

# New Intake Process

## Step 1: Invite Stakeholders to Office Hours

When a stakeholder reaches out via Teams or email with a new comms request:

- Use the [templated response](#) to direct them to their designated **Office Hours** session.

## Step 2: Managing Intake During Office Hours

During the session, the meeting lead should:

- Create a project parent item and capture the request details in **Monday.com**
- Start a Teams project chat with key team members involved and drop the template message below in the chat.
- Begin developing a **comms plan in real time**, if applicable

## Step 3: Follow-Up After Office Hours

- Copy and paste the [templated intro message](#) and add a summary of next steps and deadlines in the **Teams project chat**
- Finalize subitems in Monday.com with assigned team members, deadlines, and labels.

# Office Hours Schedule

---

Meeting	Stakeholders Served	Cadence	Lead
Internal Comms General Office Hours	DE&I, Legal, Compliance, Digital Ops, Finance, Procurement, Advanced Analytics, Pricing, Infrastructure	Biweekly, Thurs 12 PM ET	Alexus
Community Comms Office Hours	Events, Community Generated Knowledge, Social Impact, AI Engagement, Sustainability, Product	Biweekly, Thurs 11 AM ET	Elaina
Global Talent Office Hours	Global Talent Development and Engagement, Global Talent Services	Weekly Tues/Thurs 11:30 AM ET	Alexus
Office of the CEO Office Hours	EPMO, TMO, Office of the CEO, Strategy	Monthly , As needed	Alexus