

NEXT GENERATION GAMING, LLC

A Member of the NGG Group



DIVISIONAL POLICIES AND PROCEDURES

Dated

Friday, November 8, 2013



Divisional Policies and Procedures

Division of Gaming Operations

Policies and Procedures

SECTION 1

Command and Games

Section 1.1 Gaming Operations Division Structure

The Gaming Operations Division is a very diverse and expansive division since it houses multiple games within the Next Generation Gaming (NGG) community. There is one centralized command that is responsible for oversight of the various games. These games each hold their own administrators, staff, and leadership within them.

Section 1.1.1 Gaming Operations Command

The Gaming Operations Command is a joint office that is composed of all of the main leaders within Gaming Operations. Everyone within the Command report directly to and take their orders from the Director of Gaming Operations. The group is collectively responsible for the oversight and production of the entire division.

Section 1.1.1.1 Director of Gaming Operations (DoGO)

The Director of Gaming Operations is the single head authority of the Gaming Operations Division and is appointed by the Executive Director of Next Generation Gaming. The DoGO is responsible for the various games within the division and outlines policies, procedures, and issues orders to be carried out by lower level administrators.

Section 1.1.1.2 Deputy Director of Gaming Operations (DDoGO)

The Deputy Director of Gaming Operations is also informally known as an assistant. The position performs both expected and unforeseen tasks and clerical assignments as requested by the DoGO. The Deputy Director has partial authority over the games within the Division. Before making any major actions the Deputy Director must review it with the Director and acquire a approval. In the event that a Game Manager position becomes vacant, either through removal or leave of



Divisional Policies and Procedures

absence, the Deputy Director will become the temporary replacement until a more permanent one is found.

Section 1.1.1.3 Deputy Director of Gaming Operations Probationary Terms

Once appointed, the Deputy Director is promoted to Senior Administrator unless they already hold that rank. If they hold, or have held, a higher rank, they will enter as a Head Administrator. They will be put on a probationary period of 60 days. During this probationary period, the DoGO may remove the person from Deputy Director for any reason. The Deputy Director may also have restricted authority during the probationary term. Once probation is completed, the Deputy Director could be promoted to Lead Head Administrator if they do not already that rank.

Section 1.1.1.4 Game Managers

Game Managers are the direct supervisors of and are responsible for the various games within Gaming Operations. There is one Game Manager for each game in the division. Each Game Manager holds leadership over all players, staff, and administrators within their game. Their primary responsibility is to carry out tasks as assigned by the DoGO, ensure their game is properly staffed with administrators, assign secondary tasks, work with other NGG departments, supervise scripting and updates, work to increase population and sales, and ensure maximum public appreciation and maximum production within the game that they operate.

Section 1.1.1.5 Game Manager Probationary Terms

All Game Managers are placed on a 60 day probationary term and given the rank of Game Manager, unless they hold the rank of Head Admin or higher. They may have restricted authority and be removed from their position for any reason during probation. Once the probationary term is successful, they may be eligible for promotion in the future, although a promotion should not be expected. If a Game Manager currently or has previously held the rank of Head Administrator or higher for at least 1 month, they may skip the probationary term.



Divisional Policies and Procedures

Section 1.1.1.6 Server Managers

Server Managers are the staff responsible for directly one server and all the responsibilities of that server whether it be staffing, development, or innovating. There is one server manager per server. Each Server Manager will receive orders from their respective Game Manager. Server Managers are appointed by the DoGO. (See Section 2.1.4)

Section 1.1.2 Department of Minecraft Operations

Section 1.1.2.1 Game Manager

See section 1.1.1.3.

Section 1.1.2.2 Server Manager

Server Managers differ from Game Managers in that their primary responsibility is supervising only the administrator and staff teams that they are put above. They ensure that each time zone is properly staffed with the correct amount of administrators, bring recommendations to hire to the proper authority, ensure overall proper conduct of staff, and help direct staff to be the most efficient as possible for the staff and server they are assigned to. (See Section 2.1.4)

Section 1.1.3.3 Assistant Director of Minecraft Operations - Development

The Assistant Director of Minecraft Operations - Development is responsible for all of the Minecraft servers development. The ADoMCo may appoint development team members under him as long as they are current Minecraft Administrators. The ADoMCo may not give any permissions to servers without direct permission from the DoGO. Development is considered any plugin development, or any modifications to the server using the box.

Section 1.1.3.4.1 Development Implementation

Development Team members may only implement their work if the ADoMCo - Development, and the DoGO both approve it. Failure to follow this section of policy will result in immediate removal of position.



Divisional Policies and Procedures

Section 1.1.3.4 Assistant Director of Minecraft Operations - Innovations

The Assistant Director of Minecraft Operations - Innovations is responsible for the creation and running of events and public relation with the community. The ADoMCo may appoint Minecraft Innovations members under themselves as a secondary task (See Section 1.1.1.5) as long as they are current Minecraft Administrators. All events or ideas that will be broadcasted on the server must be approved by both the ADoMCo and the DDoGO or the DoGO.

Section 1.1.3.4 Assistant Director of Minecraft Operations - Inquiries

The Assistant Director of Minecraft Operations - Inquiries are responsible for the management of the forums, complaints, and ban appeals for Minecraft. The ADoMCo may appoint Minecraft Inquiries members under themselves for a secondary task (See Section 1.1.15) as long as they are current Minecraft Administrators.

Section 1.1.3 Multi Theft Auto Operations

Section 1.1.3.1 Game Manager

See section 1.1.1.3.

Section 1.1.3.2 Server Manager

This section is intentionally left blank at this time. (See Section 2.1.4)

Section 1.1.4 Star Trek Online (STO) Operations

Section 1.1.3.1 Game Manager

See section 1.1.1.3.

Section 1.1.3.2 Deputy Chief of Fleet Operations (DCoFO)

This section is intentionally left blank at this time.



Divisional Policies and Procedures

Section 1.2 Implementation and Discontinuation of Games

The Director of Gaming Operations must approve the implementation and removal of all games prior to bringing the subject to the Executive Director.

Section 1.3 Department Policy

Game Managers may create policies and procedures for staff within the game that they are responsible for. No policy or procedure, however, must conflict with the Master Policy of NGG, Code of Conduct, Gaming Operations Divisional Policy, or direction from the Director of Gaming Operations or Executive Administrators.

Section 1.4 Rules for the General Public

The Director of Gaming Operations may create or change any rule that is put in place to govern the general public or Gaming Operations department policies and rules.

Section 1.5 Admin TeamSpeak Groups

Each Administrator is to obtain a TeamSpeak group which identifies them to which game that they are a staff member of. They must also have groups that are to be used for whispering administrators within that game; one group for all administrators and another separate group for all senior staff. The staff that become a part of the Gaming Operations Command are also to be issued their own group and whisper group.

Section 1.6 Updated and Scripting Additions

All updates and additions to the script or server must be approved by the Director of Gaming Operations and the Development Team Leader (if any) of the game.



Divisional Policies and Procedures

Division of Gaming Operations

Policies and Procedures

SECTION 2

Personnel Policy

Section 3.1 Leave of Absence

Leaves of absence must be reported to a Game Manager or Server Manager and posted on the forums under the "On Leave & Retirements" Section. Once verified by the Game Manager or the Server Manager the leave of absence is approved. Game Managers and Server Managers will be responsible for enforcing the leave of absence policy as stated within the Master Policy Handbook of NGG. Failure to follow the policy could result in suspension or termination from the team. Refer to Master Policy "Section 4.4 Leave of Absence" for details on the policy.

Section 3.1.1 Extended Leave of Absence

It is suggested to go to the Director of Gaming Operations when requesting an extended leave.

[Reinstated] Section 3.2 Hiring Process

1. Player must be recommended by a General Administrator or higher.
2. Game Manager must approve of player. If needed, further input on the player may be requested.
3. Human Resources must be consulted to check for staff bans and past disciplinary action.
4. If no ban is found, the Game Manager must recommend hiring to the Director of Gaming Operations.
 - a. If a staff ban is found, or Human Resources recommends not to hire, the player may not be hired unless directed to do so by the Director of Gaming Operations.
5. A security screening request must be sent to newcheck@ng-gaming.net.
 - a. If the screening is approved by security, proceed to step 6. If the screening is denied by security, player cannot be hired and could be staff banned by the DoGO. The Game Manager may choose, however, to send the screening to the Director of Gaming Operations for review.
 - A. The Director of Gaming Operations may either choose to approve for the player to be hired or agree with security and deny the player. If approved, proceed to step 6.



Divisional Policies and Procedures

6. Game Manager or Server Manager checks for available time slots. If none is available, player is placed on a holding list until a slot opens up.
7. Game Manager ~~or Server Manager~~ hires the player as a Junior Administrator.

Section 3.2.1 Bypassing the Hiring Process

The Director of Gaming Operations, Executive Director, Assistant Executive Director, and Assistant to the Executive Director may choose to move anybody to any step in the hiring process or bypass the process completely. If the player is hired, though, a post-hiring security screening still needs to be sent to newcheck@ng-gaming.net.

Section 3.3 Discipline

The Director of Gaming Operations and Game Managers may post rules, policies, and procedures in a common forum area for all administrators to see. Staff members must be expected to follow all posted rules, as well as this policy, and the Master and Code of Conduct policies and can be disciplined for not doing so.

Section 3.3.1 Infractions

Upon a Gaming Operations administrative staff member violating a rule or policy an infraction may be issued. Formal infractions must be issued by a Lead Head Admin or higher (See Master Policy). Infraction points may only go up to 5 points.

Section 3.3.1.1 Further Discipline

Further discipline may be requested to authorized personnel as outlined in Master Policy “Section 4.7 Discipline” and “Section 3.1.8 Management of Staff.”

Section 3.3.2 Disciplinary Notice

The Director of Gaming Operations may issue disciplinary notices or authorize someone to do so on his or her behalf.

Section 3.5 Appointing Server Managers

The Director of Gaming Operations may appoint a Server Manager.



Divisional Policies and Procedures

Section 3.6 Secondary Tasks

Any administrator may have up to three secondary tasks permitting that they can maintain all three. Any Game Manager has the authority to remove the secondary task from an administrator with proper reasoning. The administrator must stay at least 14 days in each secondary task before leaving that task. Administrators may request to join a secondary task from the department head or designated personal upon their promotion to General Administrator.

Section 3.6.1 Creation of Secondary Tasks

A secondary task is any title or position that holds more authority than what is expected out of the typical in-game administrator. Only the Director of Gaming Operations may create a new secondary task.

Section 3.7 Authority Within Games

An administrator of Gaming Operations may only hold authority over the game that they are actively an administrator for. At no time will an administrator hold a position in multiple games nor be permitted to be an administrator in another division at NGG. Exceptions may occasionally be granted by the Director of Gaming Operations or an Executive Admin.

Section 3.8 Creation of Non-Administrator Staff Positions

The Director of Gaming Operations may request the Executive Director to approve a non-administrator staff position to be made.

Section 3.9 Appointment to Non-Administrator Staff Positions

A Game Manager or Server Manager may appoint anyone to a non-administrator staff position within their game.

Section 3.9.1 Removal from Non-Administrator Staff Positions

A Head Administrator or higher may suspend any non-administrator staff from their position for violation of rules or policies. They must, however, consult with the Game Manager or Server Manager(s) after doing so. Only a Game Manager or Server Manager may authorize for the complete termination of a non-administrative staff member.



Divisional Policies and Procedures

Division of Gaming Operations Policies and Procedures

SECTION 3 Personnel Policy

Section 4.1 Gaming Operations Forwarders

The use of the Gaming Operations forwarders is to promote communication. Use of the forwarders will not be spammed or sent unprofessional information over them. If so, it will result in proper punishment.

Section 4.1.1 GO Staff Forwarder

All Gaming Operations staff members must be on the GO Staff forwarder. This forwarder will be used for getting information. (gostaff@ng-gaming.net)

Section 4.1.2 Gaming Operations Command Forwarder

The Gaming Operations Command Staff will be added to the GO Command forwarder during their service within the GO Command. Any status change of a admin unless specified by the Director of Gaming Operations or an Executive Admin must be sent over this forwarder and other appropriate forwarders (See Master Policy).

Section 4.1.3 Minecraft Development Forwarder

The Minecraft Development forwarder will be used to report bugs, server outages, lag, and any other Minecraft server related issue. All Minecraft server crashes, downtime and lag must be reported to the forwarder within one hour of it happening.

Section 4.2 Issuance of Offices

Only administrators that hold a leadership position or the Head Administrator rank may be issued an office on TeamSpeak. The Director of Gaming Operations may make exceptions to this policy.



Divisional Policies and Procedures

Section 4.3 Server Outage/Network Disruption Reports to Gaming Operations Forwarder

[Revised] Refer to Section 6 of the Master Policy, “19. Server Outages/Network Disruption Reports,” for details on Server Outage and Network Disruption Reports. To add onto the policy, however, the reports must also be sent to the Gaming Operations Command forwarder (GOCommand@ng-gaming.net) in addition to techissues@ng-gaming.net.