

Prestigious Gaming Master Policy

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DISCLAIMER

Article I. Office of the Executive Director

* The Office of the Executive Director is a special status and lead PG Department. The status is given to those who either work outside of any other department and directly for the Executive Director.

Section 1.0 The Executive Director

* The Executive Director is responsible for all aspects of Prestigious Gaming. The Executive Director outlines the future course of the community, approves all changes

to these policies and from time to time may appoint and direct all other department heads.

Section 1.1 Additional OED Staff

* The following shall be issued the 5 circular stars on Team Speak to specially designate their involvement with the Office of the Executive Director: Executive Director, Assistant Executive Director, and Assistant to the Executive Director, Executive Administrative Officer, Executive Apprentice, Director of Community Operations and Inspector General. All other people and positions are prohibited. One may only have special designation while in active service within the Office of the Executive Director.

Section 2. The Deputy Executive Director

* The Deputy Executive Director assists the Executive Director in all above mentioned items. With the exception of changes to these policies, wherever else it is noted "Executive Director", the Deputy Executive Director shall also apply.

Section 3. The Assistant Executive Director

* The Assistant Executive Director supervises the Director of Community Operations and other Department Leaders in their tasks and undertakes other high level projects as assigned by the Executive Director. This shall be considered a non-essential OED position and if not filled all Division Leaders will report to the DED.

Section 4. The Assistant to the Executive Director

* The Assistant to the Executive Director is the Chief Assistant to the Executive Director. The AtED serves many stated and unstated purposes which vary day to day. While the AtED does not have responsibility over any one department, when acting under the direction of the Executive Director, the AtED has complete and total authority over all other staff members. The AtED is responsible for the supervision of the Executive Apprentice and Famed Commission.

Section 5. Executive Apprentice

* The Executive Apprentice (informally known as "Assistant to the Assistant to the Executive Director), is largely created to share in the day to day tasks issued to the AtED along with being created as a Training Position, to fill in for various Directors as needed. The EAP works under the direct supervision of the AtED and EAO, but also receives direction from the ED.

Section 6. Executive Administrative Officer (EAO)

* The Executive Administrative Officer is a nonessential position within OED that is held by former Executive Admins and “graduated” (training complete) Executive Apprentices. The functions of this positions are a cross between the AtED and the EAP, doing various tasks as assigned by the Executive Director and filling in during certain high priority vacancies.

Section 7. Special Advisor to the Executive Director

* The Special Advisor to the Executive Director oversees the ARC, in an effort to help chart the course that the community will take along with working with the Director of Gaming Operations. The SAED attends OED Meetings and provides insights to the Executive Director on various subjects that may come up in those discussions. The SAED reports to the AtED.

Section 8. Chairman of the Famed Commission

* The Chairman of the Famed Commission leads the Famed Commission and oversees the process of both Famed and Old School. The CFC reports to the Assistant to the Executive Director and may attend OED meetings to fulfill his advocacy role.

Section 9. Director of Community Operations

* The Director of Community Operations shall oversee all in-game/forum/teamspeak operations. The Director of Community Operations shall inherit the powers of the Director of Administrative Personnel and the Director of Game Affairs in order to successfully fill the role as Director of Community Operations (formerly GTA Operations).

Section 10. Director of Gaming Operations

* The Director of Gaming Operations shall oversee all out of San Andreas Gaming Operations by creating teams and servers on other games such as Minecraft, DayZ, Counter-Strike, etc. The Director of Gaming Operations may create a private commission to assist the Gaming Operations Staff in choosing new games to be sponsored by the Community.

Section 11. Inspector General

* The Inspector General shall serve as the Chief Investigator of Prestigious Gaming, LLC. The Inspector General shall be appointed directly by and reports to the Executive Director.

Section 12. Issuance of OED Stars

* The following shall be issued the 5 circular stars on Team Speak to specially designate their involvement with the Office of the Executive Director: Executive Director, Assistant Executive Director, and Assistant to the Executive Director, Executive Administrative Officer, Executive Apprentice, Division Leader(s) and the Inspector General. All other people and positions are prohibited. One may only have special designation while in active service within the Office of the Executive Director.

Article II. Division of Community Operations

* The Division of Community Operations is split into three different sections, the (Director), (Deputy Director) and (Assistant Director) they all hold different responsibilities within the department and cover different divisions.

Section 1.0 The Director of Community Operations

* The Director of Community Operations is a solo director and supervisor of all operations that take place within the community. He/She manages server wide responsibilities and is given special privileges to keep the server maintained. The Director of Community Operations can only appoint the Assistant Director under it's leadership and NOT the Deputy Director.

* The Director of Community Operations shall be a Lead Head Administrator upon initial appointment and generally they shall be promoted to an Executive Administrator upon the discretion of the Executive Director. Upon appointment the appointee shall receive the 'Office of the Executive Director' stars on TeamSpeak.

Section 1.1 Understanding the responsibilities

* The Director of Community Operations as wide responsibilities on the community, to maintain and keep the administrator team and other server operations active. If the Director of Community Operations is to fail at their duty's, likely the Deputy Director shall be appointed after the approval from the Server Director.

Section 1.2 Appointing Staff

* In the events of employee are needed, the Director of Community Operations can bypass the Security Screening and "Post-Hire" an applicant. However the applicant must submit their employment application before the Director of Community Operations can "Post-Hire". Upon post hiring, all other producers must be followed accordingly.

The Director of Community Operations can appoint the following:

- Junior Administrator
- General Administrator
- Senior Administrator

The Director of Community Operations is in charge of recruiting active and up to standards employees for the community.

Section 2.0 Deputy Director of Community Operations

* The Deputy Director of Community Operations is subordinate to the Director of Community Operations. The Deputy Director shall be responsible for carrying out the duties of the Director of Community Operations in the event that he is on LOA or is incapacitated (internet lost or has gone AWOL).

Section 2.1 Understanding the responsibilities

* The Deputy Director of Community Operations typically has the same level of responsibility and power as the Director of Community Operations her/himself has. However, if the Director of Community Operations feels that the actions of the Deputy Director is not in the best interests of proper Community Operations, then the Deputy Director's decision may be overturned.

Article II. Section 1. Department of Security

Section 1.0 The Director of Security

* The Director of Security reports to the Director of Community Operations and in limited aspects to the Inspector General (if applicable) and is responsible for the Security, care of the backups, and maintenance of the Secondary Processors of PG. In the absence of the Director of Security, the Deputy Director of Security, unless otherwise directed by the Executive Director, shall directly assume all duties normally delegated to the Director of Security.

* The Director of Security is required to have been a member of the admin team in good standing for a period of no less than 2 months unless an exception is granted by the Executive Director.

* The Director of Security shall ensure that all passwords are being changed as prescribed.

* The Director of Security shall ensure that all IP Restrictions are current and proper.

* Ensuring that each Primary and Secondary Director has read and understood this policy within 48 hours of being appointed and then at least once every 60 days. If no Director of Security is incumbent, then the responsibility shall pass to the Director of Human Resources.

* The Director of Security shall be responsible for maintaining a list of the access that each Admin Staff Member has.

* Staff Members shall be required to submit, in writing, to the Director of Security and the Director of Technology, any exceptional, non-routine, permissions issued to any person.

Section 1.1 Responsibilities of the Director of Security

- Appoints all Security Staff.
- He/She shall be responsible for editing and enforcing the Master Security Policy.
- Requests to the Director of Community Operations, any staff slot increases needed.
- Provides QA (quality assurance) to ensure peak efficiency of assigned staff.
- Contingency Planning: Ensuring minimal downtime and smooth operation of secondary processors.
- Has authority to raise the Security Alert Level with cause.
- Submits daily reports of activity to the Executive Director, et al.
- Meets bi-weekly with the Executive Director, et al.
- Completes Security Profiles on each admin
- Provides orientation to new admins and newly appointed Secondary/Primary Directors of the Security Policy
- Provides reorientation to selected Director Staff as prescribed in the Security Policy.
- Responsible for the contacting members of the admin team during designated Security
- Level changes, which will be determined by policy.
- Classifies admin staff by level of access and information accessible.
- Tracks the status of current and former staff members based on access classification.
- Investigates security breaches (accidental and otherwise)
- Investigates attacks upon PG and reports to all necessary agencies/officials.
- Identifies weaknesses within PG's security
- Plans internal controlled Security Drills
- Ensures community wide compliance with the Security Policy, reporting violations to the Director of Community Operations for enforcement action.

Article II. Section 2. Department of Human Resources

Section 1.0 The Director of Human Resources

* The Director of Human Resources is responsible for the enforcement of all general policies (excluding Security), the orientation of new admin staff, maintaining personnel records, and assisting with the creation of new policy as needed. The DoHR works under the supervision of the Director of Community Operations.

Section 1.1 Responsibilities of the Director of Human Resources

*** 1.1.1 Orientation of New Staff**

- Familiarization of all policies, excluding Security Policy
- Working in Coordination with Admin Personnel, the assignment of a Staff Trainer for the purpose of "Path System" and the assignment of HR Mentor.
- Issuance of all Forums, TeamSpeak and In Game Statuses

*** 1.2.1 Enforcement of General Policies**

- The Department of Human Resources shall not enforce matters of security and shall refer all matters of security to the Director of Security.
- The Director of Human Resources shall be responsible for the enforcement of all General Policies and procedures enacted by the Executive Director or other members of the Executive Office.
- The Director of Human Resources may issue Disciplinary Notices upon all other staff members which shall including the following details: Name of Offender(s), Date(s) of Incident, Previous Formal or Informal Warnings or actions on similar violations, Areas and Steps Needed for Correction, time frame in which corrections shall be completed (if applicable), and consequences in failing to correct misbehavior or violations. All Notices shall be CC'ed to the Executive Director and relevant Supervisors (i.e. Director of Admin Personnel and other Department Heads where the violation may have occurred or could have affected).
- The Director of Human Resources is authorized to suspend staff as provided within [these policies](#).
- Additionally, the Director of Human Resources may recommend more extensive punishments to the Executive Director such as, but not limited to: Demotion, Removal of Position(s), termination or a Community Ban.

*** 1.3.1 Maintenance of Personnel Records**

- The Director of Human Resources shall be the Chief Custodian of all records pertaining to personnel, contained within Natural HR and other such areas.
- The Director of Human Resources and his staff shall establish, by posted policy, what items shall be kept within personnel records and shall also include: Appointment Date, Appointing Official, Promotion History (including Promoting Authority), Disciplinary Actions and History, Position/Service History, Status Transfer History, and Letters of Commendation.
- The Director of Human Resources shall establish and maintain internal policy on how additions, omissions and corrections to personnel records shall be conducted, but shall also include provisions allowing Executive Administrators to take all necessary actions as they may deem necessary in regards to those aforementioned areas/actions.

*** 1.4.1 Creation and Maintenance of Policies**

- The Director of Human Resources may assist the Executive Director in the creation and maintenance of all policies and procedures, as it may be required.
- The Director of Human Resources shall ensure that all relevant/affected staff members are made aware of any changes to policies.

*** 1.5.1 Evaluation of Staff**

- The Director of Human Resources shall work with the various departments to provide for the standardized evaluation of staff.
- Evaluations shall include commendations, disciplinary notices, assignments/positions held, general notes, and other such items as the Director of Human Resources may determine.
- The Executive Director may grant exceptions to the evaluation process.

*** 1.6.1 Staff Reporting Staff**

- **Provisions for staff reporting staff can be found in Article 3 Section 4 of this document.**

Section 2.0 The Department of Human Resources

* The Department of Human Resources shall be otherwise known as the Chief Policy Compliance Unit of Prestigious Gaming. They shall be responsible for executing the authority and power laid out to them in this policy. And shall be responsible for combating policy non-compliance through the methods prescribed to the DoHR

through this policy and indeed any the Executive Director wishes to grant upon request.

Article II. Section 3. Department of Game Affairs

Section 1.0 The Director of Game Affairs

* The Director of Game Affairs is the fourth in command around in-game server operations under the Assistant, Deputy, and Director of Community Operations. The Director of Game Affairs is the Chief Supervisor of the Department of Game Affairs, Department of Gang Management, Department of Faction Management, and the Department of Business Management.

Section 1.2 Understanding the Duties

*** 1.2.1 Server Wide Policies**

The Director of Game Affairs must require approval from a Executive Administrator or Director of GTA Operations before making a policy official. This is to avoid past policies or server rules to conflict with the policy.

Section 1.3 Opening of a Faction

* General faction opening and or custom faction opening must be approved by the Executive Director. A presentation review on the faction must be created by the recommended leader of the faction and must be sent to the Executive Director's private email. An response within 54 hours will be given.

Section 1.4 Closure of a Faction

* All factions that are closed must be passed onto Office of the Exec Director for a final decision. LSPD, Government, FBI, and etc cannot be closed directly from the Director of Game Affairs. The DGA cannot also decide the closure of Custom Factions(NOOSE, SHAFT/and or donated for) factions. However Game Affairs is allowed to close San-Andreas News & FDSA without approval. **Remember a valid reason must be given for a faction closure.**

Section 1.5 Creation of a Faction

* Game Affairs cannot create custom factions, this approval comes from the Executive Director himself. Creation of Factions that require custom mapping, custom

faction name and etc. An email must be sent to the Executive Director asking for approval with details of the faction. It is unlikely the faction will be approved, however attempts can be made if the Executive Director finds it suitable for the community. It may take up to 5 days for a answer & it will be something that will be have to be thought about by the Executive Director & OED members.

Section 1.6 Leadership Change of a Faction

* The Director of Game Affairs cannot place someone that is not in the faction into leadership of a faction, if for some reason there is no one suitable for leadership you may contact someone from the OED team for approval by an Executive Administrator. Second in command is that should be followed and never should we place people into leadership that were not part of the faction.

* The current active leadership must serve one month of leadership to earn his "Honorary Leadership" status. You may ask an Executive Administrator for approval of removal & obtain a status if you feel the person has been a leader long enough.

Section 1.7 Custom Factions

* Custom Factions include (Shaft, Hitman, NOOSE, Red County Towing Services) and etc. The Director of Game Affairs cannot open custom factions without the approval of an Executive Director. Such factions are usually given to honorary members of the community and the DGA will require permission from the Executive Director to change leadership and or close down the faction.

Section 1.8 Editing groups In-Game

* Factions within the server are to be kept the same, this includes the slot number & vehicles. If a faction that is closed is in-game you do not have permission to delete the faction and or it's vehicles and hq's. If you cannot find room for another faction please contact a member of the OED team and or email the Executive Director asking for approval.

Section 1.9 Name Change of a Faction

* Name kept at the start are what they should be kept to. We don't need to re-name something because it makes everything pointless. For example; FDSA renamed to SAFDSA that is not needed. The Director of Game Affairs however can get approval from a Executive Administrator to make this move however most likely it will not be accepted if it's not needed.

Section 2.0 Appointment of the Director of Game Affairs

* The Director of Game Affairs may only be appointed by an Executive Administrator after speaking to the Executive Director. Most of the time the Deputy is placed into

DGA and if not found suited the deputy will be removed from their position and someone suitable most likely a former DGA would be placed into DGA.

Section 2.0.1 Director of Game Affairs Requirements

* To be The Director of Game Affairs the administrator must be a Senior Admin and over. The “Director” must have been in the Game Affairs divisions for at least 10 days and should be have reached the rank of Senior Gang/Faction Moderator. If you're a former Director of Game Affairs you do not have to have those requirements again. The Director of Community Operations+ may appoint/dismiss the Director of Game Affairs at will.

Section 3.0 Sub-Departments

* There are three sub-departments within the Department of Game Affairs. Those Departments are the Department of Business Management, Department of Faction Management and the Department of Gang Management.

Section 3.1 The Department of Business Management

* The Department of Game Affairs has a sub-department dedicated primarily to regulating Businesses In-Game. Business Operations sets the regulations for buying/selling businesses along with prices in-game on businesses. It should be noted that to purchase an entirely new business instead of buying one from a player must be done via Customer Relations by purchasing a Business on the e-store. After the player has purchased the business on the e-store, he may report the Order ID in-game, Shop Tech would confirm the Order ID and Business Operations would set up the business for the player. Business Operations will also auction off Businesses that either A.) Belong to a player that has been inactive for over two months, or B.) If the Business Owner is Permanently Banned.

Section 3.2 The Department of Faction Management

* The Department of Faction Management is tasked with overseeing all Factions on Prestigious Gaming. The Department of Faction Management has the full authority to open/close Factions with the Director of Game Affairs approval, resolve Faction Complaints, and remove the leader(s) of a Faction with the Director of Game Affairs approval. The Director of Faction Management will be tasked with regulating policies regarding Factions and Their Commands and running the policies with the Director of Game Affairs for approval. The Director of Faction Management will also be tasked with assigned both Faction Moderators and Impact Faction Moderators for every Faction that is open. The Assistant Director of Faction Management will be tasked with managing those Faction Moderators, either by removing/transferring them from a Faction, promoting/demoting Faction

Moderators (by faction moderator rank not admin rank), and regulating Factions alongside the Director of Faction Management. Faction Moderators are tasked with monitoring their assigned Factions along with resolving Faction Complaints. It should be noted that the only Faction Moderator that is allowed to resolve a Forum Complaint against a specific Faction is the Faction Moderator of that faction. If the Director of Game Affairs or the Director of Faction Management is not happy with the hearing, than they may resolve the Complaint personally.

Section 3.4 The Department of Gang Management

* The Department of Gang Management is tasked with overseeing all Gangs on Prestigious Gaming. Gang Management has the authority to create gangs, remove gangs and strike gangs. Gang Management will also be setting up turfs in-game. It is up to Gang Management to regulate the rules for Points and Turfs. The Director of Gang Management will be tasked with accepting/denying Gang Applications. The Assistant Director of Gang Management will be tasked with assisting the Director of Gang Management in his duties. If the Director is ever absent, the Assistant Director is in-charge of the Department. Gang Moderators are tasked with monitoring over Gangs in-game and resolving Forum Complaints against Gangs. It should be noted that the Gang Moderator over the Specific Gang may only resolve complaints against that specific gang. If the Director of Gang Management or Director of Game Affairs feels that the decision on a Forum Complaint isn't just to either side, they may overrule the decision and resolve the complaint themselves.

Section 4.0 Game Affairs Requests

* The Department of Game Affairs also has it's own set of Administrative Requests titled "DGA Requests". There are two types of Requests. Normal DGA Requests and DGA Refund Requests. Normal DGA Requests revolve around business transactions, changes in some form to a certain faction. For instance, if LSPD wanted to remove a Division from their Faction, they would have to post a Game Affairs Request to have it removed. Refund Requests are slightly different than Normal DGA Requests. For instance, if a player loses his Dynamic Door in a Server Restart, he will have to post a DGA Refund Request with evidence proving that he owned the Dynamic Door to be refunded the Dynamic Door.

Section 5.0 Game Affairs Policies

* The Director of Game Affairs must require approval from a Executive Administrator or Director of Community Operations before making a policy official. This is to avoid past policies or server rules to conflict with the policy.

Section 6.0 Game Affairs in Gang/Factions

* Members of the Department of Game Affairs (except faction/gang moderators) may not join a faction or gang. This is to avoid any potential conflict of interest and possible abuse of authority/power as a Game Affairs official. Punishments for joining a faction/gang for roleplay purposes (on a roleplay, non administrator account) as a member of Game Affairs will ultimately depend on the situation at hand and the problems which arise from said situation. Any breach of this section of the policy will be dealt with by the Director of Community Operations personally.

Article II. Section 4. Department of Technology

* The Technology Department is responsible for the smooth operation of Prestigious Gaming's Technological Services. The Department of Technology also assigns Investigators to investigate into issues that are causing the server to possible crash or an error in the script that is causing Technical Difficulties. The (A)Director of Technology holds the ability to assign a Technician to Game Affairs to perform Administrative Duties that Game Affairs can not conduct. . The Department of Technology has full authority over all Prestigious Gaming Servers and Services.

Section 1.0 The Director of Technology

* The Director of Technology is responsible for all aspects of Prestigious Gaming's technological resources.

Section 1.0.1 Understanding the responsibilities

* The Director of Technology is ultimately responsible for the enforcement of the Security Policy and backup plans overseeing the department's moderators, Investigators, TeamSpeak Staff, Forum Moderation Staff and Security Staff.

Section 1.0.2 Appointing Staff

* The Director of Technology has the full authority to hire Administrators into his/her Department as a Request Moderator/Access Quartermaster/Investigator. The Director of Technology may appoint and set the number of staff which can be appointed to the become Special Moderation Staff over the TeamSpeak 3 Server and Forums. Any and all Moderators must be trained by the Director of Technology on any and all roles and responsibilities that they're positions hold.

The Director of Community Operations can appoint the following:

- Request Moderator
- Access Quartermaster
- Technology Investigator
- Game Affairs Technician
- Forum Staff
- TeamSpeak Staff

Section 2.0 The Assistant Director(s) of Technology

* The Director of Technology shall appoint a maximum of two (2) Assistant Directors to assist in the management of the Technology Department of Prestigious Gaming, LLC.

Section 2.0.1 Assistant Director of Technology - Access Quartermaster

* The Assistant Director of Technology - Access Quartermaster is solely responsible for the whitelisting of Administrators within the Administration Team. The Assistant Director of Technology - AQ will document the amount of times they whitelist a certain administrator and the IP Addresses they have whitelisted for future reference.

Section 2.2 Assistant Director of Technology - Tech Investigator

* The Assistant Director of Technology - Tech Investigator investigates any and all bugs or glitches that may be going on with the Community's services. Whenever an anomaly within one of the Community's services occurs, the ADoT - TI can assign either himself or another investigator to investigate and resolve the situation.

Section 3.0 Additional Staff

* The Director of Technology is the only administrator who is allowed to hire/fire Administrators from the Technology Department. The Director of Technology may appoint and set the number of staff which can be appointed to become Special Moderation Staff over the TeamSpeak 3 Server and Forums. Any and all Moderators must be trained by the Director of Technology on any and all roles and responsibilities that they're positions hold.

Section 3.0.1 Request Moderators

* Request Moderators shall be appointed by the Director of Technology to help expedite the various technological requests which the community may post on the forums or via special service. Request Moderators have full authority to process any Administrative Request pertaining to Web, TeamSpeak or In-Game Services.

Section 3.0.2 Access Quartermasters

* Access Quartermasters are designated by “Level 1” and “Level 2” designations and are assigned to issue and/or remove all access as directed by the proper authority. From time to time there may be special access which the Director of Support Operations may not deem it appropriate for the AQ’s to have and in such cases shall maintain a posted list of all restricted areas of access and who shall be responsible for both its issuance and removal. The Access Quartermasters shall also maintain all IP Whitelists. Access Quartermasters are assigned by the ADoT - AQ.

Section 3.0.3 Technicians

* Technicians are placed in to actually do maintenance and keep services online at all times. Technicians (depending on level) are required to perform backups on services such as the SA:MP Server, Website, any other services that the community use. Technicians can be assigned to other Departments such as Game Affairs for work within that division. DGA Tech’s must be assigned by the DoT.

Section 3.0.4 Investigators

* Technology Investigators are placed in to perform investigations on any and all bugs and/or glitches that may be going on within any and all services. Once an Investigation is conducted, the Investigator must plot out a course of action to resolve the situation with the (A)Director of Technology - TI. Technology Investigators may be required to work alongside the Security Team depending on the situation.

Section 3.0.5 TeamSpeak Staff

* TeamSpeak Staff members are a select few chosen by the Director of Technology to assist in the moderation of the TeamSpeak 3 Server. TeamSpeak Staff Members hold the ability to kick and ban clients from the server. TeamSpeak Staff Members are trained directly by the Director of Technology on how to perform their duties as a member of the TeamSpeak Staff Team.

Section 3.0.6 TeamSpeak Super Admins

* TeamSpeak Super Administrators are a group of community members that have served in the Technology Department as a TeamSpeak Staff Member or as a Head Administrator+. TeamSpeak Super Administrators are given a greater amount of permissions compared to TeamSpeak Staff. TeamSpeak Super Administrators are hand selected by the Director of Technology and are given special access to certain groups on the TeamSpeak 3 server to

preserve the security of the server. If any TeamSpeak Super Administrator chooses to abuse their permissions on TeamSpeak they will have their access removed immediately and possibly Staff Banned.

Section 3.0.7 Forum Staff

* The Forum Staff is a select group of veteran staff members chosen by the Director of Technology to assist in the moderation of the forums. Forum Staff Members are given a wide amount of access on the Administrative Control Panel and Moderator Control Panel. Each Forum Staff Member is trained in how to perform their duties by the Director of Technology.

Section 3.0.8 Forum Moderators

* The rank of Forum Moderator is the first rank within the Forum Staff Team. Identified as a Junior Forum Staff Member, their primary task is to moderate a specific Forum Board within General Discussions Forum Board. The moderator may choose to moderate one of the five sections within the board. (General Discussions, Technical Support, Sports, The Streets, and Modifications)

Section 3.0.9 Senior Forum Staff

* The rank of Senior Forum Staff is the second rank within the Forum Staff Team. Identified as a Forum Administrator, the primary task of Senior Forum Staff Team Members is to process Administrative Requests along with moderate the Forum.

Section 3.0.10 Lead Forum Staff

* The rank of Lead Forum Staff is the third rank within the Forum Staff Team. Identified as the Team Manager, the primary task of the Lead Forum Staff team member is to manage the Forum Staff Team in the absence of the Director of Technology.

Section 3.0.11 Lead Forum Technician

*The rank of Lead Forum Technician is the fourth and last rank within the Forum Staff Team. Identified as the Web Manager/Developer, the primary task of the Lead Forum Technician is to manage the Forum and provide updates that benefit the Community in any way, shape or form.

Section 4.0 Security Agreement

*Upon being hired into the Department of Technology, you are required to fill in a Security Agreement which states that you will perform any and all duties that your position holds without the intent to breach the security of Prestigious Gaming, LLC.

Section 4.1 Consequences

* If any administrator chooses to breach any and all Administrative Policies while serving within the Department of Technology they shall be removed from the Department of Technology, stripped of any and all access, and removed from the Administration Team. Any and all breaches to the security of Prestigious Gaming, LLC will be met with the immediate termination and Head Admin Ban Report of the administrator in question.

Article II. Section 5. Department of Admin Personnel

Section 1.0 The Director of Admin Personnel

* The Director of Administrative Personnel is responsible for management of the Department as a whole. He or she will be responsible for providing weekly reports to divisional leaders and executive offices, appointment members to vacated positions within the Department, maintaining all records of the Department and personnel members, and ensuring all other roles and responsibilities of the Department of Administrative Personnel are adequately met. The Director of Administrative Personnel reserves the right to issue corrective action to any member of the staff team in Prestigious Gaming (within limit), hire any staff member in Prestigious Gaming (within limit), issue official directives and standing policies (within limit), and resolve all staff complaints and inquiries (within limit).

* The Director and Assistant Director of Administrative Personnel both hold the responsibility and role to supervise the administrative team of Prestigious Gaming as a whole at all times. The supervisory authority issued to the Director of Administrative Personnel, and his or her assistant if allowed, cover all supervisory functions for members of the administration team.

* The Director of Administrative Personnel shall be under the direct supervision of the Director of Community Operations. All complaints on the DoAP shall be handled by the Director of Community Operations.

*** The Director of Admin Personnel reserves the right to issue any corrective action to any member of the staff team which is subordinate to him, within proper reason.**

Section 1.1 The Assistant Director of Admin Personnel

* The Assistant Director of Administrative Personnel shall act as an assistant to the Director of Administrative Personnel in the absence of him or her. This

position will be responsible for supervising administrative team activity, quality assurance responsibilities, overseeing Department activities and ensuring peak productivity from Department personnel, providing direction to members of the staff team in Prestigious Gaming, and all other assignments as assigned by the Director of Administrative Personnel. This position reserves the right to issue corrective action to any member of the staff team in Prestigious Gaming (within limit), hire staff members as directed by the Director of Administrative Personnel, issue official directives and standing policies where allowed by the Director of Administrative Personnel, and handle all staff complaints, discrepancies, and inquiries in the absence of the Director of Administrative Personnel.

* The Director and Assistant Director of Administrative Personnel both hold the responsibility and role to supervise the administrative team of Prestigious Gaming as a whole at all times. The supervisory authority issued to the Director of Administrative Personnel, and his or her assistant if allowed, cover all supervisory functions for members of the administration team.

Section 2.0 The Department of Admin Personnel

* The Department of Administrative Personnel is primarily responsible for the recruitment and retention of administrators onto the administration team of Prestigious Gaming. The official recruitment process follows the initial recommendation from a current administrator, and others, a security screening, and then consideration for hiring and placement.

* The Director of Administrative Personnel is responsible for management of staff complaints.

* In his or her absence, where allowed, the Assistant Director of Administrative Personnel may resolve complaints and inquiries about/of the staff team.

* Each report submitted within the Department of Administrative Personnel is subject to review by the Director of Administrative Personnel, and will be audited for accuracy and compliance with this section of policy.

Article III. General Policies

Section 1.0 Public Representation of Prestigious Gaming

Section 1.1 Public Announcements

* The following people shall be authorized to speak on behalf of Prestigious Gaming in the following order of precedence:

- Executive Director
- Deputy Executive Director

- Assistant Executive Director
- All other Executive Admins, by seniority
- Assistant to the Executive Director
- All other members of the Office of the Executive Director, by order of appointment.
- All other Lead Head Admins, by seniority
- All other Head Admins, by seniority
- All other Department Heads, by order of appointment

* Routine Announcements shall not require any pre-approval for posting, however during any emergency or crisis, any announcement or information disseminated should be conducted by the highest member in the above chain or approved by that person. Any announce pertaining to future developments and planning, which substantially change the operations of Prestigious Gaming, shall be pre-approved by the Executive Director. All other persons are prohibited from making Public Announcements or speaking on behalf of PG, unless directed by an Executive Administrator.

* This section shall not apply to "Internal Announcements", or those announcements made to a select group of people, to which, the relevant Department Head shall establish procedure for.

Section 1.2 Administrative Unity

* For the sake of unified and peaceful operations, staff members shall be free to express their opinions in the private staff forums and in other topics where debate and opinions are called for. In any case pertaining to a decision, operational procedure, or other such subject in which an official position has been established by the Executive Administrators; all staff members are prohibited from publicly dissenting said positions. Failure to observe this policy could result in termination from the admin team and/or other staff statuses.

Section 1.3 Use of TeamSpeak Offices

* Offices and other official channels, designated for business, should only be used for official business of Prestigious Gaming. The continued use of official channels for personal means could send the wrong message to staff members and the community at large. Staff Members should make use of public gaming channels, the lounges, or other private user channels for personal business and recreation.

Section 1.4 Community Wide Force Reads of Topics

* Before a topic can be made to be "force read", it must first be approved by an Executive Administrator, unless it's an force read item that is going to selected staff member groups, at which time the Department Head or a Head Administrator may approve the force reading (to exceed no more than once per week).

Section 2.0 Insubordination & General Following of Orders

Section 2.1 Insubordination Policy

* Staff Members are required to obey directives issued by their superiors, supervisors, or Directors. A refusal to obey a supervisor's order or a lack of respect directed toward that supervisor will subject that staff member to the PG discipline program.

Section 2.2 Conflict with Direction

* No direction issued by any Supervisor should conflict with any standing policy or directive issued by a higher supervisor. Should any staff member disagree with a direction issued by a supervisor they should carry it out to the best of their ability or where possible speak to the next person in the Chain Of Command for additional guidance.

Section 2.3 Written Request

* Staff Members may request that a directive be issued in writing if they have issue with the directive's content, so that the directive may be reviewed in detail at a later point in time.

Section 2.4 Directives by the Executive Director

* Directives issued by the Executive Director are not subject to additional reviews. You may request that the Executive Director reconsider his decisions and provide, in writing, the objections that you may have with those directions issued.

Section 3.0 Official Prestigious Gaming Emails

Section 3.1 Emails

* Each Admin Staff Member, as well as other Staff Members as determined by the Director of Technology and upon the request of other department heads, shall be issued an official PG Email Account (username@prestigiousgaming.net).

Section 3.2 Use

* Staff Members may use their emails for both personal and professional reasons, however, they do so knowing that PG Email Accounts may be monitored for security and quality assurance purposes.

Section 3.3 Requirements

* In the commission of official duties, Staff Members shall:

- Use their official PG at all times for PG Business, without exception.
- Messages must be sent to other official PG Emails, only when sending to other
to other
- PG Staff Members.
- Use an HTML Client (such as Outlook or Thunderbird)
- Apply a proper greeting.
- Apply a professional signature.

Section 3.4 Frequency

* Except when on approved leave, Junior and General Admin should check their email at least once every 72 hours. Any and All Directors should check their email at least once every 24 hours. In all cases, staff members should also make a reply or at least a personal acknowledgement of receipt within the aforementioned times.

Section 3.5 Use of Auto Replies

* Admin's may use Auto Replies to acknowledge the receipt of an email, however, unless approved by the Executive Director, such auto replies shall not be considered your complete reply on the matter and a personal reply shall still be required. Furthermore: Policies and Procedures Manual

- Auto replies should only be sent to a person once per week (so once a person gets one, the system settings will not send another to the same person for one week)
- Auto reply subjects must end with [Auto-Reply]
- Staff should either be generic in their auto reply (in terms of content) or they can be detailed but the information must be kept up to date. (i.e. current position held, or the use of other staff members and the positions they may hold within the body of said auto reply).

Section 3.6 Shared Email Accounts

* Except where approved by the Executive Director no email account shall be shared.

Section 3.7 Issuance and Retention

* All Junior Admins and Non Admin Chief's along with other such individuals as Division Leaders may determine from time to time shall be issued an official staff email account within five days of appointment. Upon removal or resignation, except for retirement, all said email accounts are to be removed between 5-10 days after the effective date of said status change.

Section 3.8 Getting a email

- * To receive an email, please speak with the Director of Community Operations who handles the Tech part of the community. Upon receiving the email and password please note it down on the notepad.
- * Do not contact anyone else for an email as they do not have access to such resources.

The email should be something like this, adminname@prestigiousgaming.net

Section 3.9 Downloading and Connecting

- * You would need Thunderbird for the email server, download it here:
<https://www.mozilla.org/thunderbird/...win&lang=en-US>

Section 3.10 Reporting to Enforcement

- * Any change in an admin's status, such as, but not limited to: Appointment, Promotion, Status Change, Assignment of Duties, Removal of Duties, Leave, and Retirement should be reported to the necessary enforcement departments (HR, AP, Security) via use of the Enforcement Email (enforcement@prestigiousgaming.net) within 3 hours of such action/change, unless otherwise required at a sooner time within these policies.

Section 4.0 Staff Reporting Staff

Section 4.1 Reporting another staff member

- * If you feel that another administrator has broken a [policy](#) then please submit a HR Tip on the Administrator which has broken policy.

Section 4.2 Failure to report violations

- * Staff Members are required to report any directly witnessed/known violations of Prestigious Gaming Policies or procedures to Human Resources and the highest ranking admin online. Failure to report violations could result in punishment equal to the violation that was failed to be reported.

Section 4.3 Reporting OED Staff

- * OED Staff shall be exempt from HR Tips and any complaints on OED Staff shall be forwarded directly to the Executive Director.

Section 5.0 Command Restriction & Use of Power

Section 5.1 General Provision

* Staff Members shall not abuse their commands for personal gain, to manipulate staff payments or to manipulate other items such as report counts. Staff Members shall only use commands for such purposes that have been outlined by these policies, standing directives, and as determined by their Director/Superiors. Such abuse could result in being terminated from the team or even being banned from the community depending on the level of abuse.

Section 5.2 Free Items

* Free items shall not be issued except by the people listed in the table below. These officials may also directly authorize others to carry out events, taking from their daily total value. No official, except Executive Administrators shall ever authorize restricted vehicles as a prize or to otherwise be issued.

Rank or Position Required	Total Value per 3 Days	General Purpose
Lead Head Administrator	\$10	Any purpose deemed appropriate.
Head Administrator	\$7	In Game events/VIP Events
Director of Public Relations	\$10	Community Events
Director of Customer Relations	\$10	Shop promotions and discounts
Game Managers	\$7	Games with shops
Executive Administrator	No limit	N/A

Section 5.3 Waiving these requirements

* These requirements may be waived upon written and/or verbal directive by the Executive Director.

Section 5.4 Transfer of accounts owned by admins

* While serving as an Administrator, staff members shall not sell or trade player accounts for any reason without the permission of the Director of Community Operations.

Section 5.5 Issuance of Prizes to other Administrators or to self

* Any prizes that a current or Retired Admin may win from time to time within a public event or promotion must be issued by a Head Admin or higher.

Section 6.0 Server Moderators

Section 6.1 Recruitment of Server Moderators

* Recruitment of a Server Moderator can be done by multiple departments or ranks. The primary ranks that can recruit moderators are OED Staff, Lead Head Admin and the DoAP. No one else is authorized to hire a Server Moderator.

Section 6.2 Removal of a Server Moderator

* Under circumstances where a Server Moderator needs to be removed on spot, the administrator wanting the removal must contact the Director or Deputy Director of Admin Personnel or anyone listed in section 6.1.

Section 6.3 Moderator Requirements

- * Please note the following requirements before assigning a Server Moderator.
- The applicant must be at least 30 playing hours on their main account.
 - The applicant must not have any warnings.
 - The applicant must speak English fluently or with little to no error.
 - The applicant must be able to read and understand English with ease.
 - The applicant should not have more than 2 advertisement, newbie, or report mutes on their account.
 - The applicant must have been a member of the community for at least 2 months.
 - The applicant must have TeamSpeak 3 installed and be prepared to use it at all times.
 - The applicant must have not been imprisoned, jailed, or repeatedly kicked for server offenses for 1 month prior to applying.
 - The applicant must not have been banned at all.
 - The applicant must not be permanently denied from the staff team in the past.
 - The applicant must be patient, especially in terms of their application and the application processes.

Section 7.0 Administrator Professionalism

Section 7.0.1 General Behaviour

* Administrators of Prestigious Gaming, LLC must always present themselves in a professional and respectable manner as they represent the staff team of Prestigious Gaming, LLC.

Section 7.0.2 Punishment

* Staff members are always required to act professional and responsibly, if staff members do not follow this then they will be spoken too, depending on the severity they can be suspended for up to 48 hours pending the Executive Director.

Section 7.0.3 In-Game Behavior

* Whilst in-game staff members must make sure to maintain themselves to ensure they are representing Prestigious Gaming, LLC to the standard that we expect. The list below specifies what staff shouldn't do whilst on-duty.

- Speak with derogatory or offensive language.
- Welcome all of the players of Prestigious Gaming with enthusiasm.
- Treat all players of Prestigious Gaming equally.
- Make sure to assist the player if they require help without question.
- Must not abuse / exploit features in front of players as this may show as unprofessional.
- Make sure to speak respectfully to staff and players.
- Administrators must ensure that players are welcomed with open arms no matter what.

Section 7.1.0 Professionalism on TeamSpeak

* Administrators of Prestigious Gaming, LLC must ensure that they act professional at all times, as they represent our community. This means that they must have an appropriate name, avatar, description and channel.

Section 7.1.1 Punishment

* If staff members violate Section 7.1.0 then depending on the severity of the situation they can be suspended / demoted for their actions.

Section 7.1.2 Communication

* Whilst on TeamSpeak staff members must make sure that they act professional at all times, this means that they must talk in a respectful tone and to respect members of the community, if staff members violate this policy then refer to Section 7.1.1. Staff members must

make sure to not use derogatory, offensive or racist language towards other players and staff members as this is not how we expect our staff team to behave.

- Staff must have an appropriate name, avatar, client icon, and description.
- Staff must have a professional office signature for business purposes.
- Staff members with a custom channel are free to put anything in their channel description if it doesn't violate Section 7.1.0

Section 7.1.3 Activity on TeamSpeak

* Staff members must be on TeamSpeak 3 when you are on duty, you must be on TeamSpeak 3 in the on duty channel, with your speakers un-muted, you may have your microphone deactivated if you wish.

Section 7.1.4 Punishment

* If you do use your administrator account whilst not on TeamSpeak and you're in-game on your administrator you may be suspended from your staff position by the Department of Human Resources for up to 48 hours.

Section 7.1.5 Secondary Tabs

* Administrators may have a secondary tab open on TeamSpeak and can use their microphone on that tab if they wish, however whilst on duty they must make sure to focus on their administrative duties rather than socializing on TeamSpeak.

Section 8.0 TeamSpeak Perks

Section 8.1 Definition of Perks

* TeamSpeak perks include TeamSpeak Super Administrator, TeamSpeak Staff, Master Key (+) and Password Key, all of which give you additional permissions over standard users.

Section 8.2 Punishment

* If you abuse your TeamSpeak permissions then you maybe have your perks suspended until reviewed by the Director of Community Operations, depending on the severity of the situation you may be banned from TeamSpeak.

Section 8.3 Usage of Perks

* All TeamSpeak perks give you an advantage over other users such as addition join power, subscribe power and private message power. Other perks such as TeamSpeak Super Administrator and TeamSpeak Staff have addition permissions such as add power and remove power. You are not allowed to give or remove tags from any administrators or staff members. You are given it as a perk, you must make sure that you do not abuse or you will loose.

Section 9.0 Transferring within the Admin Team and Retiring

Section 9.1 Status Transfer

* After serving a time within the Gaming Section of the Administration Team staff members may apply for and be considered for transfers to other status. After one's status has changed they must wait at least 30 days before they can be considered for any new status changes.

Section 9.2 Non-Gaming Admin

* A person may be appointed to the rank of Non-Gaming Admin if they possess a special skill set that the team is actively seeking to fill vacancies (such as: Scripting, Coding and other related specialty areas). All other persons must serve at least 6 active weeks as a General Admin before being considered for a transfer to Non-Gaming Admin.

Section 9.3 Retired Admin

* After serving 90 active days as a General Administrator can apply to the Human Resource their Division Director for status transfer to Retired Admin. Once accepted, Retired Admin's are expected to remain loyal to Prestigious Gaming and as such, act professionally in the public and observe all rules of the community. Upon accepting an admin position within any other comparable communities, the status shall be revoked. Retired Admin's shall enjoy the following benefits: Gold VIP (or PLAT Monthly, if previously purchased), Senior Server Moderator, access to special areas designated only for Retired Staff, access to the combined staff center, the ability to be reinstated to General Admin or Non-Gaming Admin or to their previous rank or one higher (where vacancies exist).

Section 9.3.1 Resignation from Team

* At any time, an admin who is not qualified for Retired Admin may resign from the admin team after giving proper notice. Admins are directed to speak to their immediate supervisor and Human Resources to process.

Section 9.4 Status Change Restricted

* Admins may not change their status while being actively investigated by any authorized department unless approved by the Executive Director. Failure to comply with this section will result in being community banned for a period to be specified by the Executive Director and then a staff ban also to be specified in term by the Executive Director or in either case, his designee.

Section 9.5 Retirement/Resignation Notice Required

* In order to be Qualified for Retired Admin the admin shall give 1 weeks' notice of retirement. Failure for any admin to give proper notice even if resigning will result in a Staff Ban of six months. The Director of Community Operations upon the recommendation of the Director of SAMP Admin Personnel may grant exemptions to this section, however it is highly discouraged for the sake of smooth operations.

Section 9.6 Executive Admin Status, Retirement or Abdication

* Any Executive Admin who either steps down from the position requiring the rank or retires and who served at least six consecutive and active months as an Executive Admin shall be allowed to keep the full title of Executive Admin as an honorary measure, free from any other designations (such as Non-Gaming or Retired Admin). In order to retain the full status and authority of Executive Admin beyond one's appointed tenure and into the abdication period the Executive Admin shall be required to attend at least two OED Meetings per month, unless excused by the Executive Director and shall also be willing and able to accept special OED assignments from time to time. Should an Executive Admin fail to meet these requirements they shall be granted Executive Admin Emeritus (EAE) status, null of any authority or access within the community except such permissions normally granted to Retired Staff unless otherwise approved by the Executive Director. Reinstatement to Full Executive Administrator must be approved the Executive Director. Executive Admins who do not meet the six month requirement may be offered lifetime LHA status upon return to the admin team but shall otherwise be considered "Retired OED" during the retired period.

Section 9.7 Position Changes, Notice Required

* Through the normal course of operations, admins may wish to change their position within the team. While keeping one's duties fresh is encouraged, proper notice is expected and required. All admins shall give one week's notice for any position change before being allowed to leave the position. If the admin purposefully decreases performance or activity directly before, during or after giving such notice they may be terminated and staff banned for a period of six months. The Departing Department Head (department they are leaving) or any relevant Executive Admin

may grant exemptions to this section. Upon changes, please report them to enforcement@prestigiousgaming.net

Section 10. Emergency Situations

Section 10.1 Definition of an Emergency Situation

* Emergency Situations may be classed as any which affect the daily operations of the server and hinder it's running.

Section 10.2 Reporting an Emergency Situation

* Emergency Situations as defined in Section 10.1 of this policy shall be reported to the most Senior Administrative Authority and the Emergency Situation shall be summarized in an email to OED Staff at oed@prestigiousgaming.net

Section 10.2.1 Server Timezone Managers

* Where applicable, the Timezone Server Managers will be directly responsible for dealing with any Emergency Situation before alerting members of the OED Staff.

Section 10.3 Failure to Report an Emergency Situation

* Failure to report an Emergency Situation within reasonable time to an administrator of senior authority (server manager or OED) may result in a suspension from the administration team.

Article IV. Master Security Policy

Section 1.0 Master Security Policy

Section 1.0.1 Password Policy

* No one is to share passwords via any other method except TS Private Message and only before voice verifying the individual to be given the password, if you are unfamiliar with the voice, wait until someone else can voice verify.

Section 1.0.2 Anti-Virus Policy

* It is a requirement that each Staff Member have an Anti-Virus and Adware/Spybot Services installed and active on their computers which they access or use for PG purposes.

Section 1.0.3 Private Staff Information Policy

* All Staff Members are also reminded that any private information access that you may have, must be kept strictly confidential and private, such as, but not limited to:

- Staff Forums
- Private Emails or Conversations
- Items said in staff meetings on the voice servers
- Items spoken about in admin chats (server)

*** Any violation of this section could result in punishment up to and including being banned from the community.**

Section 1.0.4 Storage of Passwords

* No one is to store passwords on anything other than a local document. No online storage areas shall be used, this includes but is not limited to:

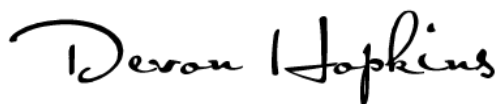
- Google Documents
- Dropbox
- Pastebin

Section 1.0.5 Password Change Policy

* All passwords should be changed once every 60 days.

DISCLAIMER: THE EXECUTIVE DIRECTOR MAY EDIT THIS POLICY ANY TIME HE FEELS NECESSARY WITHOUT PRIOR CONSULTATION WITH OTHER STAFF MEMBERS.

Approved; 06/07/2015



Executive Director
devon@prestigiousgaming.net
Prestigious Gaming, LLC.



