



Version 1 - January 2013

Minimum Specifications Workstation Document

The Purpose of this document is to give guidelines to our owners and managers to prepare their Workstation infrastructure for the coming years. This document was put together by the IT Sub-Committee, made up of representatives from the IHG Owners Association, and serves as a guide and recommendation only.

A standardized PC environment gives many advantages to both hotel owner and operator. Here a selection of the main ones:

- flexibility of swapping PC around in the hotel without the need of reinstalling
- more compatibility with other standard software used in daily operation
- easier and faster recovery from hardware defects
- faster and less expensive upgrades as all PC are the same
- better protection against malware attacks and data-thefts

Summary:

New PC's shall be Windows 7 with min 4 GB of RAM and min 250 GB hard-disk.

New Monitor shall be at least 22" with a 16x9 screen.

There are some consideration taken into account whilst preparing this document and are as follows.

- Microsoft Windows XP End of Life will be the 1st April 2014. What this means is that Microsoft won't be developing any security fixes so as a result your network could be vulnerably for hacks, virus, etc.
- Office 2003 is currently end of life however extended support is available until 1st April 2014. Many new applications such as Microsoft Office 365 are not compatible with Office 2003.
- Windows Server 2003 will be end of life 14th July 2015.
- From an IHG point of view, Project revolution will have minimum requirements to run its application so we are trying to incorporate these

As a result we are taking the following view.



Existing Hardware:

Existing hardware should be accessed for performance and thought should be given if the PC is in a high use area of the hotel or a back office area with low use.

Minimum available Disk Size should be 100GB.

Minimum available Disk Space should be 20GB

Minimum RAM should be 2GB

Minimum Processor should be 1 Gigahertz (GHz) or faster 32-bit (x86) or 64-bit (x64) processor

Property	Microsoft Recommended x86	Used in this Assessment x86	Microsoft Recommended x64	Used in this Assessment x64
Processor (GHz)	1	1	1	1
Memory (MB)	1024	1024	2048	2048

New Hardware:

Minimum available Disk Size should be 250GB.

Minimum RAM should be 4GB

Minimum Processor should be Intel Core i3-2120 (3.30GHz, 3MB)

64 Bit Platform is recommended, however Office 32 Bit Software should be used as some 64 Bit software has given problems with Legacy applications.

Network Card with Gigabit Ethernet

In principle the Power consumption of new PC should be as low as possible considering the workload of the PC. Majority of new PC come with extended power consumption settings allowing optimizing of the power consumption for the computers use.

The Noise level of a PC should also be a consideration. In quiet Front-Office environments a quieter model should be favoured.

The form factor of the PC is not relevant. We recommend small form factor (SFF) computer as they take up less space on the desks.

The manufacturer is also not relevant – but we recommend an A-brand (like HP, Dell, Lenovo, etc) as they tend to have the better service and spare part availability in case of break-downs.



Monitor:

For Front-Office we recommend the usage of flat touch screen monitor. Both Brilliant and Opera work with touchscreen monitors. The size should at least be 21' (to make sure that staff actually hit the buttons correctly)

For standard workstations we recommend at least a 22" 19:9 flat screen.

When selecting a Monitor opt for the best performance to power consumption ratio.

Software:

Any new Workstations should have an Operation System of Windows 7 Professional 32 or 64 bit. (A lot of existing hardware may already be upgradable to Windows 7 Pro.)

Microsoft Office 2010 or above if working within a Microsoft Office Environment. Recommendation is to use Office 2010 32 bit software not 64 bit.

Internet Explorer 9 (Please look at Opera Version that you are using as older versions of Opera may not be compatible with IE9)

Google Chrome browser (for IHG web apps and trainings)

Adobe Reader 9

Antivirus/-malware Software

Notes:

It is strongly recommended that the every computer is part of Network Administrative structure (like Microsoft Active Directory) and that security policies are in place and enforced.

Windows Updates shall ideally be controlled by an internal Windows Update Server (WSUS) but at least automatic updates shall be activated on all computers.

The Anti-Virus and Anti Malware Package is ideally also managed by a central Security console ensuring a continuous enforcement of the security rules set by the organisation.

As a minimum the Anti-Virus package need to update its pattern files once a day.

For each hardware model in use, the hotel shall have an image (special backup) available for fast computer recovery after a fatal hardware or software problem. Also recommended is that System Restore is active on all PC's enabling rollback if necessary.

For standard PC workstations we do NOT recommend buying hardware maintenance. If a critical PC fails (like at front-office) it can be replaced with another PC from the hotel if the above has been implemented.

It is advised that the PC setup and general IT operation follows international data security standards such as the European Data Protection Act or the Payment Card Industry Data Security Standards (PCI-DSS).