We are absolutely thrilled you are interested to join us at Rohlik Group. By now we have spoken to you about your experience and personality in great detail. Next step is to find out how you tackle a task in reality.

**Senior IT OPS support**

**Situation**

As Senior IT OPS support you are responsible for monitoring network infrastructure and resolving system issues. We are on Friday, it’s 8 pm, you are receiving a call from the warehouse that the internet is not working anymore. The operations inside the warehouse are stopped. After investigating why the internet is not working you discover that the optic fiber is cut, due some construction works near the main road. Unfortunately the switch between standard internet line and back up line was not done.

**Task**

Prepare an action plan regarding the way you are going to deal with the crisis. Share your action for this situation and your strategic view for the next 12 months.

**Supporting materials**

* Mother company [Rohlik.group](https://rohlik.group)
* Other companies Rohlik.cz, Kifli.hu, Gurkerl.at & Knuspr.de

**Format**

Result of the case study should be captured in a format of your choice that is easily shareable with us during the next meeting. We don’t need you to write essays, clear and consistent content is much more important to us. Please send us the presentation materials of your Case study 1 day prior to the meeting so we can review and get ready for the talk.