

Internal Wiki – Employee Knowledge Base

Document Classification: Internal Use Only

Owner: Enterprise Knowledge Management Team

Version: 1.0

Last Updated: January 2026

1. Introduction

1.1 Purpose of the Internal Wiki

The Internal Wiki serves as a centralized knowledge repository for employees across the organization. It provides easy access to information about tools, platforms, processes, best practices, and frequently asked questions. The goal of this wiki is to reduce dependency on manual support, improve productivity, and promote knowledge sharing.

1.2 Audience

This wiki is intended for all employees, contractors, and authorized partners who require access to internal systems, tools, and operational guidance.

1.3 How to Use This Wiki

Employees are encouraged to search the wiki before raising support tickets. Content is organized by functional area and includes links to related resources where applicable.

2. Company Overview and Mission

2.1 Company Mission

The organization's mission is to deliver high-quality products and services through innovation, collaboration, and operational excellence. Employees are expected to align their work with this mission.

2.2 Organizational Structure

The company operates through multiple business units including Technology, Operations, Finance, Human Resources, and Customer Success. Each unit has defined responsibilities and escalation paths.

2.3 Core Principles

- Customer-centricity
- Accountability and ownership

- Continuous improvement
 - Data-driven decision making
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3. Technology Stack Overview

3.1 Core Systems

The organization uses a combination of cloud-native and enterprise systems to support business operations. Core platforms include cloud infrastructure, enterprise databases, and collaboration tools.

3.2 Cloud Platforms

Approved cloud platforms include AWS, Azure, and Google Cloud for specific workloads. Usage must comply with internal cloud governance policies.

3.3 Data Platforms

Enterprise data platforms support analytics, reporting, and machine learning workloads. Access to data systems is role-based and monitored.

4. Employee Tooling and Platforms

4.1 Collaboration Tools

Employees use collaboration tools such as email, chat, and video conferencing for daily communication.

4.2 Project and Task Management

Project management tools are used to track deliverables, timelines, and dependencies. Employees must keep task statuses updated regularly.

4.3 Documentation Platforms

Official documentation must be maintained in approved documentation systems to ensure version control and consistency.

5. Access Management and Identity

5.1 Identity Management

User identities are managed centrally using an identity and access management (IAM) platform.

5.2 Access Requests

Employees must request system access through the designated access request process. Approvals are required from system owners.

5.3 Periodic Access Reviews

Access reviews are conducted periodically to ensure least-privilege access.

6. Data Security and Privacy Standards

6.1 Data Classification

Data is classified into categories such as Public, Internal, Confidential, and Restricted.

6.2 Handling Sensitive Data

Employees must follow data handling guidelines when working with sensitive information.

6.3 Regulatory Compliance

The organization complies with applicable data protection regulations and industry standards.

7. Development and Engineering Best Practices

7.1 Coding Standards

Engineering teams must follow approved coding standards and peer review processes.

7.2 Version Control

All source code must be managed through approved version control systems.

7.3 CI/CD Pipelines

Automated pipelines are used to ensure consistent build, test, and deployment practices.

8. Operational Support Model

8.1 Support Channels

Employees can access support through the IT Service Desk, self-service portal, and knowledge base.

8.2 Escalation Paths

Clear escalation paths exist for unresolved issues or business-critical incidents.

8.3 On-Call Support

Certain teams provide on-call support outside business hours.

9. Frequently Asked Questions (FAQs)

9.1 General FAQs

Q: How do I reset my password?

A: Use the self-service password reset portal.

9.2 IT Support FAQs

Q: When should I raise a major incident?

A: When there is significant business impact.

10. Common Troubleshooting Guides

10.1 Connectivity Issues

Steps to diagnose and resolve common network connectivity problems.

10.2 Application Access Issues

Guidance on resolving access and permission-related issues.

11. Knowledge Contribution Guidelines

11.1 Content Ownership

Each wiki page must have an assigned content owner.

11.2 Review and Approval

Content must be reviewed periodically for accuracy and relevance.

11.3 Contribution Process

Employees are encouraged to contribute improvements through the defined contribution workflow.

12. Governance and Maintenance

12.1 Review Cycle

The wiki is reviewed quarterly to ensure content accuracy.

12.2 Archival Policy

Outdated content is archived but retained for reference.

12.3 Continuous Improvement

Feedback is actively collected to improve usability and coverage.

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