Internal Guide: Onboarding & Tools

Test PDF for Trelent ingestion → markdown → rewrite → HTML pipeline

Purpose:
  This document is intentionally 'messy' and multi-section to test conversion quality.

Quick Start Checklist:
  [ ] Get email + MFA set up
  [ ] Join Slack channels (#general, #ops, #engineering)
  [ ] Request access to shared drives and ticketing
  [ ] Read the safety and incident policy

Terminology:
  - 'Run' = one batch processing session
  - 'Item' = one uploaded source file
  - 'Guide' = one rendered HTML output

Notes:
  Some sections have inconsistent punctuation, spacing, and casing.

Access Matrix (sample)

System	Who requests	Approval
Google Workspace	Manager	IT
GitHub	Team Lead	Security
Supabase	Engineer	Admin
Support Inbox	Ops	Ops Lead

Policies: Incidents & Escalation

Includes nested bullets and numbered steps

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1) If something is broken:
   a. Capture a screenshot
   b. Write a short repro (what you did, what you expected, what happened)
   c. Tag the right owner

2) Severity levels:
   - SEV0: Business stopped
   - SEV1: Major feature degraded
   - SEV2: Minor impact / workaround available

Escalation:
   • SEV0/SEV1: page on-call immediately.
   • SEV2: file a ticket and note priority.

Common pitfalls (intentionally messy):
   - dont assume timezones
   - avoid long threads; summarize and assign an owner
   - write updates every 30 mins for sev0/1

Appendix: FAQ

Contains Q&A formatting for section extraction tests

Q: What is the expected output format?

A: A clean HTML guide with consistent headings, callouts, and an optional table of contents.

Q: What if a file fails ingestion?

A: Mark it as failed, capture the error, and allow retry without reprocessing successful items.

Q: How should repeated sections be handled?

A: De-duplicate common boilerplate and keep only the most relevant version.

Extra junk text block (to test cleanup):

```
---   ---   ---
lorem IPSUM   lorem   ipsum
EXTRA   SPACES    AND    odd casing
```