



# Organisational Playbook

Residential Gardens

# 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>James Lobbes</b>	<b>IT Consultant</b>	<b>First point of contact</b>	<b><a href="mailto:james@residentialgardens.com.au">james@residentialgardens.com.au</a> +61 448 038 007</b>
<b>Robert Aquino</b>	<b>Home Care Manager</b>	<b>Second point of contact</b>	<b><a href="mailto:robert@residentialgardens.com.au">robert@residentialgardens.com.au</a> +61 416 699 207</b>

Interlinked	Role	Responsibility	Contact
<b>John Ninios</b>	<b>Head of service</b>	<ul style="list-style-type: none"> <li>• <b>Ticket Management</b></li> <li>• <b>Manage Escalations</b></li> <li>• <b>Manage SLAs</b></li> <li>• <b>Manage service desk team</b></li> <li>• <b>First escalation point for tickets</b></li> <li>• <b>Scheduling and coordinating service</b></li> </ul>	<b><a href="mailto:John.Ninios@interlinked.com.au">John Ninios@interlinked.com.au</a> 1300 302 207</b>
<b>Kevin Alves</b>	<b>Technical Account Manager</b>	<ul style="list-style-type: none"> <li>• <b>Run Monthly Meeting</b></li> <li>• <b>Report on Help Desk Key Metrics</b></li> <li>• <b>Proactive calls to Site Navigators</b></li> <li>• <b>Oversee User Management</b></li> <li>• <b>Manage the Tech Leadership Plan</b></li> <li>• <b>Second escalation point</b></li> </ul>	<b><a href="mailto:Kevin.Alves@interlinked.com.au">Kevin.Alves@interlinked.com.au</a> +61 418 548 299</b>
<b>Maher Nader</b>	<b>Project Manager</b>	<ul style="list-style-type: none"> <li>• <b>Initiating and managing projects</b></li> </ul>	<b><a href="mailto:Maher.nadar@interlinked.com.au">Maher.nadar@interlinked.com.au</a> 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
<b>P1</b>	Respond and commence immediately 15 Minutes	Resolve within 4 hours
<b>P2</b>	Respond and commence within 30 Minutes	Resolve within 8 hours
<b>P3</b>	Respond and commence within 2 Business Hours	Resolve within 3 Business days
<b>P4</b>	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
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#### Second Level Escalation

Technical Account Manager	Phone: +61 418 548 299 Email: Kevin.Alves@Interlinked.com.au
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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 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.**