



# Organisational Playbook

Concrete Recyclers

# 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.**

# Section 1

## Need help?

### Helpdesk



**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?'**

### Projects



**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'**

### Procurement



**I need to order extra  
hardware, software  
or licenses**

**'I need a new  
headset'  
'I need additional  
Office 365 licences'**

## Section 2

### Key personnel

| Client                 | Role                        | Responsibility                 | Contact                                                                                                               |
|------------------------|-----------------------------|--------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| <b>Mathew Anderson</b> | <b>Financial Controller</b> | <b>First point of contact</b>  | <b><a href="mailto:manderson@concreterecyclers.com.au">manderson@concreterecyclers.com.au</a><br/>+61 452 262 707</b> |
| <b>Scott Lawson</b>    | <b>General Manager</b>      | <b>Second point of contact</b> | <b><a href="mailto:scott@concreterecyclers.com.au">scott@concreterecyclers.com.au</a><br/>+61 409 047 040</b>         |

| Interlinked        | Role                             | Responsibility                                                                                                                                                                                                                                                             | Contact                                                                                                       |
|--------------------|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|
| <b>John Ninios</b> | <b>Head of service</b>           | <ul style="list-style-type: none"><li>• Ticket Management</li><li>• Manage Escalations</li><li>• Manage SLAs</li><li>• Manage service desk team</li><li>• First escalation point for tickets</li><li>• Scheduling and coordinating service</li></ul>                       | <b><a href="mailto:John.Ninios@interlinked.com.au">John Ninios@interlinked.com.au</a><br/>1300 302 207</b>    |
| <b>Kevin Alves</b> | <b>Technical Account Manager</b> | <ul style="list-style-type: none"><li>• Run Monthly Meeting</li><li>• Report on Help Desk Key Metrics</li><li>• Proactive calls to Site Navigators</li><li>• Oversee User Management</li><li>• Manage the Tech Leadership Plan</li><li>• Second escalation point</li></ul> | <b><a href="mailto:Kevin.Alves@interlinked.com.au">Kevin.Alves@interlinked.com.au</a><br/>+61 418 548 299</b> |
| <b>Maher Nader</b> | <b>Project Manager</b>           | <ul style="list-style-type: none"><li>• Initiating and managing projects</li></ul>                                                                                                                                                                                         | <b><a href="mailto:Maher.nadar@interlinked.com.au">Maher.nadar@interlinked.com.au</a><br/>1300 302 207</b>    |

## Section 3

# Interlinked Helpdesk

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



- **Available 8:30am to 5:30pm 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.**

## 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](mailto:support@interlinked.com.au)

- Email us directly from your work email
- Attach screenshots and files



### 3. Phone 1300 302 207 - Option 1

- Call in for time sensitive 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 an 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

**For priority and urgent incidents call us on 1300 302 207**

## 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                             | Respond and commence immediately 15 Minutes  | Resolve within 4 hours         |
| P2                             | Respond and commence within 30 Minutes       | Resolve within 8 hours         |
| P3                             | Respond and commence within 2 Business Hours | Resolve within 3 Business days |
| P4                             | Respond and commence within 4 Business Hours | Resolve within 4 Business days |

| Escalation Matrix         |                                                                 |
|---------------------------|-----------------------------------------------------------------|
| First Level Escalation    |                                                                 |
| Head of service           | Phone: 1300 302 207<br>Email: John.Ninios@Interlinked.com.au    |
| Second Level Escalation   |                                                                 |
| Technical Account Manager | Phone: +61 418 548 299<br>Email: Kevin.Alves@Interlinked.com.au |

## 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 Service Desk Lead.**
- **If additional escalation is required beyond the Service Desk Lead, then escalate to the Technical Account Manager.**



## 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](mailto: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.**

