



Organisational Playbook

VFS Group

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
Toni Hennock	Client Relationship Manager	First point of contact	t.hennock@vfsgroup.com.au +61 402 256 555
Stefan Urosevic	Director & Chief Financial Officer	Second point of contact	s.urosevic@vfsgroup.com.au +61 406 436 955

Interlinked	Role	Responsibility	Contact
John Ninios	Head of service	• Ticket Management • Manage Escalations • Manage SLAs • Manage service desk team • First escalation point for tickets • Scheduling and coordinating service	John Ninios@interlinked.com.au 1300 302 207
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 • Second escalation point	Kevin.Alves@interlinked.com.au +61 418 548 299
Maher Nader	Project Manager	• Initiating and managing projects	Maher.nadar@interlinked.com.au 1300 302 207

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

- 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 Email: John.Ninios@Interlinked.com.au
Second Level Escalation	
Technical Account Manager	Phone: +61 418 548 299 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**

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

