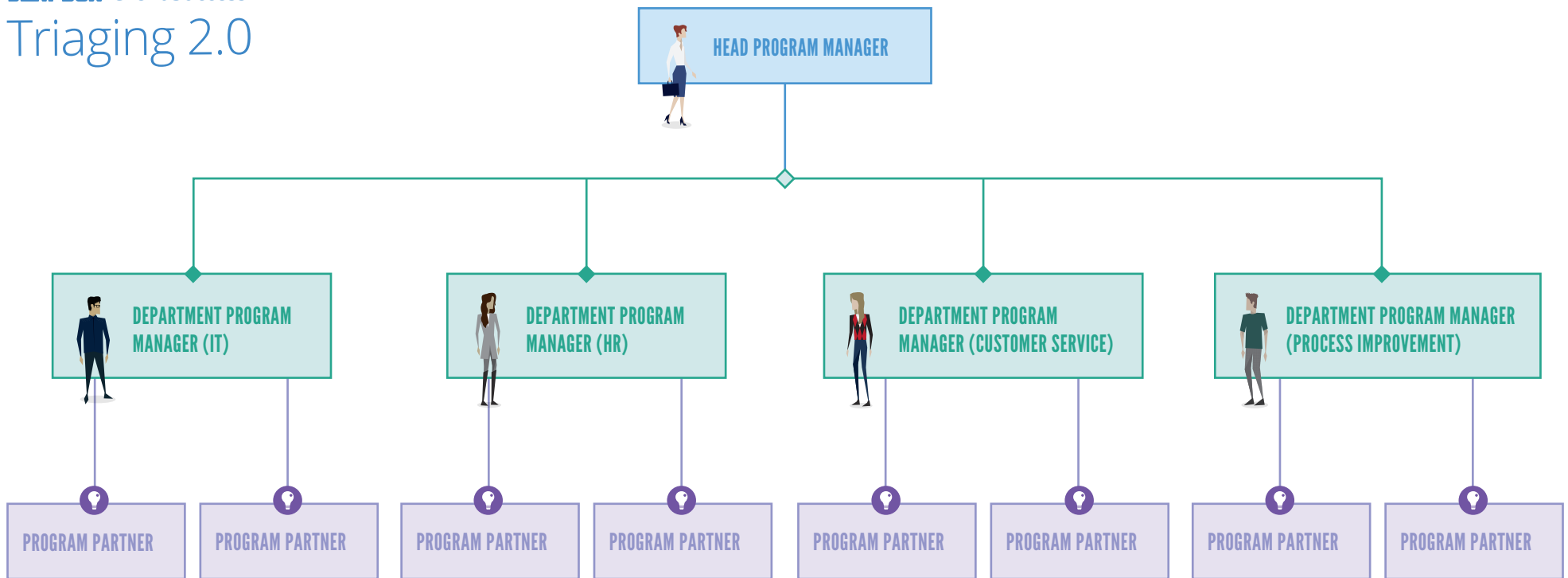


Triaging 2.0



HEAD PROGRAM MANAGER RESPONSIBILITIES
<ul style="list-style-type: none"> • Monitors community activity and moderates discussion on a daily basis • Assigns ideas to Department Program Manager • Looks out for unassigned top ideas and wild cards • Reports on overall program health and metrics to the Executive leadership team • Convenes monthly meeting with Department Program Managers • Tracks and reports on Engagement Standards 1 and 2 for each department

DEPARTMENT PROGRAM MANAGER RESPONSIBILITIES
<ul style="list-style-type: none"> • Reviews community activity on a daily basis to identify relevant department ideas • Assigns top ideas to Innovation Partners • Receives SLA reports from Head Program Manager and follows up with Innovation Partners • Convenes monthly meeting with Innovation Partners

PROGRAM PARTNER RESPONSIBILITIES
<ul style="list-style-type: none"> • Reviews and evaluates assigned ideas • Looks out for wild card ideas relevant to meeting their personal objectives • Responds to newly assigned ideas within 14 days (SLA 1) • Updates community on progress of active ideas within 90 days (SLA 2) • Implements ideas