



## SOP IT - StayNTouch Enhancements Requests

This documentation explains the standard operating procedure for requesting enhancements for the StayNTouch.

General Manager can request enhancements, if you have a suggestion please raise with the General Manager on the first instance.

1. Fill in the StayNTouch Enhancement request form (See form below)
2. Submit form via email to [sntenhancements@yotel.com](mailto:sntenhancements@yotel.com)
3. IT will review the request and accept/decline or come back to you for further clarification and provide an acknowledgement email (any concerns will be dealt with on a case by case basis and the General Manager Europe YotelAir will make the final decision)
4. SNT will review the request and accept/decline or come back to you for further clarification (please note StayNTouch will ultimately make the final decision on approving the request or not)
5. If approved, it will be allocated a priority level (see priority levels below which include target time frames)
6. Once the enhancement has been created it will go to the test system and release notes will be sent to all crew
7. The enhancement will then be installed in the live system
8. The enhancement request will then be closed and documented
9. Updates with status of current open requests will be provided once a month by IT

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### StayNTouch Enhancement Request Form

Name: RACHELLE HENDERSON / IT

Business Unit: HQ

Request Details (please give as much detail as possible): Create new user role named Digital and give permission to Stationery area to manage email settings

Benefits of Request: Gives ability to Digital to manage emails in a more standard format

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IT Use Only:

Received on:

Accepted / Decline / Further clarification required (please highlight)

Priority Level Assigned:

SNT Ticket Request Number:

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The below is a framework and does not necessarily indicate a guaranteed resolution. To be used more as a target than anything else. Please note IT, EU Operations Manager & SNT reserve the right to make changes to all requests but this will be communicated in case of any discrepancies.

## Priority Levels

Priority Number (1 being highest priority)	Framework details per priority
PRIORITY 1	Drives revenue (e.g. generating revenue of a new service/item that is currently not done)
	Significantly improves operational efficiencies e.g. something that normally takes approximately X minutes to go through but the enhancement saves at least 50% of the time that it normally takes
	Meets a legal compliance issue
	Meets a significant guest UX demand e.g. having airport bookings on web alongside NYC bookings (also would stop extra calls)
	Fixes “brand damage” - something that impacts negatively on YOTEL
	A request that has been on priority 2 list for more than 6 months
	Delivery time frame: 1-2months
PRIORITY 2	Improves operational efficiencies e.g. something that normally takes approximately X minutes to go through but the enhancement saves at least 25% of the time that it normally takes
	Long term strategical effort (and can be related to a critical path to opening of a hotel) -e.g. a project we would greatly appreciate but we can wait 3/4 months for e.g. kiosk system
	A request that has been on priority 3 list for more than 9 months
	Delivery time frame: 2-6months
PRIORITY 3	Cosmetics (e.g. changing colour scheme as a preference for the user)



	An item that Yotel may not use or not immediately use but would be good for SNT to have in its PMS overall e.g. creating a guest blacklist as we had in probooker or having the ability of using a single sign on system
	Delivery time frame: 6-9months

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