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Organisational Playbook

Insert Company Name here

Purpose and how to use this document

The purpose of this document is to understand how the technology partnership between you and Interlinked works in relation to 'who is who'.

Section 1: Need help
A summary of the different types of help that you require from Interlinked, involving different Interlinked teams.

Section 2: Key Personnel
A summary of high-level roles & responsibilities of both organisations, including contact details.

Section 3: Interlinked Helpdesk
Details about the team including what they do, how to contact them and who is on the team.

Section 4: Interlinked Projects
Details about the team including what they do, how to contact them and who is on the team.

Section 5: Procurement
Details about hardware, software and licences purchase requirements.

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Section 1

Need help?

Helpdesk

Projects

Procurement

Something is broken, I have a problem, I have a question on how to do something

'I cannot log in'
'How do change my display settings?'

I'd like to improve our system structure, or find out if an idea is possible

'We need to relocate our office'
'We need security hardening'

I need to order hardware, software, license's

'I need a new headset'
'I need additional offic3 365 licences'

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Section 2

Key personnel

Client	Role	Responsibility	Contact

Interlinked	Role	Responsibility	Contact
Kevin Alves	Technical Account Manager	• Run Monthly Meeting • Report on Help Desk Key Metrics • Proactive calls to Site Navigators • Oversee User Management • Manage the Tech Leadership Plan • Escalation Point	Kevin.Alves@interlinked.com.au +61 418 548 299

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Section 3

Interlinked Helpdesk

## Our Helpdesk is available to provide front-line support to your team members

- Available 8:30am to 7:00pm AEST, Monday to Friday

- Provides front-line support to end-users

- Manages support incidents and planned maintenance

- Resolves common issues related to network, browser, operating system, hardware

- Identifies incident trends for problem management, provide root-cause resolutions

- Actions simple move / add / changes
  e.g. User Onboarding/Offboarding, Mailbox/Account changes, Moving Equipment etc

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Section 3

How to contact helpdesk

1. Interlinked Helpdesk App
Https://Interlinked.deskdirector.com
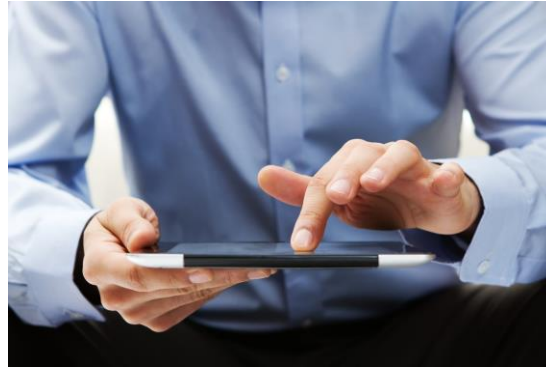
- Kicks off SLA response time
- Templated forms guides on what details we need
- Attach screenshots and files
- View ticket activity and progress

2. Email
support@interlinked.com.au

- Email us directly from your email inbox
- Can attach screenshots and files

3. Phone
1300 302 207 select Opt 1

- Make phone calls for critical issues such as when you are unable to access the system or require resolution within the next hour
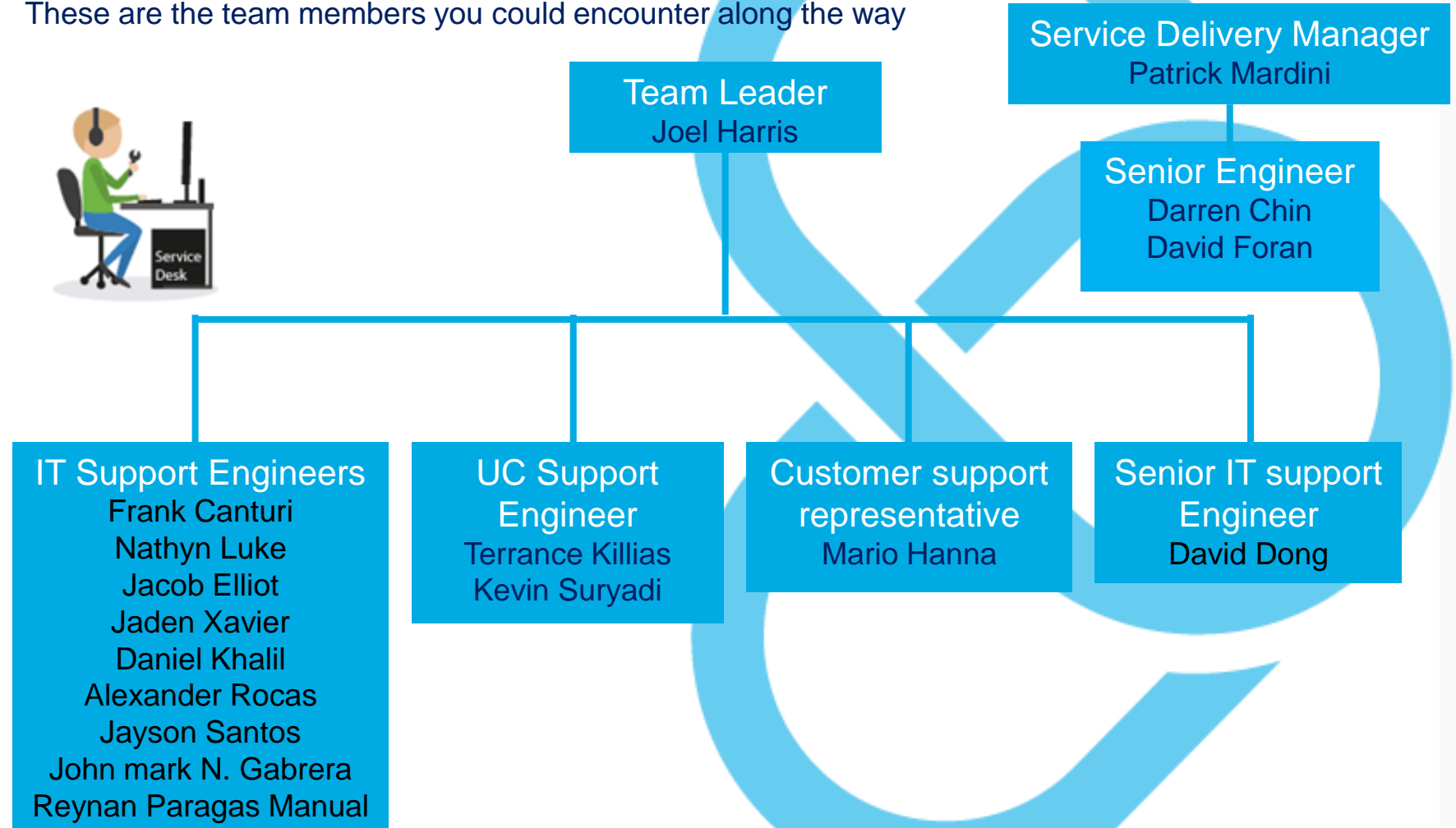
Ticket Process
- Ticket exists within a 'queue' and is now operating under the response SLA
- The ticket is assigned priority and picked up by a Interlinked team member
- You are contacted for further investigation or advised of resolution
- Within the App you can view progress and updates, and escalate as needed

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Section 3

Our heldesk team

Something is broken, I have a problem, I have a question

These are the team members you could encounter along the way

Service Delivery Manager
Patrick Mardini

Team Leader
Joel Harris

Senior Engineer
Darren Chin
David Foran

IT Support Engineers
Frank Canturi
Nathyn Luke
Jacob Elliot
Jaden Xavier
Daniel Khalil
Alexander Rocas
Jayson Santos
John mark N. Gabrera
Reynan Paragas Manual

UC Support Engineer
Terrance Killias
Kevin Suryadi

Customer support representative
Mario Hanna

Senior IT support Engineer
David Dong

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Section 3

Support Escalations & Partnerships

Support escalation principles
As not every support case can be resolved at the point of report, it is important to outline the process by which cases can be escalated.

Functional escalations
The Logged ticket first moves through our engineers within the time allotted for that severity level.

Hierarchical escalations
If you have questions about the operation of the service desk, wish to compliment the team, or simply require more information about an incident, contact the Service Delivery Manager.

Support escalation process
- Escalation applies during both business and after business hours.
- When a support issue needs to be escalated, the first responsible Interlinked contact is the Team Leader.
- If additional escalation is required beyond the Team Leader, then escalate to the Technical Account Manager.

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Section 3

Service level agreement Definition, Matrix and Escalation Matrix

Service Level Agreement Definition

Category	Description
Emergency (P1)	A company-wide outage impacting all users
High (P2)	A company-wide incident impacting a large proportion of users
Medium (P3)	Incident or degradation of service impacting a moderate proportion of the user base
Low (P4)	A single user or low proportion of the user base impacted

Service Level Agreement Matrix

Priority	First Response	Timeframe
P1	15 Minutes	24x7
P2	30 Minutes	24x7
P3	2 Business Hours	Business Hours
P4	4 Business Hours	Business Hours

Escalation Matrix

First Level Escalation

Team leader	Phone: 1300 302 207 Email: Joel.Harris@interlinked.com.au

Second Level Escalation

Technical Account Manager	Phone: +61 418 548 229 Email: Kevin.Alves@Interlinked.com.au

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Section 4

Infrastructure Projects

Areas of focus:
- Business Analysis
- Solution Design
- Deliver Projects
- Customer Tech Leadership Plans
- Advanced problem-solving escalation for the Helpdesk team

Process
When not sure 'who' in the Project teams to talk to, email
Maher.Nada@interlinked.com.au

As Project Manager Maher is across all active projects and your initial contact when uncertain if a new project is required.
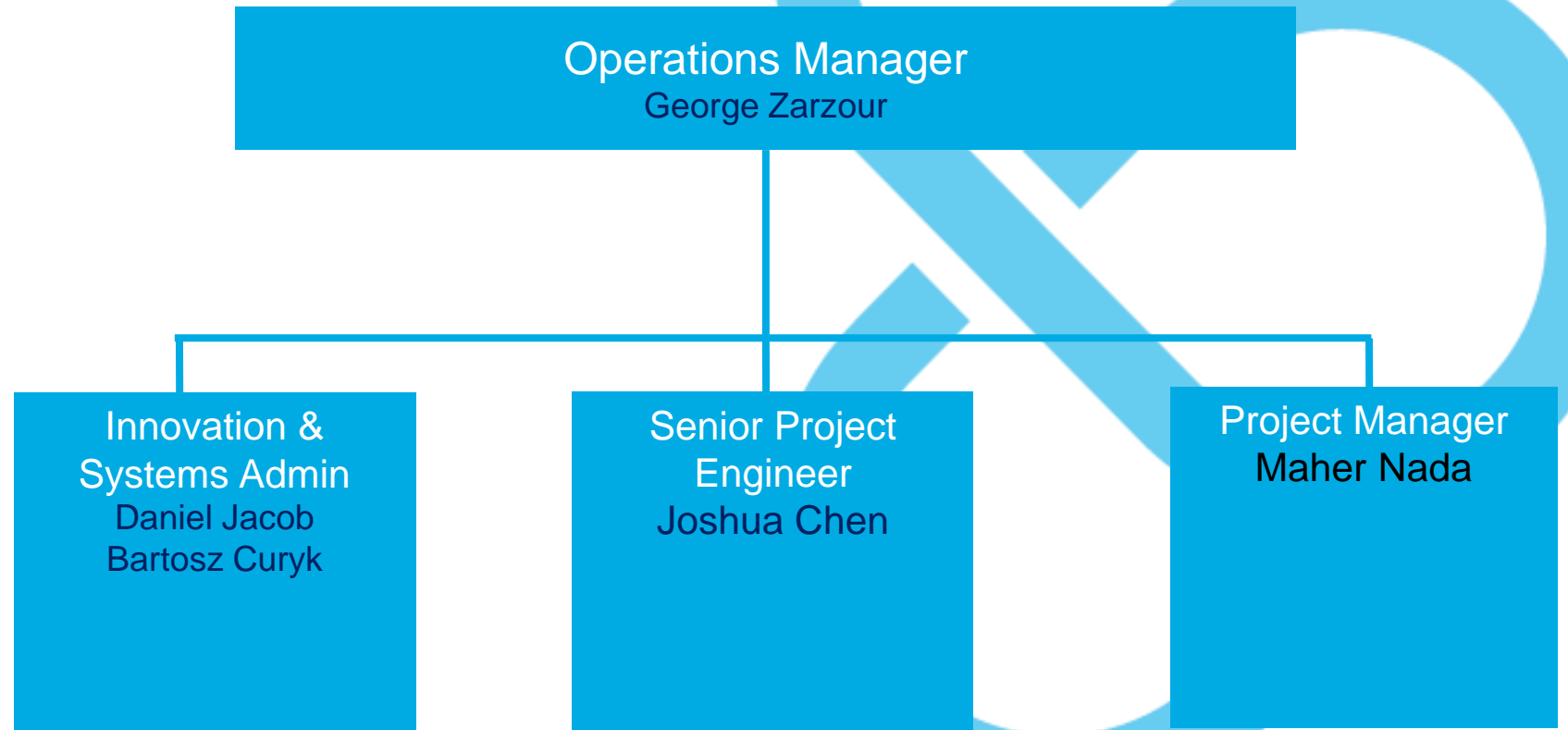
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Section 4

Our Projects Team

I'd like to improve our system, or know if something is possible

These are the team members you could encounter along the way

Operations Manager
George Zarzour

Innovation & Systems Admin
Daniel Jacob
Bartosz Curyk

Senior Project Engineer
Joshua Chen

Project Manager
Maher Nada

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Section 4

Our Procurement Team

I'd like to order hardware, software or licences

These are the team members you could encounter along the way

Director of Sales
Carlos Da Conceicao

Technical Account Manager
Kevin Alves

Sales Support Manager
Zoe Gilbert

Relationship Manager
Chris Hagipantelis

Sales Support
Brandon Tran

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