



**Hotel Technology Next Generation (HTNG) Workgroup Charter**  
**Workgroup Name: Hospitality Industry Application Architecture**  
*Version 1.0, Released to Members*  
**Revised 10 October 2005**

## Revision History

**10 October 2005 - v1.0 Released**

## Sponsors

Agilysys  
Borgata Hotel Casino & Spa  
IBM Corporation  
Sea Island Company  
Station Casinos  
SAS  
SSA Global

## Purpose

The purpose of this workgroup is to describe an architecture (applications architecture, data architecture, and integration architecture) that supports the HTNG vision, and would provide guidance and direction to software vendors and hospitality companies alike in choosing and designing applications that support the vision. Key features of the HTNG vision include application integration, interoperability, stability, flexibility, scalability, and adaptability. The goal is for one or more members of this workgroup to successfully incorporate its recommendations into their existing product(s) over the next 18 months.

## Scope

The focus of topics for this workgroup would cross the technical boundaries of the following architecture disciplines:

- Solutions Architecture
  - Application Architecture
  - Data Services Architecture
  - Integration Architecture

Depending on the membership composition, the workgroup would then narrow the functional scope to one or more of the following functional areas:

- Reservations (rooms/cabins, tickets, activities, etc.)
- Distribution (GDS, intermediaries, internet, etc.)
- Property Management (front desk, maintenance, housekeeping, etc.)
- Activities Management (golf, dining, excursions, etc.)
- Group Sales, Catering, Event Management,
- Inventory Management (single image of inventory)
- Guest Recognition (single image of the guest)
- Reporting, Planning, and Analytics

### **Anticipated Deliverable(s)**

- (1) A paper or papers describing:
  - A perspective on the challenges of current architectural patterns in the hospitality industry today,
  - A perspective on the above-property delivery of services, its benefits and challenges,
  - A proposed reference architecture in support of the vision for a next generation technology for the hospitality industry,
  - Prescriptive guidance to software vendors (and hospitality companies) to accommodate adaptations of existing solutions towards the next generation reference architecture, and
  - Prescriptive guidance to hospitality companies (including key architectural principles and tenets to be considered) when planning for and integrating component solutions in a next-generation hospitality environment.
  
- (2) One or more member companies successfully incorporating these recommendations into their product(s) and demonstrating their results at a trade show within the next 18 months.

### **Eligibility for Participation**

Participation in this workgroup is open to (a) companies that hold Corporate memberships in HTNG; and (b) hospitality companies who have at least one employee who holds a Regular Individual membership in HTNG. Individual Industry Partner members and Allied members are not eligible to apply at this time, but may apply to the workgroup after its formation, provided that in HTNG's sole judgment, they are representing the interest of the industry and not of any particular technology or technology-based service vendor.

Interested parties must apply to participate according to the procedure outlined on the HTNG website at [http://www.htng.org/workgroup\\_policies.htm](http://www.htng.org/workgroup_policies.htm). Note that there is no application form; the items to be submitted are outlined on this site. Applications will be accepted from 31 October through 9 November 2005. Applications arriving prior to 31 October 2005 will be deemed to have been submitted on that date.

Applicants' HTNG membership dues must be fully paid at the date of application, and other accounts with HTNG (whether for the member company itself or for any of its appointed or registered participants for HTNG activities), must be no more than 30 days past due. Applications received from non-members and members whose dues are not current or whose other accounts are more than 30 days past due will not be considered to have been received until all amounts owed have been paid in full, and funds (or pending credit thereof) have been received and verified by HTNG.

### **Selection of Initial Participants**

The workgroup will be composed of a minimum of 7 and a maximum of 20 companies. If 20 or fewer companies apply to participate, all will be selected. If more than 20 companies apply to participate, then participants will be selected in each of the following categories up to the limit for that category, based on the priority order established by HTNG workgroup formation rules. Remaining participation slots, up to a total of 20, will be allocated in priority order to applicants who were not selected within any category.

HTNG will determine, based on application materials, the category or categories for which an applicant qualifies.

- Hotel companies - maximum 7.
- Platform providers (e.g. operating systems, database, common applications – maximum 3.
- Property management system vendors – maximum 3.
- Central reservation system vendors – maximum 2.
- Enterprise customer database vendors – maximum 2.
- Enterprise resource planning system vendors – maximum 1.
- Middleware vendors – maximum 1.
- Other application vendors – maximum 1.

Relevant industry associations may, but need not, apply. Association participation will be solicited by HTNG, and selection will be governed by HTNG's assessment of relevance, not by the workgroup selection process.

Companies who apply before the deadline, but who are not selected as an initial participant, will be considered for participation by the full workgroup at its initial meeting. The workgroup may apply whatever criteria it deems appropriate in assessing any application, and can admit new members at any time based on majority vote.

### **Participation Fees**

HTNG is a self-funded organization and seeks to operate workgroups on a breakeven financial basis. A nominal fee will be assessed to all workgroup participants, except as noted below, to defray expenses associated with managing the workgroup, which include professional facilitation of the initial meeting, staff travel, interns, meeting rooms, catering, teleconference costs, and similar expenses.

For this workgroup, the fee will initially be set at US\$150 per delegate for the first day of each face-to-face workgroup meeting; for meetings lasting more than one day, an additional fee of \$75 per delegate per half-day will be assessed. There will be a minimum charge of one delegate per participating company per meeting. Participants will be liable for this fee unless they formally resign from the workgroup at least 30 days prior to a scheduled meeting. Participant fees will be billed quarterly to the primary contact for each company.

The participation fee will be waived for:

- (a) academic and media participants approved by the workgroup
- (b) one delegate each from Association Partners of HTNG who are participants in the workgroup
- (c) self-employed consultants, and consultants employed by firms with less than US\$1 million gross revenue in their prior tax year
- (d) nonvoting participants invited as guests of the workgroup, unless they are admitted as voting members during the course of the meeting
- (e) one delegate per meeting from any participating company that has hosted a face-to-face meeting of the workgroup in the prior 12 months (to have included at a minimum meeting space, digital projector and, as applicable based on meeting times, continental breakfast, lunch, afternoon snacks, and beverages).

- (f) up to five delegates from a workgroup participant company that provides the venue (meeting room) for a specific meeting.

The fee will also be waived for certain individuals who may incur unusually high travel expenses when they attend in person. This waiver applies in situations where a delegate meets all three of the following conditions:

- (a) the delegate actually attends the meeting in person;
- (b) the delegate is physically based on a different continent and at least 3,000 miles from the meeting location; and
- (c) the delegate does not normally spend more than 60 days per year working out of an office on the same continent as, or less than 3,000 miles from, the meeting location.

Since the number and duration of workgroup meetings is set by the workgroup itself, it is not possible for HTNG to provide an exact cost estimate for participation. As a guideline, other HTNG workgroups have held face-to-face meetings on average three times a year, for an average of between 1 and 1.5 days per meeting. Participants are responsible for their own travel and lodging costs.

This fee is subject to reassessment over time, up or down, based on the actual costs of the workgroup. Workgroups that are able to identify volunteer hosts for most meetings will generally have lower costs.

### **Organizing Teleconference and First Meeting**

An initial organizing teleconference or web conference will be held on Friday, November 18, 2005 at 10:00 a.m. Eastern Standard Time (15:00 GMT). The first meeting date will be selected during this call. Details will be provided to selected participants at a later date.

### **Chairperson**

A chairperson and vice chairperson, or co-chairpersons, are to be selected by the workgroup at its initial meeting. Companies wishing to nominate an individual for this role should contact the Executive Director in advance of the meeting.

### **Duration**

Nine months