[Company name] Handbook

Introduction

The [company name] handbook is the official repository for how we run the company. It's a living document that is continually updated. It includes information about the company, product, teams, and workplace policies and practices. Search for keywords like "benefits" or "support process" to find the relevant entry.

As an open core company, we value transparency and learning in the open. We welcome feedback and encourage contributions. Please make a [pull/merge] request to suggest improvements or add clarifications. Feel free to adapt from this handbook.

Company

About

1. Mission & Vision
2. What the company does
3. History of the company
4. Open source stewardship statement

Culture

1. Values
2. Life at [Company name]
3. Objectives and key results
4. Key performance indicators
5. Handbook
6. Rituals
7. Team stories

Communication

1. General guidelines
2. Levels of confidentiality
3. Internal communication
4. Meetings
5. Using Slack, Email, Zoom

Operating Procedures

1. Policies
2. Code of Conduct
3. Company goal setting
4. Spending company money

Departments

Business operations

1. Finance: Accounting, payroll, expenses
2. BizOps: Tooling
3. People Ops: Hiring, benefits, celebrations, gifts, departures

Customer Success

1. New customer onboarding
2. Customer meetings
3. Customer requests
4. Customer codenames

Customer Support

1. Support process

2. Support responses

Engineering

1. Sprint planning
2. Release process
3. Oncall rotation
4. Outages
5. Incident postmortem

Marketing

1. Brand and style guide
2. Creating blog posts
3. Social media guidelines
4. Sponsoring and attending events
5. Press releases

Product

1. Planning, prioritization, and process
2. Managing requests
3. Releases
4. Beta features
5. Feature flags
6. UI design
7. Usage statistics

Sales

1. Contracts
2. Salesforce lead status flow
3. Resources: decks, videos, content

Security

1. Policies
2. Account recovery
3. Vulnerability management