

The SharkChat IRC Network

Standard Operating Guidelines



Abstract

IRC is like any other business or organization. It has a staff that serves the members. The SharkChat IRC Network is not unlike most networks as it is run by volunteers that tend to work within the same community.

Like any other organization, IRC comes with its own set of challenges within both day to day, and large scale planning operations. This foundation of this document is built on the experiences of running an IRC network, being part of multiple volunteer professional organizations and clubs, and running a small company in the information technology field.

As time progresses, and needs change, this document may be modified and amended by the network staff.

Regular Meetings

Meetings shall be conducted via IRC at an interval to be determined by the Network Operators.

Meetings shall be used to discuss all usage of operator privileges that have occurred between the last meeting and the current meeting.

Meetings shall also be used to discuss any complaints, error reports, or suggestions that have been presented by either users or other operators.

Meetings shall also be used in reporting progress made by the network in improving infrastructure, staff, and user experience.

Duties in the conducting of meetings shall be delegated by the operators.

Operator Recruitment

There is no shortage of operators in the world of IRC. As a guideline, the number of operators should be kept to a minimum, no more than several per server.

As a general guideline, persons that ask for IRC Operator privileges should not be granted said privileges.

IRC Operators should be professionals that make their services and resources available to the network. They should also be well liked by the user staff.

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An operator must not only be competent in the technologies of IRC, but also in professional conduct of themselves in interacting with the users of the network.

Operator Privileges

Operators are given special privileges that grant them control of the network. These allow the operators to remove users from the network, see secret channels, and grant themselves operator privileges in channels they would normally not have access.

These privileges should be exercised with extreme caution. As a guideline, operator commands should be limited to the following scenarios:

- Removing a user that is threatening the overall stability of the network.
- Correcting a technical error through use of the operator commands.
- Conducting a planned experiment, with other operators given notice beforehand.

So long as these privileges are exercised within these bounds, no problems should ever come about when exercising control over the network.

Commands that may be placed against a user of the network such as, but not limited to, a permanent ban should be voted upon by the operators.

Only in cases of extreme emergency such as a distributed denial of service attack should operator powers be invoked against users. In such event, all operators should be notified for an emergency meeting.

Operator Conduct

Operators are expected to act with professionalism while in official SharkChat Channels and in their interactions with users.

Linking Servers

For a network to be viable in its expansion, it becomes necessary to use resources of others in the expansion of the network.

Servers should not be added to the network for the sake of adding servers, but should be added as the user base grows.

Linking a server poses many challenges and security risks. The process of linking a server should be laid out by the staff with its regular meetings.

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The server should be proven as stable, the operator(s) of said server should be trusted, and all technologies to ensure security should be employed.

Development and Growth

These guidelines can, and should be amended and expanded as the networks needs grow.

Through constant and sustainable growth, The SharkChat IRC Network has the potential in changing the way we communicate, and standing as a force for good.

The growth of The SharkChat IRC Network lies within each user that associates themselves with the network. Users are to be treated as citizens of the network, and operators should stand equal alongside them.