Document Control Procedure

This procedure explains **how we manage the Unicis handbook** — ensuring that all policies, processes, and standards documentation are current, accurate, and approved.

document-control, procedures, handbook, iso20000, iso27001

Purpose

To ensure that handbook content is:

- **Clearly owned** — Each page has a responsible author/owner
- **Properly approved** — Significant changes are reviewed before publication
- **Consistently versioned** — We track changes; prior versions remain accessible
- **Current and accurate** — Pages are reviewed regularly; outdated content is updated
- **Audit-ready** — All changes are documented with dates and summaries

Who Approves What

Content Type	Examples	Who Approves
—	—	—
Policies	Information Security Policy, IT Security Policy, Privacy Policy	CEO (Predrag)
Standards Commitments	ISO 20000-1, ISO 27001 overviews	CEO (Predrag)
Service Commitments	Service Strategy, Scorecard targets	CEO (Predrag)
Team Processes	Core Processes, procedures	Team (process owners) — no CEO approval needed
Reference Material	Glossary, FAQ, links	No formal approval — updated as needed

How It Works

When You Create or Update a Page

Author: Create or edit the page in the handbook

1. If it's a policy or standard → Request approval from CEO
2. If it's a process/procedure → Check with process owner
3. If it's reference material → Just update it

Update the Revision History section at the bottom with:

```

| **Date** | **Change** | **Author** |
|---|---|---|
| 2026-10-15 | Initial version | Predrag Tasevski |
| 2026-11-20 | Updated SLA targets | Alexander Eklöf |
```

```

#### When Changes Are Major

**Major changes** (SLA targets, policy statements, process steps):

```
1. Edit page
2. Post in Matrix (#handbook channel) with link: "Please review this update"
3. Wait for approval (typically within 5 business days)
4. Incorporate feedback
5. Update Revision History with date + change summary
6. Save page
```

**Minor changes** (typos, clarifications, link updates):

1. Just fix them; no approval needed
2. Update Revision History anyway (so we know it was edited)

# Handbook Maintenance

#### Quarterly Review (Q1/Q2/Q3/Q4)

CEO reviews and confirms all **policy & standards** pages are current:

- ISO 20000-1 overview
- ISO 27001 overview
- ISMS Policy
- IT Security Policy
- Privacy Policy
- Service Strategy
- Scorecard (update targets if changed)

Mark at the footer: "*Last reviewed: Q3 2026 — next review: Q4 2026*"

#### Annually

All **process pages** are reviewed by their owners to confirm procedures are still accurate.

# Version History

**Every page has an "Old revisions" link** at the bottom. Click it to:

1. See who edited the page and when
2. Read what changed in each edit (from the summary)
3. Restore an old version if needed (in case of mistakes)

This history is **audit evidence** — it shows how documentation has evolved.
```

Page Structure

All pages should include:

- **Title** — Clear, descriptive heading
- **Purpose** — Why this page exists
- **Owner** — Who is responsible (if applicable)
- **Content** — Main information
- **Related pages** — Links to related handbook content
- **Revision History** — Table showing dates, changes, authors (bottom)
- **Last reviewed** — Footer date and next review date
- **Tags** — Keywords for searching

See Process Template for an example.

What's In the Handbook (vs. What's Not)

Handbook contains (Public):

- □ Public policies and commitments (for customers to see)
- □ Service commitments and SLA targets
- □ Security policy overview
- □ Risk management overview
- □ Documented processes and procedures
- □ Compliance scope and standards overview
- □ Links to external tools and resources
- □ Performance metrics and targets
- □ Organizational structure and roles

Handbook does NOT contain (Confidential; in Unicis Platform):

- □ Internal audit findings or risk assessments
- □ Corrective action logs or compliance evidence
- □ Security vulnerabilities or incident details
- □ Sensitive business information

Confidential compliance documentation is stored in the Unicis Platform (accessible only to Unicis team).

Navigation & Links

To improve navigation, all handbook pages include:

- **Related pages** — Links to related content
- **Cross-references** — Links to other handbook sections
- **Navigation footer** — Previous/Next links at bottom of page
- **Tags** — Keywords for searching

This ensures customers and partners can easily find related information.

Access & Editing

- **Read access:** Everyone (handbook.unicis.tech is public)
- **Edit access:** Unicis team members only (request from Predrag if needed)
- **Email for questions: handbook@unicis.tech**

FAQ

Q: Can I edit a page I didn't create? A: Yes, if it's minor (typos, clarifications). Major changes to policies? Ask the owner first.

Q: How often should pages be reviewed? A: Policies quarterly, processes annually, reference content as needed.

Q: What if I disagree with feedback? A: Discuss in #handbook channel. Goal is accuracy and consistency for our customers.

Q: Can I delete a page? A: Rarely. Instead, mark it as superseded: "**→ See updated version: Page Name**"

Q: How do I know if a page is current? A: Check the "Last reviewed" date in the footer. If it's past the next review quarter, time to update it.

Related Pages

- ISO 20000-1:2018 — Service Management System
- ISO 27001:2022 — Information Security System
- Trust Center — Main security/compliance hub
- Process Template — Template for consistent formatting

Navigation

← Trust Center

Last reviewed: October 2026 — next review: Q4 2026

document-control, procedures, handbook, iso20000, iso27001