COALFIRE
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Leadership Brief

Volume 1, Issue 4
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ABOUT THE LEADERSHIP BRIEF

The monthly Leadership Brief is designed for and distributed to all people managers at Coalfire. Its designed to help you manage and prioritize the information that is important to team members and the business.

HOW IT WORKS

A printable version of this document is attached. Please use it as a tool for sharing important information with your team during regularly scheduled meetings. (Shareable information is indicated with a "Y" in the "Share" column.)

And please remember that this communication is designed help *you.* Please use the feedback form at the bottom of this page to let us know how we can improve to better suit your needs.

Please do not redistribute this email.

GOT CONTENT?

Email it to Suzanne Dawe, Senior Internal Communications Manager.

SNAPSHOT VIEW ... (OR GO STRAIGHT TO THE FULL ISSUE)

News from	Topic	Action Requested	Share?	Deadline	Details
Delivery	Practice portals webinar: August 24 at 10 a.m. MDT	Please attend!	Y	Aug. 24	Full story
IT	IT restructures to better serve its customers	Please share with your team	Y	--	Full story
Marketing	Your $100 Company Store credit **expires** Aug. 31!	Use your credit by Aug. 31.	Y	Aug. 31	Full story
HR	Mandatory training coming soon for managers. (Sorry ... it's a compliance thing!)	Complete the training after it is assigned to you	N	TBD	Full story

FULL ISSUE – AUGUST 2016

DELIVERY NEWS

DELIVERY PORTALS WEBINAR

Do you ever find yourself asking, "where the heck are all those fancy, rebranded templates I've heard so much about? And how do I use them?"

Learn the answers to these and many other questions on Wednesday, ***Aug. 24, 2016, at 10 a.m. MDT****!*

Join this webinar and learn everything you need to know from a Practice Director who will walk you through the new product-based SharePoint subsites.

You will leave the webinar knowing exactly how to find the things you need to deliver a report – no matter the practice area – including delivery guides, guidance, presentations, tools and training. **This webinar should save you a lot of time down the road,** so plan on attending or watching the recording in the Learning Center. The live training will be followed by a live Q&A session.

BACK TO SNAPSHOT

IT NEWS

IT RESTRUCTURES TO BETTER SERVE INTERNAL CUSTOMERS

Fast. Friendly. Smart! Those are the attributes for which the IT department wants to be known, and they are working hard to implement changes that will enable them to better serve you, their internal customers. To that end, the department is reorganizing in an effort to:

- Focus on the customer (that's YOU!)
- Create a tiered support model
- Establish Service Level Agreements (SLAs)
- Take on Navis and CoalfireOne end-user support
- Be fully transparent around performance metrics

Contacting the Help Desk

The Help Desk is available Monday through Friday, 7 a.m. to 6 p.m. MT.

ONLINE:	https://cfshd.Coalfire.com
EMAIL:	HelpDesk@Coalfire.com
PHONE:	U.S.: 303.554.6333 x7097 U.K.: 00-1-877-224-8077 x7580
AFTER HOURS:	For after-hours **emergencies**, please call 206.352.6028 x7580

SLAs

After you contact the Help Desk, your issue will be assigned a priority number. The Service Level Agreements (SLAs) for these priorities are:

Priority	Example	Initial Response	Target Resolution (in business hours)
P1	System outage affecting client work	< 15 minutes	< 4 hours
P2	Desktop issue affecting client work	< 1 hour	< 8 hours
P3	Requests or issues not affecting client work *(this is most Help Desk requests)*	< 1 hour	< 72 hours

Escalation Process

If you have a **customer-affecting** incident that exceeds these SLAs, please use the following process to escalate the issue every 15 minutes:



BACK TO SNAPSHOT

MARKETING NEWS

COMPANY STORE CREDIT EXPIRES AUG. 31. USE IT (ALL) OR LOSE IT!

If you have not yet used your $100 credit to the Coalfire Company Store, be sure to do so before it expires on Aug. 31, 2016, Important points to remember include:

- To redeem your credit, please visit the Company Store portal at and create an account using your Coalfire email address.
- Once you log in, click on **'Company Store'** to begin shopping.
- To use your $100 credit, enter the Promo Code COALNEWBRAND. **(If your total purchase is less than $100, any unused credit will be lost. If your total exceeds $100, you can use your personal card to cover the balance.)**
- Please read the FAQs if you have any questions about the Company Store or Print Shop.

If you are experiencing any problems or have questions, please email: CoalfireStore@Coalfire.com.

BACK TO SNAPSHOT

HUMAN RESOURCES NEWS

MANDATORY TRAINING COMING SOON FOR MANAGERS

Please watch your email in the coming weeks for an invitation to attend Harassment Prevention Training. The training takes two hours, so please plan your time accordingly. And while we know you have about a million things you'd rather do for two hours than sit through this training, rest assured it would not be assigned if it wasn't mandatory. (Sorry … it's a compliance thing!)

All employees will be assigned this training later this year or in early 2017.

BACK TO SNAPSHOT

FEEDBACK

HOW EFFECTIVE WAS THIS COMMUNICATION?

- 3 = Very Effective. It provides a.) the right information, b.) at the right time, c.) in a user-friendly format
- 2 = Effective. It meets two of the three criteria
- 1 = Limited Effectiveness. It meets one of the criteria
- 0 = Ineffective. It doesn't meet any of the criteria
- Other = I have comments.