



IT Training for Local Government Resources Page

State of TN Project Director: Marla Adams
State of TN Project SME: Angela White
State of TN Project Manager: Vicky Hutchings
Customer Success Manager: Jason Chicoine
IT Training Coordinator: Latoya Kinnard
Account Executive: Taylor Puffer

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| Definitions |
| PPOC (Program Point of Contact) - Point of contact that represents the county |
| Team Manager - Individual that manages a specific team |

| Support Tier | Support Needed | Support Provided |
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| Tier 1 Support Pluralsight Support support@pluralsight.com | <ul style="list-style-type: none"> • Product issues or product questions • License redemption issues (ex. Did not receive invite, can't redeem it, etc.) | Email: 24/7 - global coverage |
| Support Tier 2 Latoya Kinnard latoya.kinnard@tn.gov | <ul style="list-style-type: none"> • PPOC and Team Manager support • Team Structure updates - adding, removing, moving learners • License requests - from PPOC • Program related questions • License requests not from current PPOC • Large license requests (20+) | Email: M-F: 9am-5pm CT Response Time: ~24hrs |