



Team Wench Standard Operating Procedure for Electronic Communications

Purpose

In order to facilitate communication to individuals involved in the operation of Team Wench, various electronic means will be utilized. These methods will include, but not be limited to, private email, group email, mailing lists, and websites. All Team Wench electronic communications shall be used for official Team Wench business only.

TWIT Membership

Members of the Team Wench Information Technology (TWIT) staff shall be designated by the sitting Board and should be re-designated annually with each new Board. Generally speaking, in order to be designated, the prospective candidate should:

- be a member of Team Wench,
- have skills desired by the Team,
- volunteer to be a part of TWIT.

Private Email

Private email addresses shall be created by the Team Wench IT (TWIT) Staff for

- all current Board members,
- all Event Coordinators,
- all Walk contacts/captains,
- members of TWIT who desire them,
- other Team Wench positions as may be deemed necessary by the Board.

All email sent to an undefined address will be bounced back to its sender.

The TWIT staff shall create position email addresses (aliases) for each of the following Board members: President, Secretary, Treasurer, and Arbiter. The naming standard shall be `tw<position>@teamwench.org` (e.g., `twpresident@...`, `twsecretary@...`, etc.).

Each person elected/appointed to the Board shall have an additional email address created for that person based on their first name and enough additional letters to make them unique. Both of these email addresses (position and name) shall be forwarded to:

- a private POP address on the teamwench.org server (preferred); or
- the officeholder's personal email address (no AOL or Yahoo permitted according to the Team's web/mail hosting provider).

Forwarding shall continue for the duration of their term in office. It is the responsibility of the officeholder to ensure that the TWIT staff is kept updated with their preferred personal address if the latter option is selected.

To assist in the transition between officeholders, the TWIT staff will add the new officeholder to the position alias within ten (10) days after the election results are finalized. The outgoing officeholder will be removed from the position alias not later than ten (10) days after their term ends. In no event will an officeholder's email address be removed until the replacement alias is set up.

The named address will be deleted at the same time, with a notation that it is not to be reused for any other person, but that it may be reused for the outgoing officeholder if they hold a future position on the Board.

No official Team Wench email addresses shall be created for any domain other than teamwench.org. All Team Wench email addresses are subject to monitoring for appropriate content.



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Group Email

From time to time, it may be useful for multiple persons involved with Team Wench activities to be reachable through the use of a single email address. Examples include members of published committees whose duties involve interacting with the public. In these instances, the use of a single address may be requested either by a Board member or by an appropriate Event chairperson. In the latter case, the committee email addresses should be removed when the Event chair deems it no longer necessary to continue having that email address.

The naming convention of <eventabbreviation><function>@teamwench.org will be used (e.g. pfbooty@..., msfb-tickets@... walk-avondc@..., etc.). Hyphens are optional but will be used (or not) consistently within a type of email address (i.e., walks, specific events, etc.).

Discussion Forums (aka Mailing Lists)

Team Wench maintains a number of Discussion Forums for a number of specific purposes. Access to these forums ranges from publicly accessible to invitation-only. All subscribers must regularly receive (at a minimum) Special Notices, though more frequent delivery is encouraged.

List Name	Purpose	Owner	Moderators	Membership				Archive Access
				BOD+A	Voters	Volunt.	Public	
TeamWench	General Discussion	Secretary	Board	++	++	+	Ok	Group Members
TW Board	Board Discussion	President	Secretary	++	Ok	X	X	Public
TW Voting	Official Team Votes	President	Board & Arbiter	++	++	X	X	Public
TW Events (moderated)	Announcement of Team Wench Activities	Secretary	Only the President, Fundraising Event Coordinators, Project Activity Organizers, and Third Party Event Captains may post to this group. These individuals will be limited Moderators.	+	+	+	Ok	Public
Activities/ Events	Activity- or Event-specific discussion	Event Chair and/or Coordinator	Designated Board member(s) & TWIT. Department heads as required and authorized by Coordinator	Ok	Ok	+	X	Group Members
TWIT	TWIT Discussion	TWIT	n/a	X	X	X	X	TWIT Members
TW Bylaws	(obsolete) TW Bylaws Creation Discussion	Bylaw Coordinator	Coordinator	--	--	X	X	Group Members

BOD+A = Board of Directors & Arbiter
 Voters = Team Wench voting members
 Volunt. = Volunteer at Team Wench Event
 Public = General Public

++ = Required
 + = Recommended
 ok = permitted
 X = not permitted



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Owner/Moderator Guidelines

Each Forum's Owner and Moderators shall take such actions as they seem necessary to maintain the discussion group(s) under their charge.

Forum members who participate in discussions must do so in a manner consistent with the goals of Team Wench. A few examples of inappropriate behavior include, but are certainly not limited to:

- making personal attacks (or implied threats) against anyone (group member or not),
- flaming other group members
- spamming the groups with materials that are neither Team- nor Charity-related

Those who cannot follow these rules risk the following:

- First Offense: The Forum owner or moderator shall send a warning email off-list. The warning shall include the nature of the offense and shall refer the member to this section of the TWIT SOP. All Forum moderators shall be included on the original email as well as any follow-up discussion using either the To: or Cc: lines.
- Second Offense¹: The forum owner or moderator shall send an on-Forum warning. The Board must be notified within 24 hours that there is a problem and that the problem has progressed to the Second Offense.
- Third Offense²: Forum Moderation³ of the member for a period not to exceed thirty calendar days. The Board must be notified of any/all moderation and is specifically granted the power to overturn the Moderation by a simple majority vote.
- Fourth Offense²: Removal from the Forum for a period not to exceed ninety (90) days and simultaneous Moderation³ on any other Team Wench Forums. The Board must approve all Removals in advance and is specifically granted the power to overturn the Moderation by a simple majority vote. During the period of Forum Removal, the member specifically retains their ability to vote in any general elections (but not in any opinion polls) unless their ability to vote shall be revoked by a majority vote of the Board under the terms of Article 3 of the Bylaws.

Any Moderated or Removed member may appeal the Owner/Moderator's decision to the Board who must render a decision within fourteen (14) calendar days.

¹ = for the same or similar actions during a thirty (30) day period on a single Forum.

² = for the same or similar actions during a sixty (60) day period on a single Forum.

³ = The effects of Moderation are that the moderated member may read any/all messages sent to the Forum that any other registered member could read, however any message they attempt to post to the Forum must be approved by the Owner/Moderator. Any posted message (or attempt to post a message) that is inappropriate (as outlined above) shall have the body of the message made available to the Board for review and may extend the Moderation period.

Appropriate messages will be approved and allowed to continue on their way to the list as soon as possible (usually the same day, though depending on circumstances the delay may be as long as three days).



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Websites

Team Wench maintains several web sites, each with a specifically designated purpose or set of purposes. In its early days, Team Wench registered a number of varied domain names in order to host various web sites to advertise its activities. As a long-term goal, all web sites will be hosted on the primary domain (teamwench.org) and all obsolete domains will cease displaying any useful information.

Website Sub-domains & sub-directories

Each distinct website (made up of one or more web pages) will have a designated folder structure within the overall site. This will aid the TWIT staff in keeping the disparate sites from commingling unnecessarily. Event chairs are welcome to use whichever set of URLs they prefer for advertising.

Sub-domain URL	Sub-directory URL	Purpose
http://www.teamwench.org/	http://www.teamwench.org/	General TW usage
http://pf.teamwench.org/	http://www.teamwench.org/pf/	Privateer Feast
http://msfb.teamwench.org/	http://www.teamwench.org/msfb/	MS Fantasy Ball
http://dickens.teamwench.org/	http://www.teamwench.org/dickens/	Dickens Tea

Website Updates/Maintenance

TWIT staff is responsible for making physical changes to the various teamwench.org web sites; however, they are generally not responsible for coming up with the content on their own. In the case of the main Team Wench site, the President (or their designee) is responsible, and in the case of Event sub-sites, responsibility falls to the Event chair (or their designee). In all cases, it is the responsible party's duty to coordinate with TWIT to designate both a primary and a backup TWIT representative who will be responsible for maintaining their site.

Because TWIT is a volunteer subgroup of an entirely volunteer organization, substantial notice (or at least a schedule) should be provided for all requested changes. Please note that unscheduled last moment change requests may not be able to be implemented.

Event chairs who want a redesign of their site between one year and the next (including, but not limited to, layout, graphics, or substantial textual changes) should make these plans far in advance of their Event. No major redesigns of Event sites shall begin after the site has been advertised for their upcoming Event. The following are not considered major redesigns:

- converting "teaser" pages into pages containing real data
- maintaining lists/photos of raffle items
- adding FAQ items

Website obsolescence

Although Team Wench understands that lapsed domain names are frequently purchased by disreputable organizations, it is not realistic to expect the General Fund to continue to renew these domain names into the indefinite future. The General Fund (as available) will only pay for name registration and/or hosting fees for active domain(s).

At this time, all domain names other than teamwench.org are beyond the one-year-plus migration date, and should therefore have either no content at all or should contain:

- a statement directing users to use the new URL (text-only, no HREF tag),
- no meta-refresh tag,
- a robots-exclusion-line so that search engines will stop indexing the page.