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Developing technical personnel to deal with the threat of cyber-attacks for 5-star hotels in the world

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Abstract

This article presents cyber threats to major 5-star hotel networks around the world and the roles, duties and responsibilities of the IT department in dealing with these threats.

Keywords: 5 Star Hotel, Cyberattack, IT Personnel

1. The role of human resources in the hotel business

Human resources are resources that come from within each individual person. Human resources include physical and mental strength. This resource is growing with the development of people. When this resource is large enough, it will meet the conditions for people to participate in labor and production.

In general, human resource management in the hotel is one of the basic tasks of the total hotel management process, helping to solve all human-related problems, helping managers have solutions suitable for business and management situations.

On average, a hotel has to process thousands of different data a day, many of which are customers' personal information such as booking information, flight data and even card payment information. It is because of this information that the hotel becomes a target for hackers. For international hotel groups with restaurants and retail stores, information security will be even more difficult.

- Solutions to help hotels strengthen their security systems: Cyber-attacks are bound to continue. Hotel businesses must always be on the defensive, especially careful in protecting the personal information of guests and employees both online and at the business.
- Clearly define permissions, data management requirements.
- The franchisor, hotel owner and operation manager when working with each other or another third party (software provider, transportation service, logistics, contractor ...) need to agree and ask to do details of the terms of information security. For example, a contract stating a claim clause in the event of a cyber-attack can help protect the hotel from financial trouble. In addition, hotels must also ensure that PCI-DSS standards are implemented in every part of the business to minimize attacks.
- Protect data with modern technology.
- Hotels must be careful in choosing POS system providers. Integrating new technology into POS data encryption and PCI-DSS compliance can help hotels optimize security processes. Some of the technologies that can help hotels increase security include point-to-point encryption, smart chip reading systems, tokenization technology.
- Law enforcement is also encouraging hotels to implement full encryption as a basic safeguard to prevent loss or theft of information storage machines or devices. In addition to strengthening staff training, hotels must also ensure that employees always comply with property protection regulations.
- Employee training and awareness raising.
- Set up training sessions to simulate actual attack cases, improve employees' knowledge about dangerous viruses and malware to help raise employee awareness.
- Data protection when employees leave the hotel:
 - Raise awareness: Conduct training courses on data protection policy. Training should include not only what to do and what not to do, but also the reasons why policies must be followed. Please ensure that Hotel staff know that the Hotel has strong measures and any violation will have major consequences. Enforce a detailed tacit agreement.
 - Centralized management of all access: The hotel can centrally manage and control the accounts of all employees in the intranet, applications, email, or social networks. And quickly close this access when the employee quits. There should be a

detailed process in place to share responsibility between IT and HR for closing accounts of prospective employees. This process can begin before the employee leaves the company. If a senior employee, who has access to critical data, is forced to leave, the IT department may need to terminate access even before HR notifies the employee.

Endpoint security: Once an Endpoint Security appliance is deployed, the IT department can track and manage who owns what data, when, and on what device. It can prevent accidental or intentional data transfer from the terminal to removable storage devices such as USB. It is also capable of encrypting corporate data on the terminal, or preventing the running of unauthorized software. Therefore, the Endpoint Security solution provides comprehensive protection against data loss and increases deterrence against intentional data theft.

- Create a happy working environment: Even a satisfied employee can cause data loss due to ignorance or carelessness. However, disgruntled employees are more likely to have data stolen when they leave the company. A study by the Ponemon Institute found that 61% of respondents who had a negative view of their former company were more likely to steal data.
 - Proactively monitor key people: When an employee moves to a higher position, the risk of employees losing data is also higher. For example, if the Hotel thinks that one of your key employees is being interviewed by another company, the Hotel should pay attention to that person's activities on the system. When it comes to data protection, employers need to stay proactive and use a multi-dimensional approach that combines technology, people, and organizational measures.
- Information technology (IT) is widely accepted as one of the new ways to help hotels connect with customers while increasing the quality of service provided to customers. To cope with today's complex and dynamic business environment, businesses need constant acceptance and innovation in the implementation of new technologies. However, there is still a lack of research in the context of developing countries, especially in Vietnam. Therefore, this article aims to evaluate the impact of IT application on hotel business.

2. Impact of Information Technology on hotel business

Due to the fierce competition in the market and the increasing expectations of customers about the quality of hotel services, many hotels have to discover the most innovative ways to gain a competitive advantage. Their own (Sirirak *et al.*, 2011). The above studies also show that the application of Information Technology in the hotel industry helps bring a lot of benefits to businesses such as reducing operating costs, improving customer satisfaction, increasing market share and increasing customer satisfaction. Improve employee performance (Sirirak *et al.*, 2011). The hotels have applied IT in the areas of hotel operations, such as the reception department, the room department, the restaurant department, the technical department (Sigala, 2003).

3. Application of Information Technology in all parts of the hotel

According to research by Ham *et al.*, (2005), hotel information system is divided into four main categories,

including (i) lobby system; (ii) back office system; (iii) Room system; and (iv) In-room system. In the context of developing countries, the author has divided IT systems in the hotel industry into two main categories: room systems and restaurant systems.

Room system: Reception department, Room room department, Hotel room system.

The hotel's IT Manager department is in charge of a part of the hotel's services, the hotel IT Manager does things in an environment that always considers service quality as the top criterion. Responsible for managing and operating computer systems, LAN, internet, Wifi, peripheral devices. Assist staff and guests with information technology issues. Hotel IT always needs general knowledge

- Computer: Oh, of course which hotel doesn't have computers, who uses computers? First the employees, then the customers. So, IT must know how to install, install and handle problems related to computer hardware and software.
- Computer network: LAN, WAN, Internet. Computers, of course, must be connected to each other, must be connected to the internet in order to travel to the outside world. Therefore, hotel IT must know how to set up and troubleshoot internal network systems (LAN), EVN, Internet, set up modems, routers, APs.
- Software: Knowledge of hotel software such as Opera, Smile, Smart.
- Webmasters: Must manage hotel website for you, you need to have knowledge of source codes such as: WordPress, Joomla, Asp.net understanding Analytics tools, Webmaster tools.
- Email: Usually hotels use an outsourced mail server system, except for some large 5-star hotel systems. But you still have to know how to set up your email address, manage mail, backup mail, etc.
- Online marketing: Seo, Sem, forum, blog, google adword, facebook ads having knowledge and experience in using these tools is an advantage when applying for jobs.
- Training: Deep understanding of office computing, browsers, windows utilities. And have a little ability to communicate (pedagogical knowledge)
- Server: Need to know how to install, operate and troubleshoot the server system, usually the Windows server operating system.
- Camera system: Hotel owners often ask the IT department to manage the camera system, so you need to learn about how to install and use.
- Telephone: Each guest room is a phone, 100 rooms are 100 phones, the hotel will have to use a telephone switchboard. So you need to understand the switchboard, the installation, and handling of subphones.
- Data: Backup, management, security of hotel data is especially important, you need to have knowledge of SQL, Oracle.

4. Job Description for Hotel IT Officer

- Supervising the hotel's IT department: IT staff is responsible for overseeing the operation of the information technology department at the restaurant or hotel. Quickly handle unexpected problems to ensure that the system always operates continuously and efficiently, minimizing interruptions as well as affecting

the operation of other parts.

- Responsible for monitoring the hotel's IT department: Every day, IT staff will be responsible for checking the operation of the restaurant's information technology infrastructure system, such as: LAN system, system Wifi - Internet network, magnetic lock system and other devices such as televisions, application servers, switchboards for restaurants and hotels. Carry out remedial work as soon as a problem occurs so as not to affect the operation of other parts.
- Promptly handle problems to ensure the system is always operating continuously and effectively.
- Check the hotel's IT infrastructure
- Check the daily operation of the hotel's IT infrastructure system: LAN system, Wifi - Internet network system, magnetic lock system, television, application server, internal switchboard.
- During the inspection of the IT infrastructure system, if a problem is detected, it must be handled immediately so as not to affect the operation of the hotel.
- Support to operate business software
- Provide guidance and support to operate hotel software systems for department staff.
- Receive feedback on software problems from departmental staff and handle them quickly.
- Other jobs: IT staff at the hotel also coordinate and support customers to handle information technology problems when guests need them. Plan and implement to improve the operation of the restaurant and hotel IT system better and better, minimizing incidents. Report work on a weekly, monthly, quarterly, and annual basis and ad hoc when directed by superiors. Perform duties as requested by superiors.
- Coordinate and support customers to handle information technology issues.
- Actively looking for ideas to improve the operation of the hotel IT system.
- Make periodic work reports or have instructions from superiors.
- Perform other tasks as assigned by superiors.
- Organization chart of 5-star hotel and departmental structure.

5. Solution for assurance the security and information safety

Promote propaganda, regularly organize training courses to raise awareness and knowledge on protecting state secrets in cyberspace, ensuring information security and safety, and preventing and combating attacks. network for cadres and civil servants throughout the agency with forms and contents suitable for each audience.

Develop and complete a system of regulations on assurance of information security, safety, and protection of state secrets online. Focus on amending and supplementing missing and inadequate regulations, especially regulations on the use of internal computer networks, networks connected to the Internet and having plans to ensure network safety and security. In particular, it is strictly forbidden to connect information storage and editing devices belonging to BMNN to the Internet and vice versa, not to use radio microphones, computers, tablets, mobile phones, and devices with recording features. audio, video recording, signal transceivers with Internet connection in meetings with the contents of state mine...; must attach responsibility of

leaders of units and specialized departments in ensuring information security and safety and have regulations in place. serious handling

Strengthen the implementation of the review, self-inspection and assessment of information safety and security at the agency, especially the important information system storing professional documents, state intelligence, detecting and removing viruses, malicious code. Actively back up backup data, ensuring the availability of information and information systems when incidents of information network insecurity and safety occur.

Focus on investing in physical foundations and technical equipment to ensure security and safety of information networks. Research, invest, build a system to monitor and protect the security of internal networks and networks connected to the Internet capable of detecting and warning intrusive attacks, stealing information and improper activities. regulations of cadres and civil servants; do not purchase new equipment originating from a number of countries, technology companies have been warned of the risk of insecurity and information safety, replacing these lines of equipment if being deployed in essential organs, bile; do not put into use communication technology equipment sponsored, donated, given by foreign organizations and individuals, etc., until the security inspection has not been checked.

Actively grasp the situation, promptly detect activities of spreading malicious code, infiltrating attacks, stealing data, destroying or editing content, causing delays to the agency's information network and e-commerce portal.

Develop specific plans, plans and mechanisms for coordination among forces to prevent and stop attack activities, infiltrate e-commerce portals, network systems, be ready to respond, and prevent activities in a timely manner. cyber-attacks on the agency's infrastructure and databases.

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