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Request for Change (RFC)

11.04.24 - RFC 848 Ceiling Light

Summary

This RFC proposes a fix for the ceiling light button on the MPC-101 Crestron panel located in the bedroom. The button is currently not functioning correctly, causing inconvenience to guests trying to control the bedroom ceiling light. The fix involves updating the configuration file of the MPC-101 panel to ensure proper communication between the button and the lighting control system. This update will restore the intended functionality of the ceiling light button, allowing users to turn the bedroom ceiling light on and off from the Crestron panel.

Change Details

Change Request	Link the ceiling light button on the panel to the ceiling light in 848 bedroom
Status	TBC
Recommended start date	14/04/2024
Related issues	Ticket Link
Driver	Old issue has returned in config updates to the system.

Impacted services	Crestron Panel's and Bloc App
Current blockers	Peer Review of Configuration change
Service owner review	Olivier
Technical review	Alex Lloyd
Reporter	Wai
Change Approvers	Wai / Olivier
Informed stakeholders	Olivier

Change Plans

Plan Type	Description	Impact	Risk	Schedule
BACKUP PLAN	Take back up of current configuration.	No Impact	Risk None	Ahead of roll out
BACKUP PLAN	Have peer review of updated configured undertaken to ensure we have not impacted any other services - If this fails peer review roll out is delayed.	No Impact	Risk None	Ahead of roll out
ROLLBACK PLAN	Reload a stable bloc config to restore panel configurations and revert app variables.	No Impact	Risk None	On the date for config change
CHANGE PLAN	Update the button mapping for 848 panel to be linked with the 848 ceiling light switch.	Low Impact	Risk None	Roll out on 14/04/2024
TEST PLAN	Roll out the change to only 848 panel and ensure communication as been restored.	No Impact	Low Risk	Day of roll out

TEST PLAN	Staff will verify updates by ensuring the touch panel shows BYOD A/C changes and that the ceiling light is responding again.	Low Impact	Low Risk	Day of roll out
TEST PLAN	Check the ceiling light is responding to panel input.	Low Impact	Low Risk	Day of roll out

☐ Communications

Team	Who	What	When
Xtreme to confirm ready for upgrades.	Alex / Paul	Confirm to the wider team that the amended Config is ready to be rolled out	Ahead of roll out date
Start of upgrade	Alex Lloyd	Roll out code to Processors to allow for the panels to be ready to accept the new layout	14/04/2024
Completion of update	Alex Lloyd	Send tests to processors and remotely test rooms looking for LED light% to verify against	14/04/2024
Failure of update	Olivier / Wai	Send tests to processors and remotely test rooms	14/04/2024

☐ Post-Implementation Review

Date	16/04/2024
Requested for Comments	
Service Owner	Olivier
Participants	Alex Lloyd

Review criteria	Check the 848 bedroom panel controls the ceiling light in 848 bedroom.
Lessons Learned	Regularly updating and maintaining the latest versions of our repository configurations has proven to be a valuable practice. This proactive approach helps us avoid potential issues from previous tests and ensures a smoother development process for the entire team.
Follow-up actions	Run a follow up inspection carried out by staff across the hotel ensuring the panel is continuing to control the rooms ceiling light.

29.04.24 - RFC Revert Fan mode to be removed

Summary

Gatwick HVAC - Changes

An AC stack/condenser was changed on Friday. After this change, the fan mode, which had been previously removed, is now present again in few rooms checked London Gatwick. In response, a request for change (RFC) has been created to revert the system back to the previous mode of operation where the fan mode is removed.

Fan mode - Description

The fan mode feature in the bloc app is designed to provide guests with feedback when they adjust their air conditioning settings. It functions by triggering the Samsung DMS (or an other a/c device management system) to briefly output air after any changes have been made to the HVAC settings. This serves as a confirmation for guests that their A/C adjustments have been successfully implemented. However, this feature may also slow down the process of reaching the desired temperature and can potentially contribute to over-cooling or overheating the room by circulating air unnecessarily.

Change Details

Change Request	Remove Fan Mode
Status	TBC
Recommended start date	29/04/2024

Related issues	Ticket Link
Driver	Fan mode toggled back on.
Impacted services	A/C app control
Current blockers	Peer Review of Configuration change
Service owner review	Olivier
Technical review	Alex Lloyd
Reporter	Olivier
Change Approvers	Wai / Khin
Informed stakeholders	Olivier

Change Plans

Plan Type	Description	Impact	Risk	Schedule
<div>BACKUP PLAN</div>	Take back up of current configuration.	<div>No Impact</div>	<div>Risk</div> <div>None</div>	Ahead of roll out
<div>BACKUP PLAN</div>	Have peer review of updated configured undertaken to ensure we have not impacted any other services - If this fails peer review roll out is delayed.	<div>No Impact</div>	<div>Risk</div> <div>None</div>	Ahead of roll out
<div>ROLLBACK PLAN</div>	Rollback to an earlier configuration	<div>No Impact</div>	<div>Risk</div> <div>None</div>	On the date for config change
<div>CHANGE PLAN</div>	Update the Xtreme room configs with Fan speed object removed.	<div>Low Impact</div>	<div>Risk</div> <div>None</div>	Roll out on 29/04/2024

TEST PLAN	Roll out to Master Processors and confirm master processors have updated. And test on a single room to ensure the fix is correct.	No Impact	Low Risk	Day of roll out
TEST PLAN	Reboot ten processors giving intervals of 5 minuets each. Checking the successful removal of the A/C fan mode.	Low Impact	Low Risk	Day of roll out
TEST PLAN	Continue updating processors in batches of ten allowing five minuets breaks for power consumption to stabilise.	Low Impact	Low Risk	Day of roll out

Communications

Team	Who	What	When
Xtreme to confirm ready for upgrades.	Alex / Paul	Confirm to Khin or Wai that the amended Config is ready to be rolled out to a single room for testing	29/04/2024 14:00 - 15:00
Start of upgrade	Alex Lloyd	Roll out code to 10 Processors to allow for the panels to be ready to accept the new updates	29/04/2024
Completion of update	Alex Lloyd	Scan all processors and remotely test rooms across all floors, confirm with Khin and Wai that changes have been taken and that rooms are operational.	29/04/2024
Failure of update	Olivier / Wai	Send tests to processors and remotely test rooms	29/04/2024 14:00 - 15:00

Post-Implementation Review

Date	29/04/2024
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Requested for Comments	
Service Owner	Olivier
Participants	Alex Lloyd
Review criteria	Check All Rooms Mentioned in this RFC for the removal of the A/C offset.
Lessons Learned	
Follow-up actions	Run a follow up inspection carried out by staff across the hotel ensuring the A/C fan mode has been removed.

29.04.24 - Upgrade Bloc app from v1.7.0 to v.1.9.0

Summary

This RFC proposes an app update as per request from Julian and Olivier

Birmingham: <https://xd.adobe.com/view/66f6a517-bf5b-4d63-8cde-dd7fe3faf4aa-33a5/>

Gatwick: <https://xd.adobe.com/view/88878d44-ad07-49af-a467-8854ac90afc2-ddd4/>

Change Details

Change Request	A comprehensive update of the graphics and layouts for the guest journeys within the Birmingham and Gatwick hotel apps, as detailed in the attached layouts. The changes will include revising visual elements and layout improvements as per client specifications for their BYOD guests.
Status	Complete ready for rollout
Recommended start date	07/05/2024
Related issues	Email dated 01/12/2023
Driver	Refreshing customer interface
Impacted services	Bloc App

Current blockers	
Service owner review	Olivier Delaunoy
Technical review	Eugene Nunan
Reporter	Julian Kahn
Change Approvers	Olivier
Informed stakeholders	Olivier / Project Bloc Channel

Change Plans

Plan Type	Description	Impact	Risk	Schedule
BACKUP PLAN	Take back up of current configuration.	No Impact	<div></div> <div>Risk</div> <div>None</div>	Ahead of roll out
BACKUP PLAN	Have peer review of updated configured undertaken to ensure we have not impacted any other services - If this fails peer review roll out is delayed.	No Impact	<div></div> <div>Risk</div> <div>None</div>	Ahead of roll out
ROLLBACK PLAN	Revert app to version 1.7.0	No Impact	<div></div> <div>Risk</div> <div>None</div>	On the date for config change
CHANGE PLAN	Update the app to version 1.9.0	<div>Low Impact</div>	<div></div> <div>Risk</div> <div>None</div>	TBC
TEST PLAN	Roll out the change web server and use test bookings to confirm all is well.	No Impact	<div>Low Risk</div>	Day of roll out

TEST PLAN	Staff will verify updates by ensuring all functionality works seamlessly throughout the two sites.	Low Impact	Low Risk	Day of roll out
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☐ Communications

Team	Who	What	When
Xtreme confirm ready for upgrade.	Paul	Confirm to the wider team that the amended App is ready to be rolled out and has been reviewed by Xtreme	29/04/2024 (this document)
Start of upgrade	Alex Lloyd	Upgrade the app and any supporting services at 11 am on the day.	TBC
Completion of update	Alex Lloyd	Test app end to end using a test booking	Day of rollout
Failure of update	Olivier / Wai / Alex	To confirm rollback no later than 2pm to give time for any additional testing	Day of rollout

☐ Post-Implementation Review

Date	29/04/2024
Requested for Comments	
Service Owner	Olivier
Participants	Paul Chamber / Alex Lloyd
Review criteria	
Lessons Learned	

Follow-up actions	
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TV Audit and Updates

TV Audit and Updates

This page contains the latest TV audit and comparison spreadsheet for Bloc Gatwick. This spreadsheet allows you to import the list of TVs from the CMND server and compare it to the audit. The spreadsheet will then highlight the differences on the “Compared Table” sheet.

- Green is Match / Stable.
- Red is No Match / Moved.
- White or Blank is TV not found / New Room Audit.

Gatwick TV Audit Spreadsheet

Room Number	Location	Serial Number from Audit	MAC Address From Audit	IP Address from Audit	Serial Number from Server	MAC Address from Server	IP Address From Server
00502	Room 502 Bedroom	FZ2A2223015208	68:07:0A:73:20:D4	172.16.106.64	FZ2A2223015208	68:07:0A:73:20:D4	172.16.106.64
00509	TV 18 Mar 2024 12:58:26		A8:16:9D:51:85:AD	172.16.119.163	FZ2A2315023588	A8:16:9D:51:85:AD	172.16.119.163
00511	Room 511 Bedroom	FZ2A2315023587	68:07:0A:75:84:13	172.16.106.87	FZ2A2315023587	68:07:0A:75:84:13	172.16.106.87
00515	Room 515 Bedroom	FZ2A2315023586	68:07:0A:75:73:36	172.16.106.88	FZ2A2315023586	68:07:0A:75:73:36	172.16.106.88
00521	Room 521 Bedroom	FZ2A2315023597	68:07:0A:75:7D:D7	172.16.106.90	FZ2A2315023597	68:07:0A:75:7D:D7	172.16.106.90
00523	TV 18 Mar 2024 12:58:25		B8:AB:62:F5:83:7E	172.16.119.69	FZ2A2315005086	B8:AB:62:F5:83:7E	172.16.119.69
00524	Room 524 Bedroom	FZ2A2315004745	68:07:0A:75:2A:DF	172.16.106.123	FZ2A2315004745	68:07:0A:75:2A:DF	172.16.106.123
00525	Room 525 Bedroom	FZ2A2315005081	68:07:0A:75:86:67	172.16.119.54	FZ2A2315005081	68:07:0A:75:86:67	172.16.119.54
00527	TV 13 Mar 2024 04:00:52		68:07:0A:73:83:24	172.16.119.55	FZ2A2311011335	68:07:0A:73:83:24	172.16.119.55
00529	Room 529 Bedroom	FZ2A2315023599	68:07:0A:75:7F:4C	172.16.106.89	FZ2A2315023599	68:07:0A:75:7F:4C	172.16.106.89
00531	Room 531 Bedroom	FZ2A2311011337	68:07:0A:73:82:45	172.16.106.81	FZ2A2311011337	68:07:0A:73:82:45	172.16.106.81
00533	Room 533 Bedroom	FZ2A2315005080	68:07:0A:75:81:CA	172.16.106.126	FZ2A2315005080	68:07:0A:75:81:CA	172.16.106.126
00535	Room 535 Bedroom	FZ2A2311011338	68:07:0A:73:82:49	172.16.106.82	FZ2A2311011338	68:07:0A:73:82:49	172.16.106.82
00537	TV 18 Mar 2024 10:53:56		84:3E:1D:8E:7C:1C	172.16.119.102	FZ2A2336020353	84:3E:1D:8E:7C:1C	172.16.119.102
00543	Room 543 Bedroom	FZ2A2311011334	68:07:0A:74:21:33	172.16.106.83	FZ2A2311011334	68:07:0A:74:21:33	172.16.106.83
00544	TV 09 Apr 2024 16:18:14		E0:01:C7:A1:59:03	172.16.119.13	FZ2A2345017935	E0:01:C7:A1:59:03	172.16.119.13
00548	Room 548 Bedroom	FZ2A2223015201	68:07:0A:73:2A:48	172.16.106.67	FZ2A2223015201	68:07:0A:73:2A:48	172.16.106.67
00550	Room 550 Bedroom	FZ2A2315005082	68:07:0A:75:5E:5A	172.16.106.121	FZ2A2315005082	68:07:0A:75:5E:5A	172.16.106.121
00552	Room 552 Bedroom	FZ2A2315023601	68:07:0A:75:84:85	172.16.106.120	FZ2A2315023601	68:07:0A:75:84:85	172.16.106.120
00558	Room 558 Bedroom		68:07:0A:75:62:70	172.16.106.100	FZ2A2315005092	68:07:0A:75:62:70	172.16.106.100
00562	Room 562 Bedroom		68:07:0A:75:86:E4	172.16.106.99	FZ2A2315005088	68:07:0A:75:86:E4	172.16.106.99
00564	Room 564 Bedroom		68:07:0A:75:51:97	172.16.106.98	FZ2A2315005090	68:07:0A:75:51:97	172.16.106.98
00566	Room 566 Bedroom	FZ2A2315023583	68:07:0A:75:73:33	172.16.106.93	FZ2A2315023583	68:07:0A:75:73:33	172.16.106.93
00570	Room 570 Bedroom	FZ2A2315023591	68:07:0A:75:86:30	172.16.106.92	FZ2A2315023591	68:07:0A:75:86:30	172.16.106.92
00572	TV 18 Mar 2024 12:58:27		A8:16:9D:51:85:1B	172.16.119.17	FZ2A2315023596	A8:16:9D:51:85:1B	172.16.119.17
00574	Room 574 Bedroom	FZ2A2315004741	68:07:0A:75:42:B6	172.16.106.127	FZ2A2315004741	68:07:0A:75:42:B6	172.16.106.127
00575	Room 575 Bedroom		A8:16:9D:51:85:17	172.16.221.69	FZ2A2315023584	A8:16:9D:51:85:17	172.16.221.69
00576	TV 18 Mar 2024 12:58:24		B8:AB:62:F5:80:0C	172.16.119.79	FZ2A2315004743	B8:AB:62:F5:80:0C	172.16.119.79
00579	TV 15 Mar 2024 10:28:57		A8:16:9D:51:86:5D	172.16.119.170	FZ2A2315023585	A8:16:9D:51:86:5D	172.16.119.170
00580	TV 15 Mar 2024 11:46:12		A8:16:9D:51:7C:BD	172.16.119.169	FZ2A2315023592	A8:16:9D:51:7C:BD	172.16.119.169
00582	TV 09 Mar 2024 04:08:06		A8:16:9D:51:85:AB	172.16.119.161	FZ2A2315023594	A8:16:9D:51:85:AB	172.16.119.161
00584	Room 584 Bedroom		68:07:0A:75:89:CA	172.16.116.10	FZ2A2315023593	68:07:0A:75:89:CA	172.16.116.10
00586	Room 586 Bedroom	FZ2A2315023595	68:07:0A:75:86:3D	172.16.106.96	FZ2A2315023595	68:07:0A:75:86:3D	172.16.106.96
00602	Room 602 Bedroom	FZ2A2223015126	68:07:0A:73:38:E3	172.16.106.63	FZ2A2223015126	68:07:0A:73:38:E3	172.16.106.63
00609	Room 609 Bedroom	FZ2A2315023600	68:07:0A:75:86:BC	172.16.106.118	FZ2A2315023600	68:07:0A:75:86:BC	172.16.106.118
00611	Room 611 Bedroom	FZ2A2315004744	68:07:0A:75:26:92	172.16.106.116	FZ2A2315004744	68:07:0A:75:26:92	172.16.106.116
00615	Room 615 Bedroom	FZ2A2315023605	68:07:0A:75:79:B6	172.16.106.117	FZ2A2315023605	68:07:0A:75:79:B6	172.16.106.117
00618	TV 21 Mar 2024 11:43:45		84:C8:A0:49:C0:92	172.16.119.46	FZ2A2336020315	84:C8:A0:49:C0:92	172.16.119.46
00621	Room 621 Bedroom	FZ2A2302007715	68:07:0A:74:33:E2	172.16.106.75	FZ2A2302007715	68:07:0A:74:33:E2	172.16.106.75
00623	Room 623 Bedroom	FZ2A2315005085	68:07:0A:75:80:04	172.16.106.113	FZ2A2315005085	68:07:0A:75:80:04	172.16.106.113
00625	TV 18 Mar 2024 12:14:57				FZ2A2315023606	A8:16:9D:51:7C:B8	172.16.119.167
00627	TV 18 Mar 2024 12:14:57		A8:16:9D:51:85:23	172.16.119.25	FZ2A2315023603	A8:16:9D:51:85:23	172.16.119.25
00629	TV 18 Mar 2024 12:15:52				FZ2A2302007663	28:7E:8D:4C:69:05	172.16.119.35
00631	Room 631 Bedroom	FZ2A2315023602	68:07:0A:75:56:E0	172.16.106.114	FZ2A2315023602	68:07:0A:75:56:E0	172.16.106.114
00633	Room 633 Bedroom	FZ2A2315005096	68:07:0A:75:62:69	172.16.106.110	FZ2A2315005096	68:07:0A:75:62:69	172.16.106.110