



=167= GAMING CLAN GENERAL ORDER

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TITLE: ORGANIZATION	GENERAL ORDER: 1.0
EFFECTIVE: 27 OCT 2019	MODIFIED: 15 FEB 2024, 5 FEB 2024, 25 SEP 2020, 11 MAY 2020
RESCINDS: CLAN HANDBOOK (18 MAY 2019), CLAN HANDBOOK (20 SEP 2014), IET HANDBOOK (7 JUN 2014), IET HANDBOOK (04 AUG 2013), APB ACADEMY HANDBOOK (19 MAY 2013), GENERAL ORDERS (29 MAY 2009), CLAN HANDBOOK (29 NOV 2008), 167MAN (02 MAY 2008)	

SCOPE: All units and members of the =167= Clan.

CONTENTS: This procedure consists of the following numbered sections.

- I. HEADQUARTERS DIVISION
- II. OPERATIONS DIVISION
- III. SUPPORT DIVISION
- IV. GAME UNITS

PROCEDURE:

I. HEADQUARTERS DIVISION

- A. The Headquarters Division shall be comprised of the senior leadership team overseeing all functions of the clan across every division and game unit. All members of the Headquarters Division shall be appointed by the clan's Commanding Officer.
- B. Headquarters Division leaders, regardless of rank, shall be granted positional authority over all clan members, equal to that of the clan's Commanding Officer. Headquarters leaders shall have the authority to mute, suspend, demote and remove clan members without prior approval from the Commanding Officer.
- C. General Orders pertaining to the entire =167= clan may be created/modified by the clan's Commanding Officer at any time as clan needs dictate. They may also be created/modified by members of the Headquarters Division, with unanimous approval of everyone in the Headquarters Division.
- D. When a General Order is modified, a Discord announcement should be made alerting members to which order(s) changed. In addition, the announcement should contain a link or attachment with the up-to-date General Order so it can be reviewed by the clan members.



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E. POSITIONS

1. **COMMANDING OFFICER:** The Commanding Officer is the highest-ranking member in the clan. They are responsible for managing all aspects of the clan as a whole. The Commanding Officer will hold ownership and control of all social media accounts, website(s), server(s), in-game clans/guilds, and real-world finances relating to the clan. Additionally, the Commanding Officer investigates all egregious complaints against members and visitors, and is consulted when mediation, arbitration, or counseling of one or more members is required.
2. **EXECUTIVE OFFICER:** The Executive Officer is the second highest ranking member in the clan. They act as the senior advisor and aide to the Commanding Officer. They are tasked with supervising the efforts of all subordinate Headquarters Division leaders and ensuring that all Operations personnel are rendering assistance to subordinate commands. The Executive Officer also investigates complaints made against staff members and members of leadership.
3. **TECHNOLOGY DIRECTOR:** The Technology Director manages website(s) and server(s) owned by =167=. They assist with technical issues relating to clan operations and with server development as needed. They are directly responsible for establishing and maintaining the security of website(s), server(s), etc. and are responsible for issuing/revoking access and privileges on an as-needed basis for the website(s), server(s), discord(s), etc.

II. OPERATIONS DIVISION

A. The Operations Division oversees the operational aspects of the clan across all games. Operations Division members supervise and assist leaders and members of all Game Units with day-to-day function. These include planning, scheduling, and executing events as well as moderation, organization of in-game activities, etc.

B. POSITIONS

1. **OPERATIONS COMMANDER:** The Operations Commander is responsible for managing and overseeing all operational-related projects and activities within the clan. They directly oversee all Game Unit Leaders and conduct monthly meetings with Game Unit leadership to direct, advise, and assist them as needed. They are expected to assign projects, tasks, and priorities to subordinate Game Unit Leaders which contribute toward our goals of growth and activity. They are also responsible for keeping Game Units active, on track, and ensuring orderly conduct within. The Operations Commander also investigates complaints against other members.



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2. **OPERATIONS EXECUTIVE OFFICER:** The Operations Executive Officer is responsible for assisting the Operations Commander with all of their tasks as needed. In the absence of the Operations Commander, the Operations Executive Officer is in charge of all operations. In addition to assisting the Operations Commander, the Executive Officer's primary function is to ensure that all other members of the Operations Division are active and performing their duties. The Executive Officer directs and assists subordinate Officers and NCO's, from Operations and all Game Units, with execution of day-to-day operations.
3. **SERGEANT MAJOR:** The Operations Sergeant Major is responsible for directing and assisting all subordinate NCO's, across all Game Units, with their duties and ensuring they are active. The Sergeant Major's primary role is to ensure that all subordinate NCO's have the tools, purpose, and motivation needed to carry out their duties. The Sergeant Major utilizes tools such as goal-setting, events, and other team-building exercises to instill a sense of camaraderie and pride within the community. Additionally, they shall serve as a primary supervisor and advisor for all NCO's in the clan.
4. **SECURITY DIRECTOR:** The Security Director's main function is to ensure that our server(s) are secure and that conduct remains orderly. The Security Director will also serve as the lead moderator; training and coaching other moderators. Their overall role during a disturbance or incident is to maintain and restore order; not arbitrate, investigate, or rebuke. They perform on-the-spot corrections for behavior which violates clan rules and immediately intervene in situations which may spiral out of control. The Security Director also inspects and audits the security and moderation of all servers; ensuring all administrative actions taken are appropriate and without malice.
5. **EXPANSION OFFICER:** The Expansion Officer is responsible for seeking out new games which the clan could expand into. Once establishing a game that the clan can sustainably expand to, they will act as the Game Unit Leader, recruiting new members and establishing our clan into that game. After creating the basic structure and growing the unit, the Expansion Officer shall train and appoint members who will succeed them as unit leadership, then shift their focus back to expanding into additional games.
6. **COMMUNITY MENTOR:** The Community Mentor is responsible for monitoring new members, recommending promotions of existing members, and being a focal point of information for visitors and new members. Their primary role is to educate newcomers about our history, while exemplifying what it is to be a good member. Additionally, they recommend members who they observe contributing to the community, for pertinent awards and recognition.



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III. SUPPORT DIVISION

A. The Support Division oversees administrative, technical, and miscellaneous manpower-related aspects of the clan across all games. These include management of social media pages, the capture/creation of images and videos, the editing of media, posting server and community advertisements among other tasks intended to attract and retain members.

B. POSITIONS

1. **SUPPORT COMMANDER:** The Support Commander is responsible for managing and overseeing all support-related projects and activities within the clan. They are expected to assign projects, tasks and priorities to their subordinate members which contribute toward our goals of growth and activity.
2. **PERSONNEL OFFICER:** The Personnel Officer is responsible for encouraging existing members to join Discord and play games, initiating dialogue with new members of the community with the goal of making them feel welcome, and promptly answering questions newcomers may have about the community. Additionally, they are tasked with reaching out to inactive members and visitors to gauge reasons why they haven't been active and encouraging their return to the community of appropriate. The Personnel Officer also performs basic administrative tasks, such as keeping the clan roster up to date and collecting nominations for the Member of the Month and annual awards.
3. **GRAPHICS OFFICER:** The Graphics Officer is responsible for the creation, editing, and publication of graphics for advertising, use in game servers, and our website.
4. **COMMUNITY OUTREACH OFFICER:** The Community Outreach Officer is responsible for posting community and server advertisements, taking screenshots for use in advertising and outreach, finding creative and effective ways to attract new members, and incentivizing gameplay. They also serve as another resource for newcomers with questions about the community.
5. **PERSONNEL NCO:** The Personnel NCO acts as an aide and advisor to the Personnel Officer. They are to assist the Personnel Officer in performing their roles, while advising and supervising subordinate NCO's with welcoming newcomers, incentivizing gameplay, etc.



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IV. GAME UNITS

- A. Game Units are formed when the =167= Clan officially enters a specific game. The Game Units are expected to be semi-autonomous, managing and sustaining their day-to-day operations with directives and operational support from the Operations Division, administrative support from the Support Division, and specialized support from the Headquarters Division.
- B. General Orders pertaining to a specific Game Unit may be created/modified by that unit's leadership. Unit leadership shall create a draft order for any proposed new/modified orders and submit said draft to the Headquarters Division for review, approval and implementation.
- C. Certain games may require an individual to manage a Guild Bank, for example, while others may require people who do work on a specific game server. Commanders may choose to leave certain positions vacant, or create new ones with approval from Operations, depending on the size and needs of the Game Unit.
- D. Positions which are relevant to a Game Unit, but vacant nonetheless, shall be temporarily filled by the Unit Commander, Executive Officer, and/or subordinate members. The responsibilities of a vacant position may also be divided up among leadership as needed.
- E. Game Units shall be classified by a numerical value which descends as the unit grows larger. Newly founded Game Units shall be led by a Corporal (E-4) and will not possess a classification until they meet the requirements of a Class 4 Unit.
- F. When determining a Game Unit's classification, all of the conditions defined in the *Game Unit Classification Chart* below must be met for the corresponding class. Game Units which only meet some of the criteria of a classification are automatically classified as the class below.
- G. When a Game Unit ascends classes, the Unit Leader / Commander and Assistant Leader / Executive Officer, shall be promoted to the corresponding ranks pursuant to the *Game Unit Classification Chart* below.



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H. GAME UNIT CLASSIFICATION CHART:



GAME UNIT CLASSES

	CLASS 4	CLASS 3	CLASS 2	CLASS 1
Existing Member Interest				
Potential for Recruitment and Growth	/			
Total Members Who Play	5 - 10	11 - 19	20 - 29	30+
Primary (Active) Members Committed	3 - 5	6 - 11	12 - 20	21+
Led By				
Assisted By				

GAME UNITS WHICH MEET ONLY SOME OF THE CRITERIA OF A CLASS ARE AUTOMATICALLY CLASSIFIED AS THE CLASS BELOW.



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I. DEFINITIONS

1. “EXISTING MEMBER INTEREST”: For the purpose of this General Order, “existing member interest” shall be defined as the declared interest of at least five (5) community members in the particular game which the unit plays.
2. “POTENTIAL FOR RECRUITMENT AND GROWTH”: For the purpose of this General Order, “potential for recruitment and growth”, which shall be determined by leaders of the Headquarters Division and Operations Division, is defined as the belief that the Game Unit, with minimal assistance, should reasonably be able to consistently recruit members into the clan from the outside.
3. “TOTAL MEMBERS WHO PLAY”: For the purpose of this General Order, “total members who play” shall consist of a census of community members who actively play, or have recently played, the game, which encompasses all members of the community. Members of the Headquarters Division, Operations Division, Support Division, and members of other Game Units may be considered for this number. Individuals defined as “pubs” shall not be considered for this number.
4. “PRIMARY (ACTIVE) MEMBERS COMMITTED”: For the purpose of this General Order, “primary (active) members committed” shall encompass members of the community who have declared the Game Unit’s game as their primary game played. Members of the Headquarters Division, Operations Division, Support Division, other Game Units, or “pubs” shall not be considered for this number.
5. “Pubs”, short for “public participants”, for the purpose of this General Order, shall be defined as any individual who joins a game server, or participates in activities, pertaining to the Game Unit, without having joined our Discord or clan.
6. “Clan members”, for the purpose of this General Order, shall be defined as anyone who is in our Discord with one of the following roles: “Enlisted”, “NCO”, “Warrant Officer”, “Officer”, “Headquarters”.
7. “Community members”, for the purpose of this General Order, shall be defined as anyone who is in our Discord with the “Verified” role.



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J. POSITIONS

8. **GAME UNIT COMMANDER (Officer) / GAME UNIT LEADER (NCO):** The Game Unit Commander is responsible for leading a unit within a particular game. They are responsible for everything their unit does or fails to do. They are expected to assign projects, tasks and priorities to their subordinate leaders and members. They are responsible for organizing activities within a game, working with support staff to recruit new members, and appointing members to assist with these functions.
9. **UNIT EXECUTIVE OFFICER (Officer) / UNIT ASSISTANT LEADER (NCO):** The Unit Executive Officer position is optional based on unit size and needs. If the position is utilized, the Unit Executive Officer assists the Unit Commander in the day-to-day operations and planning aspects of managing their unit.
10. **EVENT COORDINATOR:** The Event Coordinator is responsible for planning and hosting regular events for their Game Unit. They may utilize tools, such as polls and threads, to gauge community interest so their events align with community interests and feedback. They also assist in documenting events, when possible, by taking screenshots, videos, etc.
11. **PUBLIC AFFAIRS SPECIALIST:** The Public Affairs Specialist works directly under the Unit Commander, with assistance and advisement provided by members of the Support Division, alongside the Recruiter. They are responsible for documenting clan and server activities in the forms of single or multiple paragraph-sized posts and stories, taking screenshots, organizing group photos, and using these for the purposes of advertising and outreach. They are also responsible for making announcements relating to relevant game servers or unit events, as well as promptly responding to comments or questions relating to advertisements and posts made on social media, in other Discords, etc.
12. **RECRUITER:** The Recruiter works directly under the Unit Commander, with assistance and advisement provided by members of the Support Division, alongside the Public Affairs Specialist. They are responsible for posting advertisements in select places including forums, Discords, etc. They are also responsible for taking screenshots, organizing group photos, promptly answering questions people may have about the community, and attracting new members into the clan. Their primary function is getting new faces into the community.



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- K. The following factors shall be taken into consideration by the Headquarters Division and Operations Division when discussing the possibility of the creation of a new Game Unit.
1. How many of the existing clan members have the specifications required to play the proposed game?
 2. How many existing members have declared interest in playing the proposed game?
 3. How many members have declared that the proposed game would be a primary game of theirs?
 4. Are the minimum requirements to play the proposed game high-end?
 5. What is the base cost of the game? Are there any expansions, DLCs, premiums, seasonal passes, subscriptions or micro-transactions required in order to play the game? If so, what is the final cumulative cost?
 6. What is the release date of the game?
 7. Who is the developer of the game? What is their known track record among the gaming community? If applicable, what do we know about previous iterations of the game's franchise?
 8. What does the existing game population look like? Are there metrics which can be reviewed, such as Steam Charts, which will show us average and peak population over time? What is the population trend? Based on data and other information we know, what is projected?
 9. What type of clan system, if any, is there in the game?
 10. What methods or forms of recruitment would we have?
 11. Are there rentable or self-hostable servers? How much are they per month? Would one be necessary or helpful to implement?
 12. What type of predominant demographics play the game? Would they be a good fit with our organized clan structure and policies?
 13. Do we have subordinate leadership capable and ready to command the proposed unit?



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14. What kind of administrative, financial and operational support would the proposed unit need from the Headquarters Division, Operations Division, and Support Division?
15. Do we foresee the proposed unit to be self-sustaining in the future? If so, how long will they take to be semi-autonomous?
16. Do we project successful recruitment and retention of members in the proposed unit?