of the database (Informix). The database consists of all the rooms, rate schedules, guest reservations, revenue transactions etc.
- 3. Weekly** – The "Weekly Backup" is done once a week. It performs a backup of the operating system (UNIX) and the application (like the screens, printers, interfaces, etc).
- 4. Recovery** - A 'Make Recovery' tape should be created at least once a month, or when certain HP database changes are. This backup is an image of software on the HP Unix system. This image does **not** include Galaxy information or the Galaxy database. It just contains HP information. In the event the system becomes inoperable due to a root disk failure, this tape is used to restore the system **minus** the Galaxy information. Once HP-UX has been restored, the Galaxy Weekly, Nightly and Transaction Log backups will have to be loaded to fully restore the system.

One of the most important parts of the backup procedure is rotating the tapes and recording of the tapes used. A backup log sheet is recommended as a reference for the recovery process. Hewlett Packard's recommendation for tape replacement is every 6 months a new set of tapes should be implemented. It is recommended the tapes be stored in something "fireproof", since heat will damage the tapes.

When storing your Make Recovery Tapes it is suggested that you also have a copy of the 'Root' Password with them. The 'Root' password is property specific and will be needed when making or restoring these system backups.

For more information on running the backup, please refer to the Galaxy Backup Procedure Handout.

Property Policies and Procedures

Each hotel will have different policies and procedures. The following is a list of suggestions that may help run the hotel more smoothly while the system is not accessible. It is strongly recommended that the items below are created, and that all staff members have access to them.

1. **Contact Sheet.** Create and make available to the staff a list of who to call should the system go down, or if there is an emergency. See the example below.
2. **Special Service Codes.** Create codes to be attached to the guest's record to indicate special needs in the event of an emergency. These should be included with the Batch Reports.
?? PC= Physically Challenged
?? HI= Hearing Impaired
?? VI= Visually Impaired
3. **Room Status Detail.** A list of rooms in which your 'special needs' guests are located should the Fire Department request this information during an emergency.
4. **Batch Reports.** The batch reports should be run on a regular basis. When a new batch is run, the old batch should be thrown out. They should be kept together and placed in a central location that all employees are aware of.

<p>Galaxy <u>Sample</u> Contingency Plan</p> <p>In the event that the Galaxy system should go down please implement the following procedures.</p> <p>SYSTEM DOWN</p> <ol style="list-style-type: none">1. Contact System Administrator by paging 888-555-12122. Contact Galaxy Customer Service at 800-434-99903. Call MOD by paging 888-555-45454. If the MOD does not respond with in 30 Minutes<ol style="list-style-type: none">a. Contact FOMb. Contact RES MGRc. Contact RM DIV MGR5. Make sure copies of Emergency Reports are made and distributed <p>POWER OUTAGE</p> <ol style="list-style-type: none">1. Contact Galaxy Customer Service at 800-434-9990<ol style="list-style-type: none">a. Execute system shutdown2. Contact Electric Company by calling 800-555-71713. Contact MOD by paging 888-555-45454. If the MOD does not respond with in 30 Minutes<ol style="list-style-type: none">a. Contact Chief Engineerb. Contact RM DIV MGRc. Contact FOM5. Make sure Emergency Reports are accessible <p style="text-align: center;">SAMPLE SAMPLE SAMPLE SAMPLE SAMPLE SAMPLE SAMPLE</p>

What To Do When You Experience Problems

The following are a list of suggestions on running the hotel when the computer goes down.

- ?? Internal Contact List
- ?? Galaxy Customer Support
- ?? Proper Shutdown
- ?? Organizing the Departments

Internal Contact List

Contact the hotel staff as needed based on the policies established by hotel.

Galaxy Customer Support

The Help Desk is available 24 hours a day, 7 days a week. (800) 434-9990.

How to place a call with customer support:

1. Write down the full details about the issue such as:
 - a. The terminal log-in that the error occurred on
 - b. The date and time the error occurred on
 - c. How the issue is affecting the system, i.e. showing inaccurate data, etc.
 - d. Examples for the agent to look. Record the customer number, A/R number, etc.
 - e. How many times the same error has occurred
 - f. Any consistencies noticed in relation to the error such as keystrokes, time of day, particular screens, etc.
2. If are making a return call, be sure to have the log number available.
3. Call Galaxy customer support at one of the following numbers:
 - ?? 1-800-434-9990
 - ?? 714-258-5888
4. When calling the Galaxy customer support, an actual customer support agent answers the call. During times when there is an influx of calls, the call is first answered by the in-house phone system. During this time the caller is prompted to press a particular number if the system is down. **DO NOT** select this option unless the system is really down. Being "down" means that the entire system has ceased to function. No terminals or PC's are working at all. When choosing this option and the system is not actually down, the agent places the call back into queue – at the end of the line!
5. In order to assist the users in a faster way, the customer support agent first tries to gather as much information as possible regarding the issue. Therefore, the more details given, the better Galaxy is able to assist.
6. Once the agent has recorded the call, he/she provides a log number. This number is from the call tracking system in customer support. When calling back into customer support to check on the status of a call, the log number is requested.
7. The agent tries to resolve the issue while on the phone. If they are not able to they pass it on to a specialist. Since calls are handled on a priority basis, sometimes a specialist is not immediately available. If this is the case, the caller is notified that an agent should call back.

8. Be sure to record the details of the call along with the log number given by the agent.

Hints and tips:

1. One person should be designated (like the System Administrator) or a few individuals (such as managers, supervisors and/or key operators) to be in charge of deciding when an issue warrants calling customer support.
2. A book should be kept in which all calls into Customer Support and the results or status of each call are noted. Attached is a sample call log sheet to start a logbook.
3. Keep information such as copies of support agreements with Galaxy, Informix, and HP, hardware contacts and software contacts with all vendors, warranty information, shutdown procedures, perhaps even this handout in a place where they can be accessed.
4. The call tracking system in Customer Support can generate reports that show call log statuses and property call volume. If such reports are wanted for the site, call customer support and let them know.

Proper Shutdown

Customer Support will assist the caller in properly shutting down the system. If the power is off the help desk will talk the caller through the steps to shut the system down properly.

Organizing the Departments

Getting the various departments the information needed is very important. The Batch reports are the best tool to do this. This batch report can be the 'FIRE' batch report, or these reports may be pulled from the last night audit.

1. **Expected Arrivals** – This is used to identify who is due to arrive, their rate, when they will depart, what the room preferences are. It may be used to create Registration Cards in advance for the Front Desk.
2. **Expected Departures** - A list of who's due to depart, includes the guest's balance. As guests depart, remember to keep a list of fax numbers or guest addresses so final folios can be sent to the guest once the system comes back up.
3. **Guest Ledger Summary** – Lists the guests by room number, and what the balance is for each folio. If the system is going to be inaccessible over night, a spreadsheet should be created with the balances prior to the system going down. Enough space should be left for additional charges. If the hotel uses a "bucket" or "pit" copies of all charges could be placed there for reference.
4. **Telephone Reference List** - This list includes any text messages for the guests, and guest location. This could be photocopied and placed by each telephone.
5. **Registered Guest** - This lists who's in house in name and room order.
6. **Special Services** – Can be used to identify 'special needs' guests.
7. **Room Status Detail** – A list of the rooms, who is occupying the room, and what the current housekeeping status is. This report is very important. One person should have control of this report so when rooms are needed, one

