

## Introduction

The Skypesoft Constitution defines the foundational rules for managing business operations through structured data and guided workflows. It ensures that entities, locations, contacts, and orders are managed consistently, aligning people and processes under a unified governance framework.

## Principles

Principle	Description	Example
Transparency	Decisions and processes must be open and explainable to all stakeholders.	Audit logs display decision trails for all permit approvals.
Consistency	Data and workflows behave the same way across all modules and departments.	Standardized forms are used across both Service and Financial Control modules.
Accountability	Actions by humans or AI must be traceable, with clear ownership.	Each order update is tagged with the user or AI responsible.
Adaptability	Continuous learning and improvement are built into every process.	Workflows auto-adjust based on performance metrics and user feedback.

## Guiding Framework

Principle	Application
Be Proactive	Skypesoft surfaces real-time alerts and empowers teams to address potential issues before they escalate.
Begin with the End in Mind	Workflows are designed with a clear goal, ensuring every task contributes to meaningful outcomes.
Put First Things First	Prioritization rules guide queues and dashboards, ensuring the most important tasks come first.
Think Win-Win	Processes foster balanced value for clients, vendors, and internal teams through mutual benefit.
Seek First to Understand	Forms and AI-driven prompts collect context before taking action, reducing errors and misunderstandings.
Synergize	Modules like Permit Management, Service, and Financial Control work together seamlessly without silos.
Sharpen the Saw	Continuous updates and training keep the platform and its users aligned and improving over time.



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## Core Data Objects

Object	Description	Example
Entity	Companies, jurisdictions, clients, or vendors represented within Skypesoft.	Christy Signs, City of Phoenix, Habit Burger.
Location	Physical or virtual places linked to entities where operations occur.	Christy Signs main office at 3145 N 33rd Ave.
Contact	Individuals associated with entities and locations, stored with normalized details.	Jim Flanigan, Plant Manager at ALC Group.
Order	Tracked jobs, projects, or service tickets representing deliverables and workflows.	Work order #26216 for Bank of America signage.



## Sources Of Truth

Source	Description	Example
Operational Stream	Provides real-time context such as time, events, and active tasks.	Live feed of active installations and permit reviews.
Knowledge Base	Stores workflows, schemas, and rules that define how modules behave.	Permit Management rules for submission deadlines and SLA tracking.
History Archive	Maintains a chronological log of actions, decisions, and updates.	Historical records of order changes and approvals.
Identity Registry	Tracks roles, permissions, and relationships between entities and locations.	Mapping of Christy Signs managers to their assigned projects.



## Roles And Responsibilities

Role	Responsibility
User	Accurately input and manage data while following defined workflows.
Manager	Oversee operations, resolve exceptions, and optimize team performance.
Developer	Maintain modules and integrations in alignment with constitutional rules.
Administrator	Govern platform access and steward constitutional amendments.



## Compliance

- All data must meet privacy and security standards such as GDPR or SOC 2.
- AI actions must be explainable, traceable, and overrideable by human users.
- Changes to workflows require documented approval and version history.



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## Amendment Process

- Propose amendments through formal submissions within Skypesoft.
- Review collaboratively with stakeholders within 30 days of submission.
- Escalate unresolved proposals to a governance board for a final decision.
- Approved updates are versioned and communicated via system bulletins.



## Glossary

Term	Definition
Entity	A company, jurisdiction, client, or vendor represented within the Skypesoft system.
Operational Stream	A live feed of current activity, enabling real-time decisions.
Identity Registry	System component managing user roles, permissions, and relationships.