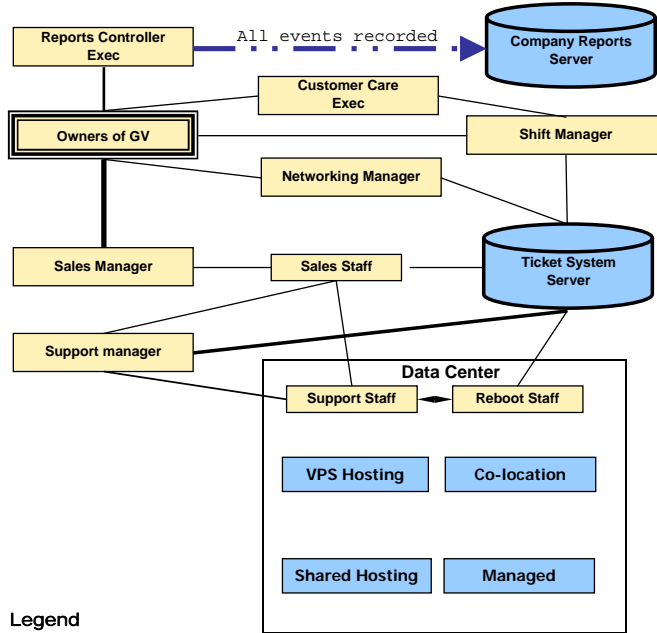




Company Staff overview, Chain of Command

Lines between indicate communications - Chain of command



Legend

*Lines between indicate communications - Chain of command
 *Line thickness estimated communications between groups

What is a White Paper

(From Wikipedia, the free encyclopedia)

A white paper is an authoritative report. White papers are used to educate customers, collect leads for a company or help people make decisions. More recently, the term "white paper" has also come to refer to documents that argue non-governmental positions as well. For example, many white papers today expose the benefits of particular technologies and products. These types of white papers are almost always marketing communications documents and are designed to promote a specific company's solutions or products as it relates to the issue or topic examined. As a marketing tool, it is important to note that these papers will always highlight information favorable to the company authoring or sponsoring the paper while minimizing any negative aspects related to the company's involvement with the issue, product or technology. Today the commercial white paper is the most common type of white paper. Such white papers are often used to generate sales leads, establish thought leadership, or educate customers - this is quite different

Overview - The Chart on the left is chain of command structure for employees, flow of operations of GalaxyVisions. The Staff working like a assembly line can avoid confusion. When a employee works on his / her own, and is not in communication it can cause issues, such as "did he finish" "forget out it' or "I thought the other guy did it. Forming structure and following chain of command keeps company focused. Whether its a client issue or you have a issue about the company, speak to your assigned manager. These are not "new employees" or more staff to be added, the titles will be give to "example" Sales manager and also be a shift manager for the shift.

Shift Manager - The shift manager is the company liaison between the staff and owners of the company. All staff or client issues that you feel is out of your expertise, you pass it on to shift manager. This avoids constant interruptions to the owners of the company while they are working or at home resting, sleeping. Since there is 24 /7 there will be more than 1 Shift Manager. If the issue needs to be addressed, then the Shift manager can make the call. The Shift manger also will be fluent as well as a tech, and hardware knowledgeable. Emergencies, Hardware Failure, Upset client and so on, notify the shift manager so issues can be documented and resolved quickly. The duties also include documents events, ensure that the next staff is aware of any issues, report also to the weekly / Bi weekly summary reports - Details will be given to Shift Manager

Sales Manager - In Charge of sales, creation of work orders new server builds and adding to billing system. Other Duties consists of checking / following up clients via Ticket System. Sales manager will also provide material to other sales reps, maintain Inventory and report to owners overview of sales, hardware profiles using wk / by-wk reports as needed. Send Bi-weekly reports.

Support Manger - In charge of overseeing operations via Ticket System, Monitoring response times for submissions and solving client issues. Responsible for all operations within the ticket system, rebooters and emergency server repair. Overview reports due in wk or bi-wk.

Customer Care Exec - Deals with emergencies, unsatisfied clients who are in need. Also deals with noisy clients, follows up on complaints and assist with clients needs. All escalations come here.

Networking Manger - Deals with Network and IP allocation.

Support Staff - General techs who answer tickets within the Ticket System.

Sales Staff - Answers sales questions and process saless orders.

Reports Controler Exec - Monitors and Manages the reports for the Compan, maintains all the reports are correctly insterted and in correct format. All the information such as Client bandwidth, IP assignments to Staff Complaints are stored.