Engineering Department - Critical Department Documents

This KB contains folders with key department documents to provide understanding and clarity on various subjects. Documents are listed in the Folders Tab.

- Relationships
- Folders
- Changes (3)

Related KBs

Name	Type	Description	Relationship
Determining Assigned Security Engineer ConnectWise	Specific Information - Connectwise		
Engineer Responsibilities	Standards - SOP		
Engineer Software QC Checklist	Standards - SOP	Checklist for performing software QC at or near the end of a job.	
Engineering Continuous Improvement Cycle	Standards - SOP	KB to track areas needing continuous improvement and their cycle as well as the subject owners and members.	
Engineering Guardrails	Standards - SOP	Engineering Guardrails Documentation	
Engineering Package	Standards - Drawings		
Engineering Workflow	Standards - SOP	Standard work chart illustrating where engineers are grouped for projects as well as flowchart showing how project work is to be assigned within the department.	
Manufacturer Training Available Free/On Demand	Important Documents - Forms	This is a KB article of free and/or on demand training available to engineering from various manufacturers. Everyone should feel free to add to this as you come across training options not currently in the list.	
Service Ticket Escalation Process	Standards - SOP	KB linking to Service Desk Engineer Ticket Escalation process. This is a service department process.	

Department Structure   (5) Files

engineer job descriptions.pdf (181KB)	Korey Straus	12/12/2023 - 9:44:17 AM
engineering kras-kpis-rev1.pdf (133KB)	Korey Straus	12/12/2023 - 9:49:33 AM
engineering structure rev6.pdf (88KB)	Korey Straus	6/14/2024 - 3:51:14 PM
engineering workflow rev.1.pdf (29KB)	Korey Straus	12/13/2023 - 5:07:10 PM
security engineering growth path.png (362KB)	Korey Straus	2/1/2024 - 8:43:34 AM

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