



TEAM PLAYBOOK: HOW TO RUN THINGS WHEN I'M AWAY

Driving Innovation, Delivering Excellence

At My OpsBox, we blaze the trail in operational support—delivering ruggedly reliable managed services that help your business navigate obstacles, gain traction, and scale with confidence.



Team Playbook: How to run things when I'm away.

This playbook is designed to help our team operate smoothly in my absence. It outlines key procedures, decision-making guidelines, communication protocols, and contacts to ensure continuity. By following this guide, you can maintain operations, handle issues confidently, and keep projects moving forward without disruption.

Purpose:

- Maintain continuity and prevent bottlenecks.
- Clarify roles, responsibilities, and key contacts.
- Provide guidance for decisions and common scenarios.

How to Use:

1. Follow outlined procedures.
2. Communicate updates clearly.
3. Document important decisions.
4. Escalate issues beyond your scope.
5. Use checklists to ensure nothing is missed.

By following this guide, you'll help the team stay aligned, keep projects moving, and ensure clients are well-served until my return.



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DAILY OPERATIONS

- Follow the standard workflow outlined in our SOPs.
- Check priority tasks and ongoing projects at the start of each day.
- Complete daily deliverables and mark them as done.
- Escalate only if a blocker lasts more than 24 hours.
- Document any unusual occurrences for review upon my return.

COMMUNICATION

- Use internal channels (Slack, Teams, etc.) for quick updates.
- Use email for formal communication, approvals, or documentation.
- Share daily check-ins with the team lead to summarize progress.
- Keep messages clear and concise include deadlines and responsible parties.

DECISION MAKING

- Client-Impacting Decisions: Consult the designated team lead.
- Budget-Related Decisions: Wait for approval unless pre-approved in the playbook.
- Reversible Decisions: Use your best judgment and document the outcome.
- If unsure, escalate to leadership rather than making a high-risk decision independently.



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EMERGENCIES

- Safety or Legal Issues: Notify leadership immediately.
- Client Emergencies: Follow the established escalation procedure.
- System Outages/Tech Issues: Contact IT support immediately and log the incident.
- Maintain a calm, professional approach and communicate updates promptly.

KEY CONTACTS

CONTACT	ROLE	WHEN TO REACH OUT
TEAM LEAD	Oversees daily operations & decisions	Any workflow or project blocker
IT SUPPORT	Handles technical issues & outages	System failures, device issues
CLIENT RELATIONS	Manages client communications	Questions, complaints, or urgent client needs

FINAL CHECKLIST

- Ensure daily tasks are completed.
- Communicate updates to the team lead.
- Log any issues and escalate when necessary.
- Confirm all client and operational matters are addressed.