# Communication Strategy



# Cloud Connect

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# Vision

Within the hospitality industry, hotels are equipped with hardware on site to help produce an efficient and secure stay for customers. Devices on site proxy data to systems through the web where it can be used as a way to enhance the customer experience and keep track of payments due. Systems are also in place to organize reservation data to make sure customers get what they ask, and presumably pay for. Other such devices work in the same way, customized to each customer and keeps track of the impending bill that is left after a stay at a hotel.

Team CloudConnect has partnered with SkyTouch Technology and Choice Hotels to help provide a more modern solution to their current device proxy for on premises hotel technology. Choice Hotels is a chain of hotels with up to 6,500 hotels(globally) deployed globally. They are a billion dollar industry that operates, in aggregate, approximately 15.5 million available rooms each night. Each hotel is set up with a wide variety of sophisticated electronic systems. Some of these provide the security, conveniences, and luxuries for today's travelers. SkyTouch Technology is a Software as a Service (SaaS) company that provides an operating system for which they can move data from these electronic systems to and from each hotel.

The goal of our team is to improve the capability of SkyTouch's solution to access and manage the many varied hardware subsystems installed in today's modern hotels. Many of these hotels rely on standard RS232 serial port connections to send and receive information from these systems on site at hotels. Our team will create a solution to proxy serial and TCP/IP based protocols to Amazon Web Services(AWS). Our proxy application will replace custom software that is currently deployed on premises at each hotel and will need to support communication with thousands of devices housed at thousands of hotels.

# Strategy

I. Communication

Cloud Connect has planned to meet on every Monday of the week from 4 PM to 5 PM to begin the week. This "in-person" meeting that will allow us to assign tasks for the week or decide if we must have additional meetings for that week. This decision was unanimous. We agreed that SMS group chat will be our go to tool for quick communication. Slack will serve as our file transfer tool for sharing code, as well as use email to confirm formally any concerns and/or reminders. However, each member has agreed to use our SMS group chat to help notify other members anytime any sort of documentation is being sent relating to Cloud Connect.

II. Meetings

We have planned to meet with our mentor on every Tuesday at 4PM. During team meetings on Monday, we will discuss the tasks each team member completed for the previous week, the on-going work, and as well as upcoming tasks. This will allow us to be prepared for the following meeting with our mentor. If any team member is unable to make it, they must contact the team leader as well as team mentor using the same protocol described in the "Communication" section of our strategy.

A. Emergency Meetings

a. In case of an "emergency meeting", members must notify other members at least 2 days ahead of time following our communication protocol and the desired time slot

b. If a meeting is scheduled (such our mandatory weekly meeting or mentor meeting) and someone can not make it for any reason they will have to let each member know within 24 hours minimum so we can prepare accordingly. If not, they will be dealt with according to our discrepancies section of our strategy.

      c. Cancellations must be communicated no later than 4 hours before a meeting time slot.

III. Discrepancies

If ever a team member does not follow protocol regards to communication and/or meetings, they will be given the following protocol.

    A. First Phase

      a. A warning will be given and the team member will be notified their warning status at each meeting.

      b. Warning status will last up to 3 meetings, after which, the team member will be referred back to "First Phase" if any other issue arises in regards to protocol.

    B. Second Phase

      a. The team member has been in warning status and caused another breach in protocol will now undergo the "Hot" status. Team mentor will be notified and the team will now reflect the peer evaluation grade accordingly.

      b. Hot status will exist for 4 meetings, after which, will revert back to First Phase in our discrepancy protocol.

    C. Final Phase

      a. Team member has caused another breach in protocol and has been in Hot status. This is the final phase and will be dealt with the Capstone Coordinator and Team Mentor.

      b. The rest of the team will have a meeting with the member and discuss their future with the team.