Core Processes

This section documents the Core Processes that run Unicis. A Core Process is a named, repeatable workflow that produces a consistent result. Every process has a single owner, a clear set of steps, and a list of the tools involved.

Documenting processes is not bureaucracy — it is how Unicis delivers consistent quality as the team grows, onboards new Unicians, and operates across time zones.

> **Rule:** If a process is not documented here, it does not officially exist. If you are doing something repeatedly and it is not here, document it.

Process Index

Process	Owner	Status	Page
Customer Onboarding	Predrag	Documented	→ View
Platform Release	Peter	Documented	→ View
EU Project Delivery	Ksenija	Documented	→ View
Partner Onboarding	Predrag	Draft	→ View
Support Resolution	Alexander	Draft	→ View
Invoicing & Billing	Predrag	Draft	→ View

Status: Documented = reviewed and approved | Draft = written but not yet reviewed | Missing = needs to be written

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How to Read a Process Page

Each process page contains:

- **Purpose** — why this process exists
- **Owner** — the single person accountable for the process working correctly
- **Trigger** — what starts the process
- **Steps** — numbered, in order, with tool references
- **Output** — what a successful completion looks like
- **Tools** — applications used in the process
- **Notes** — exceptions, edge cases, or known issues

How to Update a Process

1. Make the change in DokuWiki (you can suggest edits if you do not have write access)
2. Add a note at the bottom of the page with the date and what changed
3. Notify the process owner via Matrix so they can review

Processes are reviewed at minimum once per year at the Annual Planning Session, and whenever a major tool change affects the workflow.

How to Add a New Process

1. Copy the Process Template
2. Create a new page under `/pub/processes/`
3. Add it to the index table above
4. Notify the CEO

← Back to V/TO | ← Back to Traction

processes, eos, operations, core-processes

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