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NOOBIC STRATOCRACY

NOOBIC ENGINEERING SERVICE

"SAFETY, SERVICE, REPAIR."



How to HR 101

By AKYPetron

THIS DOCUMENT IS CLASSIFIED, LEAKING ANY INFORMATION IN THIS DOCUMENT WILL RESULT IN EXECUTION.

Opening statement

Opening statement NES

Beautiful morning 🔥 to all of you reading this. Congratulations on making it so far within NES that you can read this opening statement.

Now that you made it to the big leagues here are some things that will now apply to you:

- You don't have a quota so please maintain some level of activity and do tasks from time to time
- Your actions and what you express will have a direct impact on NES in its majority, you will be held to a higher standard
- Try and be neutral in most situations, as ridiculous as it seems LRs and MRs will and do look up to you because you hold the title of a High Rank
- People can be hasty to judge and comment on you, try and not escalate situations as they may compromise your credibility as a High Rank.
- "We as HRs are a system meant to protect users, your actions should not be for your personal opinion but rather for their behaviour"*

Majority can be summed up as use common sense and if you see something say something.



*credit to MezeGH2

Tasks

Tasks NES

This section will cover and guide you through your tasks that consist of:

- (Trialee name here)

Phase 1.
reading over “How to HR 101”

Phase 2.
how to update ORBAT
promotion request - at least x
awards requests - at least x
processing engineering qualification exam - at least x
accepting people into the group - at least x
NES ticket handling - at least x
how to properly log moderations - at least x modlogs

Phase 3.
reading over “Appeals Documentation”
OFA ticket handling - at least x

Note: “x” will indicate the amount set by other HR/HC depending on how many trials there are in the cycle.

- Tasks will be handed out to you by the CEO or HC in a trial channel.
- You will only do your tasks with **supervision** by other non-trial HR/HC. Once your task is **complete** they will ping the person who handed out the tasks.
- You may complete your tasks in any order but you may only move on to the next phase once you complete the one you are currently in.

If you have any questions make sure to ask your supervisor!

Reading over “How to HR 101”

Reading over “How to HR 101” NES

You are doing this now (i hope)👀



How to update ORBAT

How to update ORBIT NES

This is generally a learning experience you will have with your supervisor.
Make sure you have requested editors access / send your spam email to surebrett.

Primarily you need to learn how to work with google sheets.

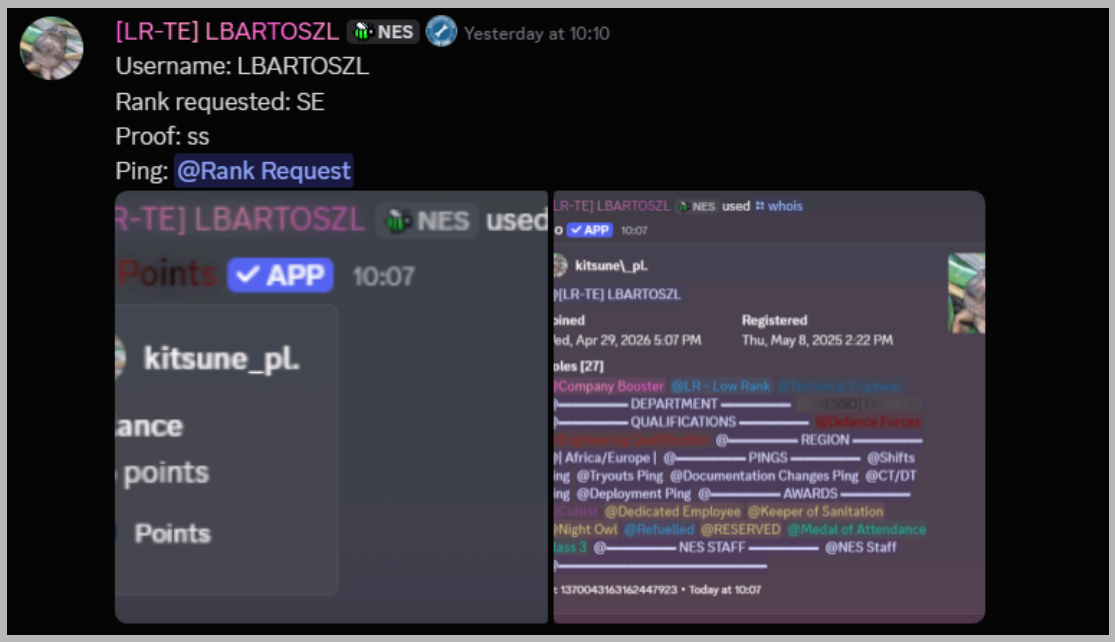


Promotion request

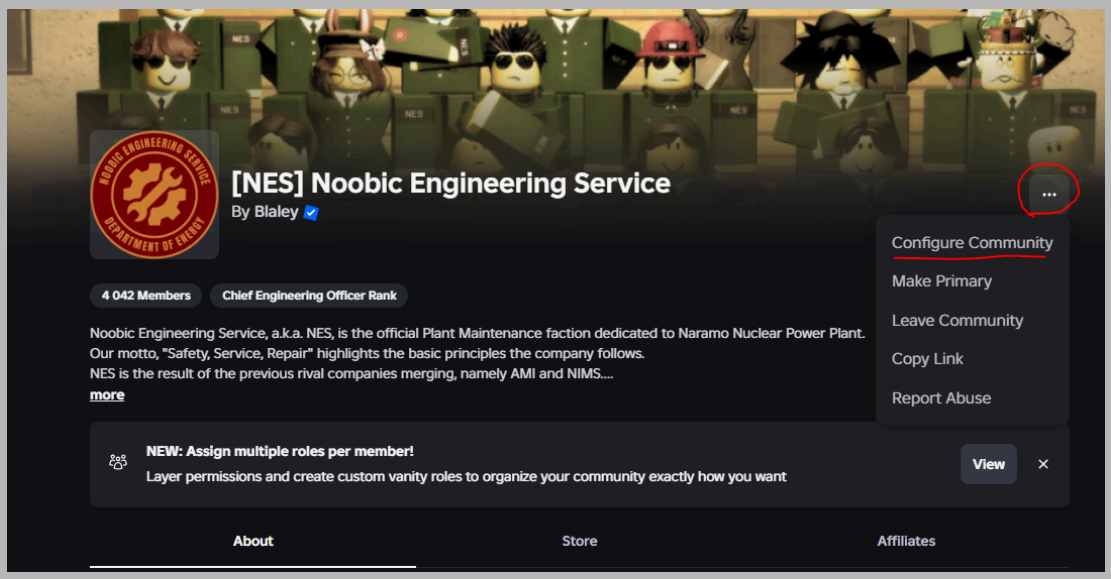
Promotion requests NES

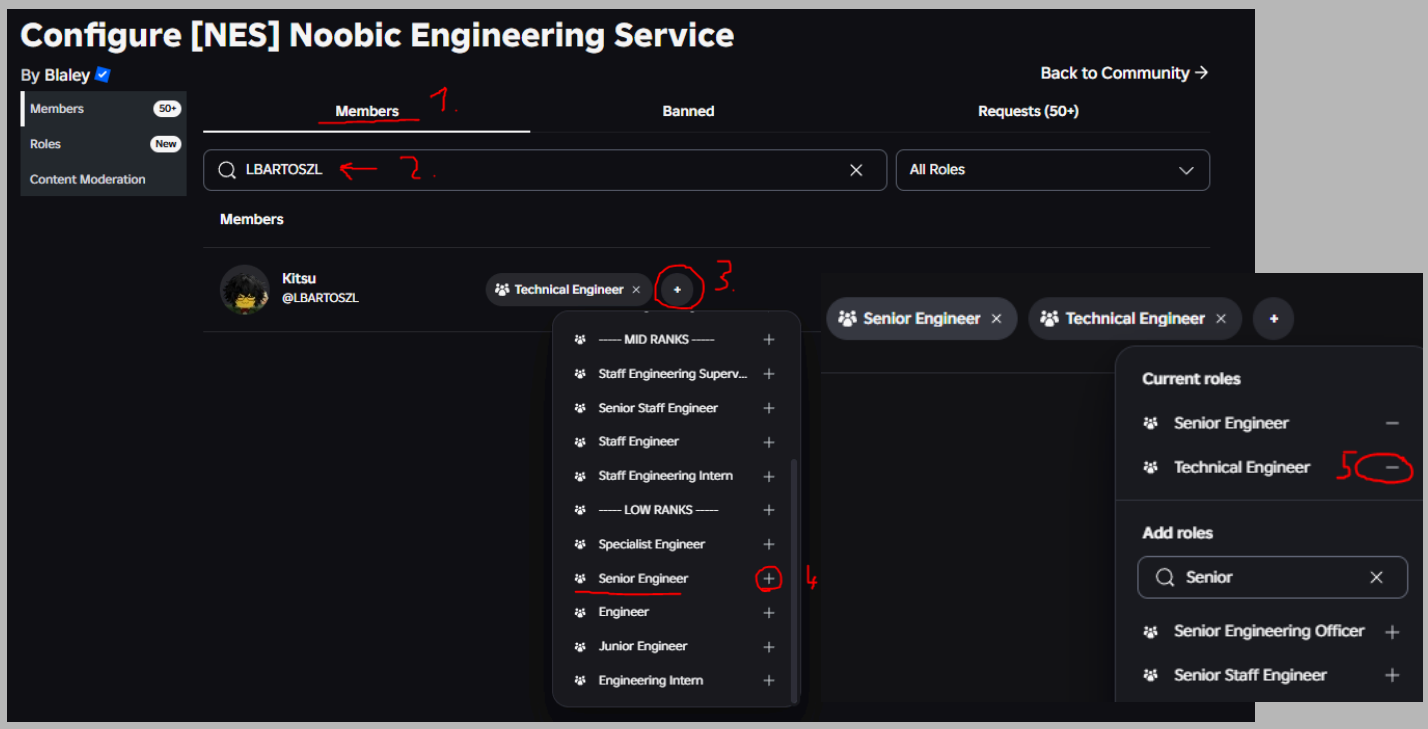
Rank requests are requested in the #nes-promotion-requests. When handing out promotions, please make sure to check with the [Rank requirement] in the NES Handbook.

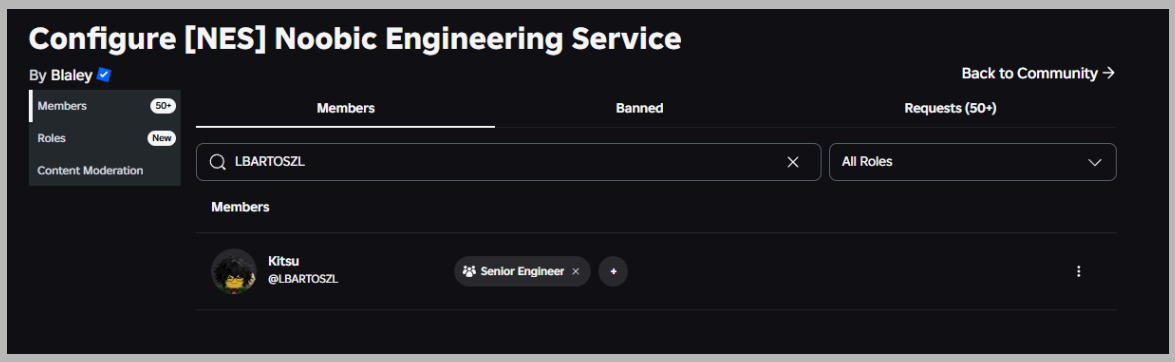
How to:



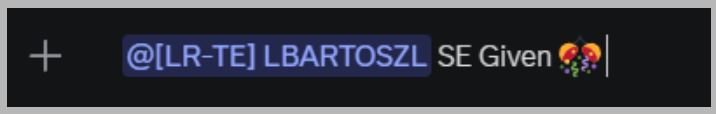
The user should provide proof of points and roles (you can check yourself by clicking on their profile)
If user is eligible



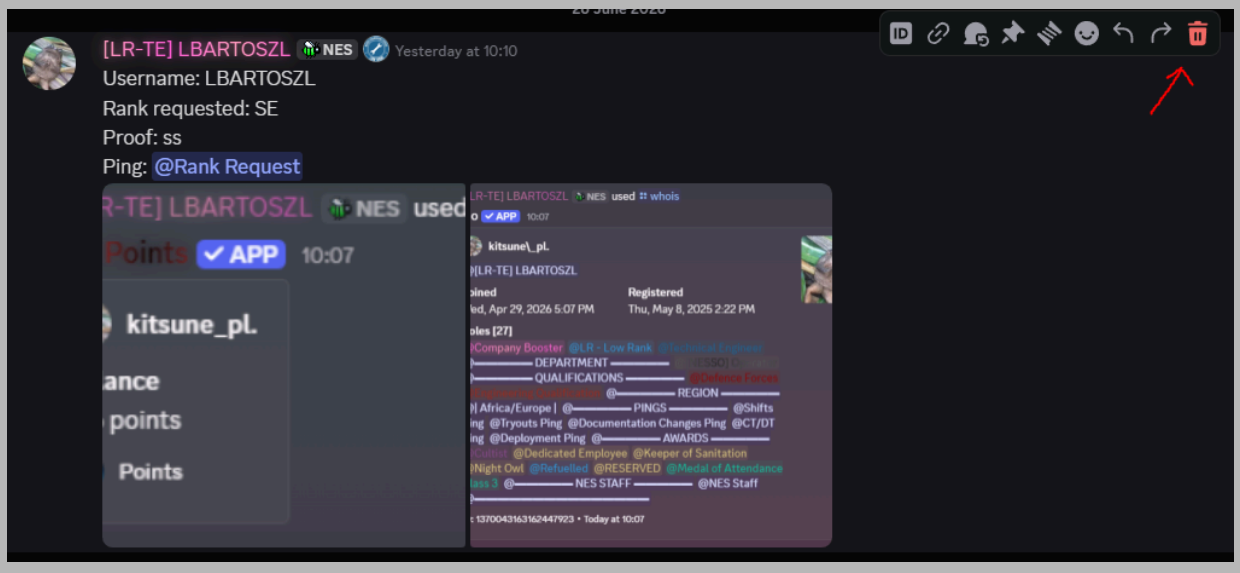




Once you complete these steps you will ping them (after you do all of the remaining promotions) and congratulate them / (rank) given



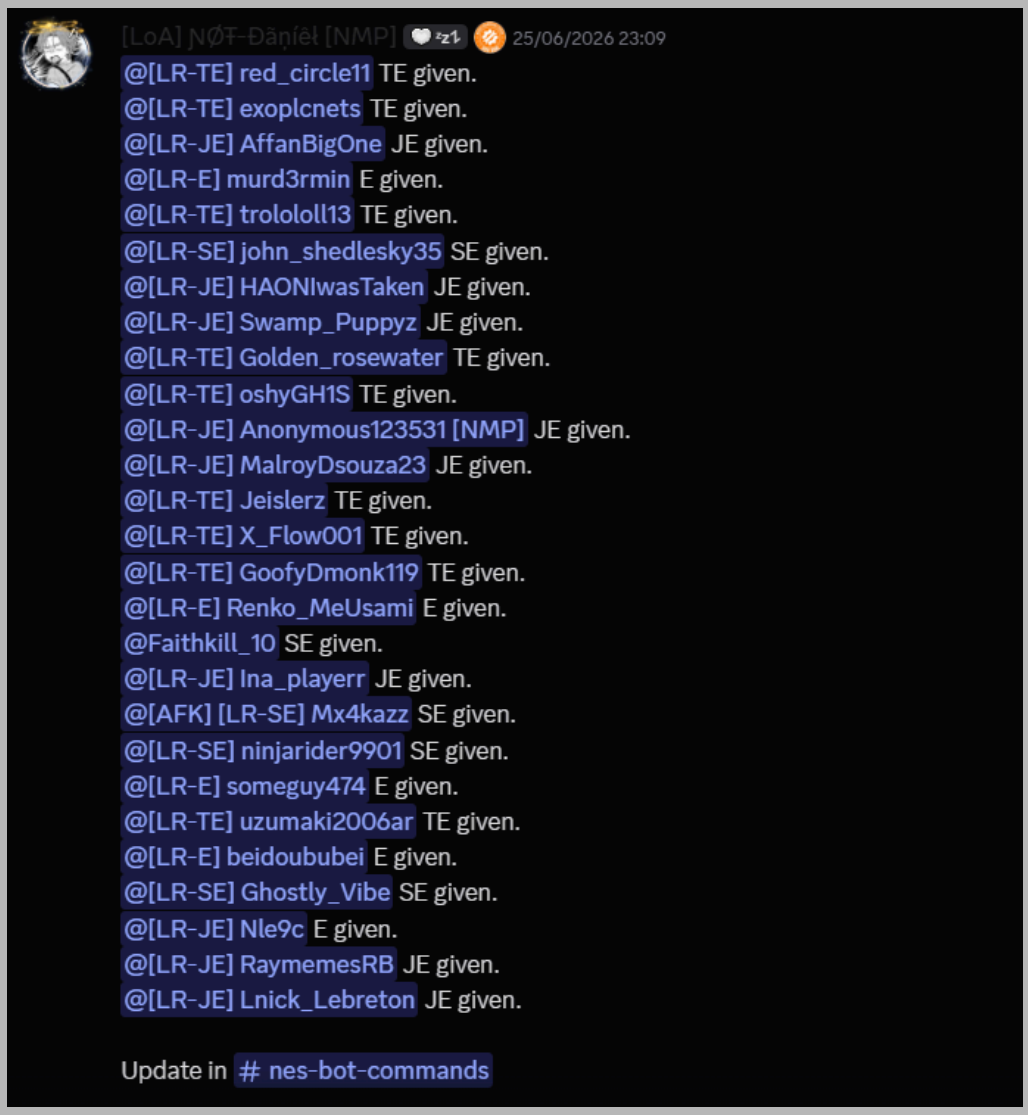
After you have done so, delete their message in the channel



Promotion requests NES

Once you have done all the promotions make sure to send your message and add "update in #nes-bot-commands" and you are done!

Example:



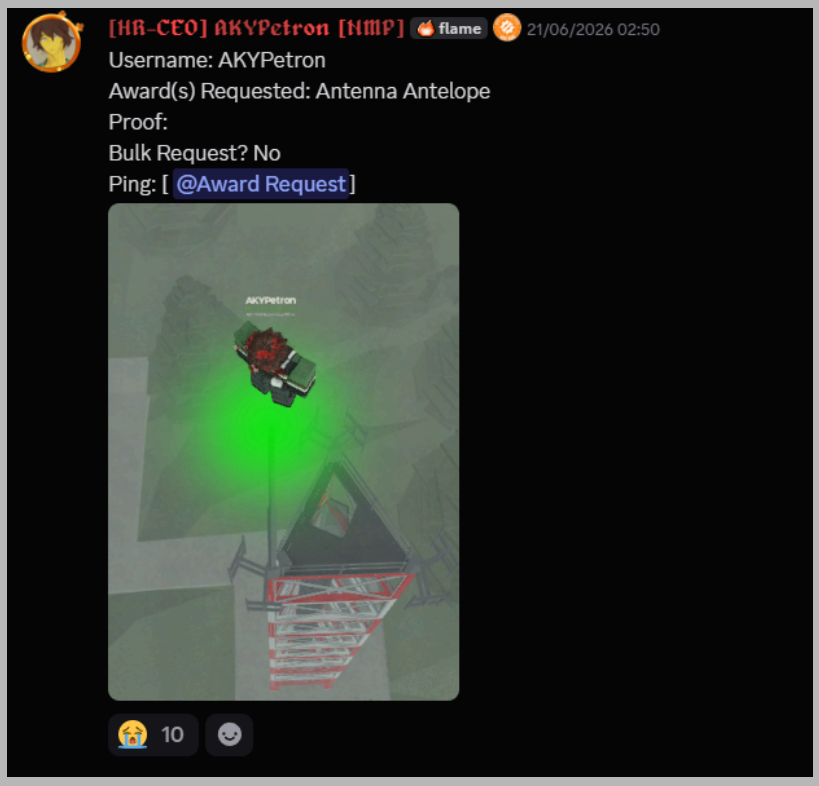
Awards requests

Awards request NES

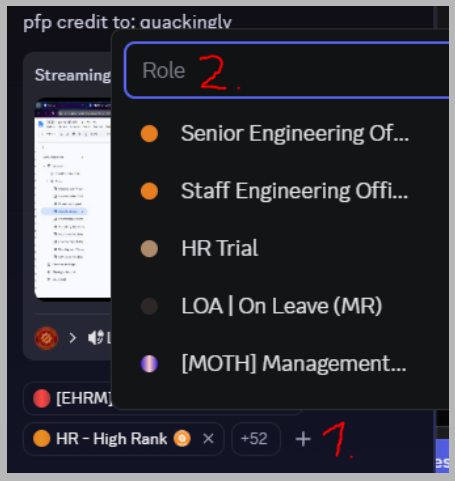
May god be with you when doing this one 🙏

Award requests are requested in the #nes-awards-requests. When handing out awards, please make sure to check with the [Awards requirement] in the NES Handbook.

How to:



Check in the handbook if they are eligible for the award and the message contains all the proof necessary.



Once you hand out the award, double confirm by looking at the users awards if it was in fact given.

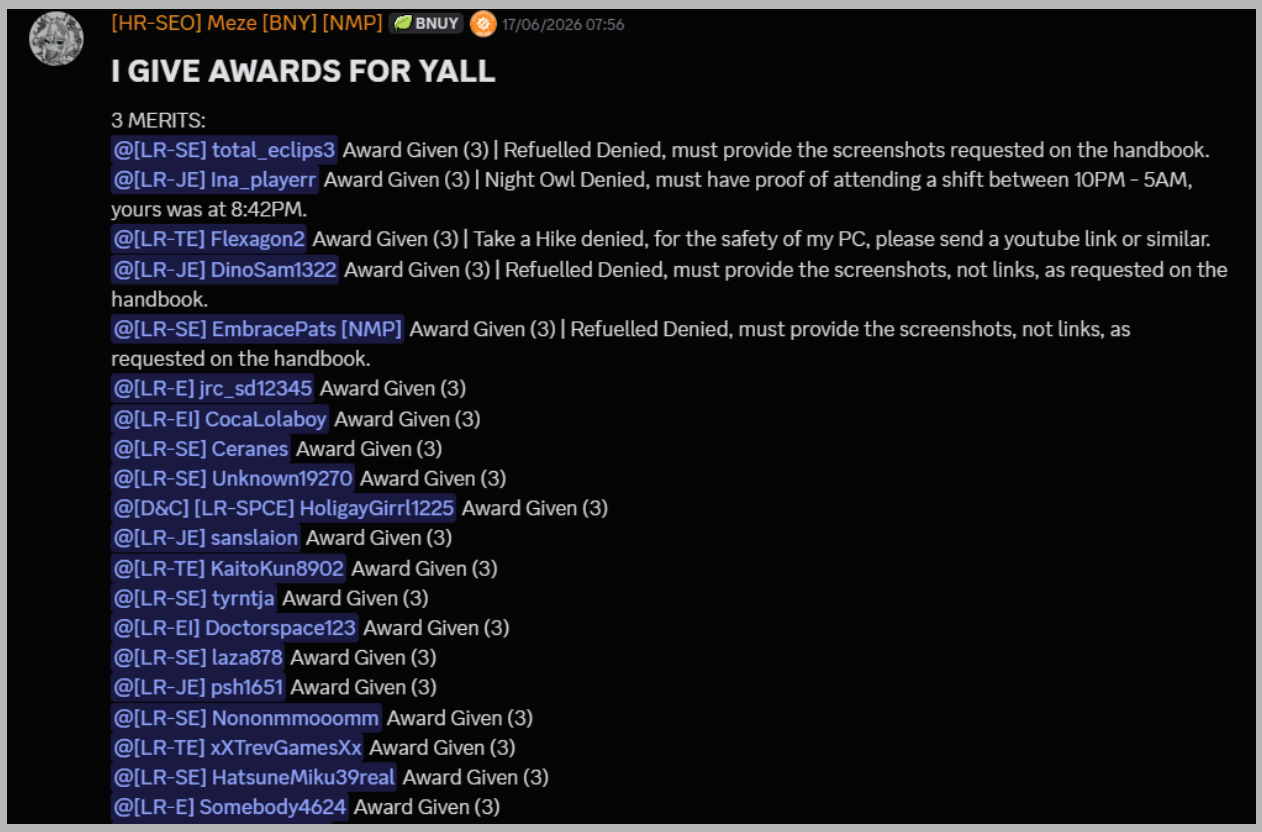
Awards request NES

@[HR-CEO] AKYPetron [NMP] Award Granted (3)

Once you confirmed you have given out the award, you will ping them and add (x) next to the message, "x" being the number of merits they will receive.
3 merits per 1 award.

After doing all of the awards you will send out your log

Example of a correct log:



Once you have send out the log, make sure to also log their merits in point-spa (keep note maybe MRs will be allowed to do that in the near future)

Note: It's up to your discretion to let them know why their award was denied as it uses too many characters which you might need to log more awards.

Processing engineering qualification exam

Engineering qualification exam NES

Processing means grading, announcing and handing out the role "Engineering Qualification"
You start by opening the editors link in #links

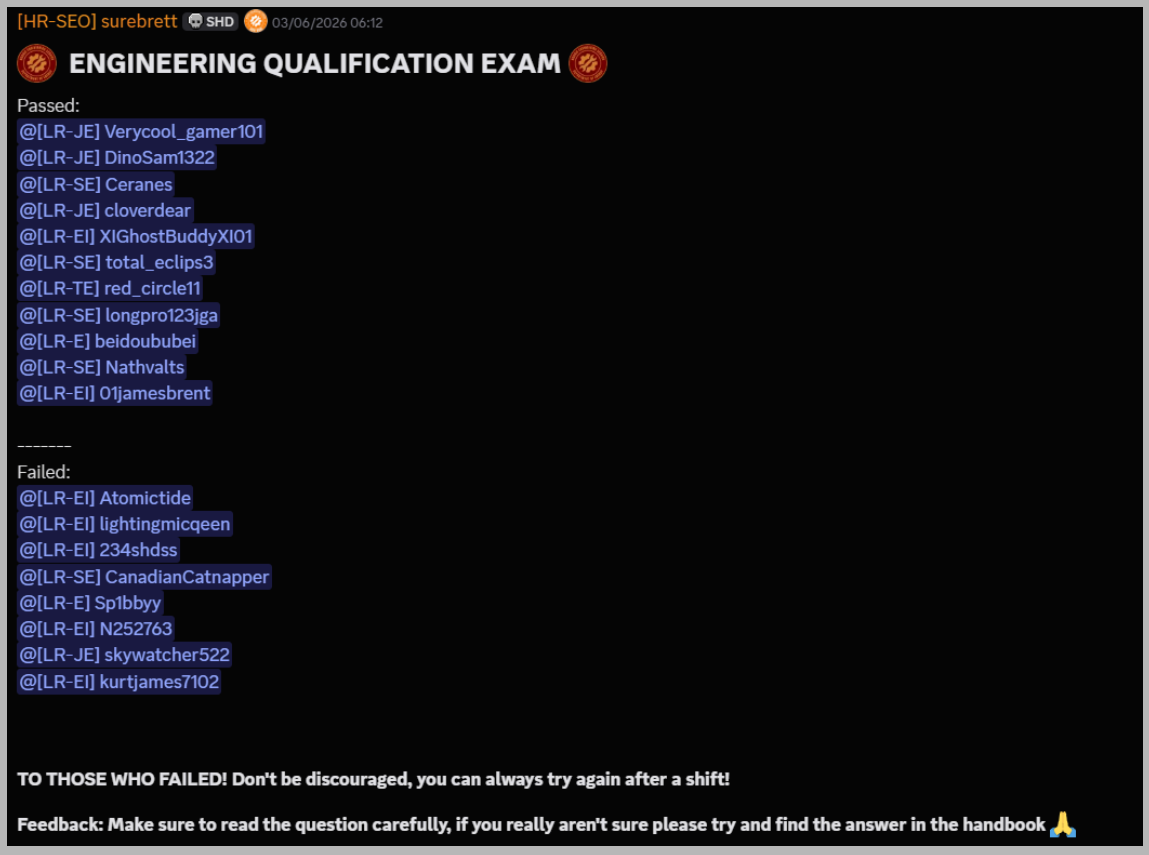
There are 2 ways to do this, either you do them individually or you do them by question which is faster.

You are looking for the closest answer to the one provided in the handbook. It is up to your discretion on how many points you award but you may only award 1, 0.5 or 0 points per question

Anyone with 14/15 or above is a pass, others fail.

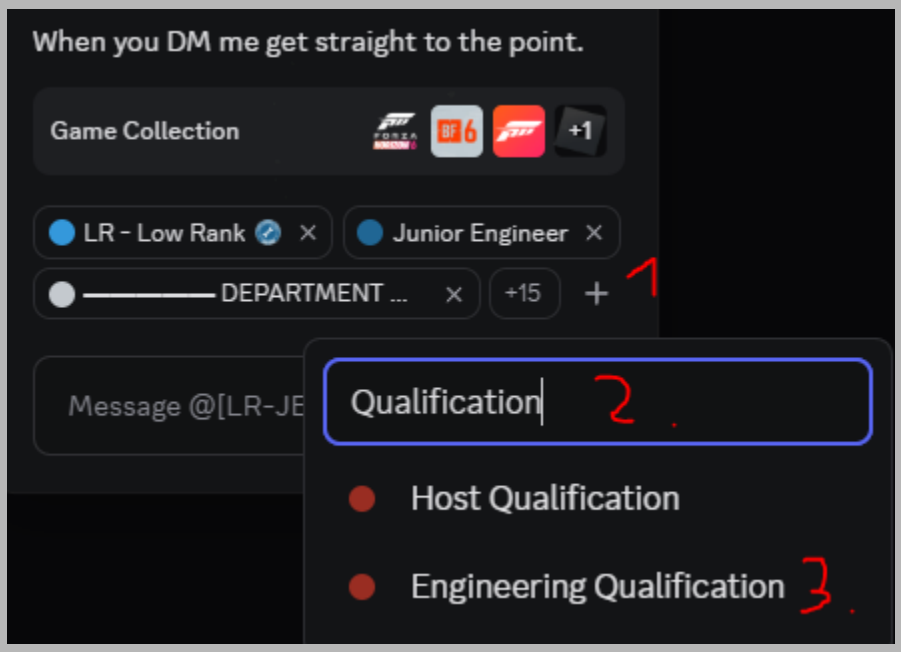
Once you have written down their name in #exam-results you will delete their response in the form.

Example of a correct log:



Once you have sent the log, make sure to give them the role as provided in the image below.

Engineering qualification exam NES



Please make sure not to accidentally give them "Host Qualification" as that would give them ping perms and access to point spa which could be catastrophic

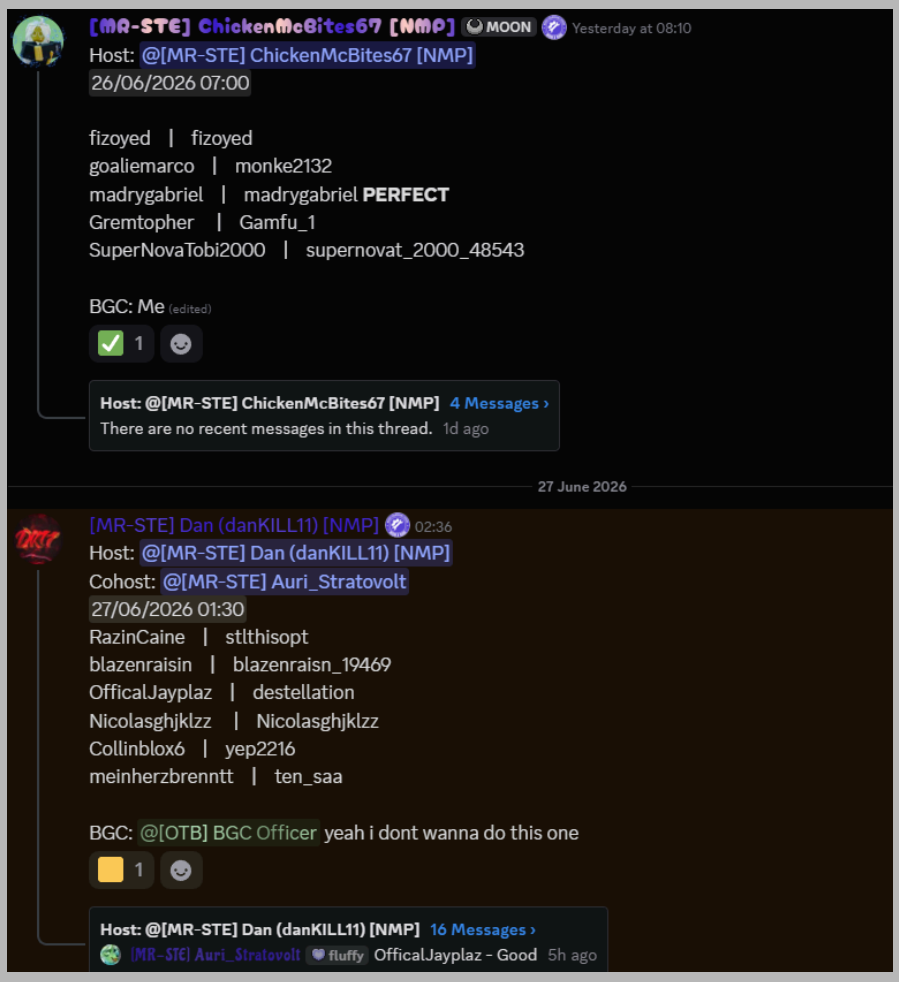


Accepting people into the group

Accepting people in the NES group

Accepting people into the NES group will start by checking the #otb-intake-log and looking if an HR has reacted to a message

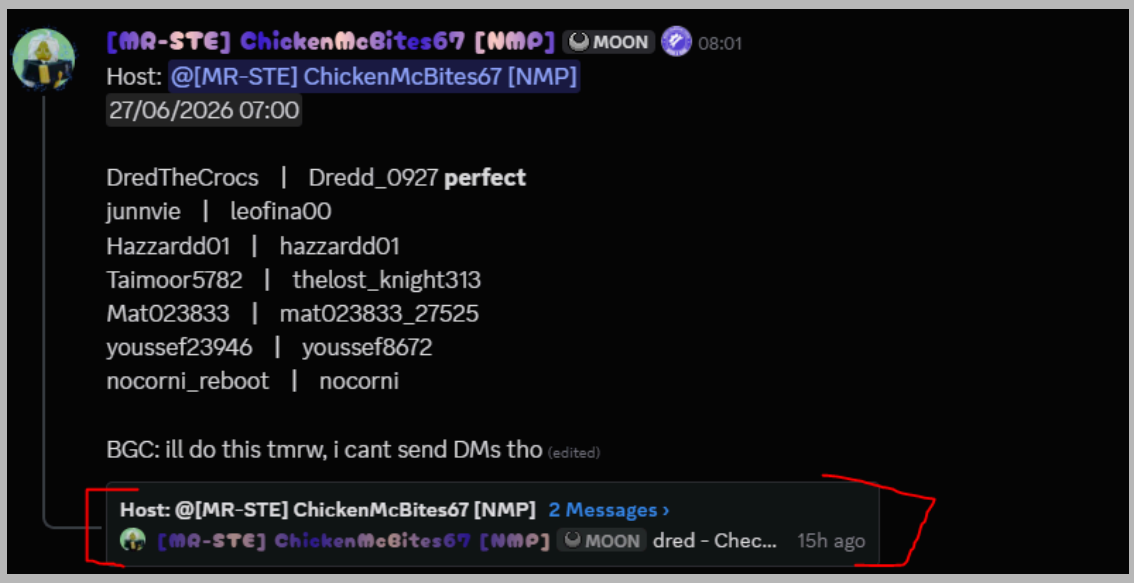
When doing those, PLEASE UNDER NO CIRCUMSTANCE, DO NOT PRESS "ACCEPT ALL"



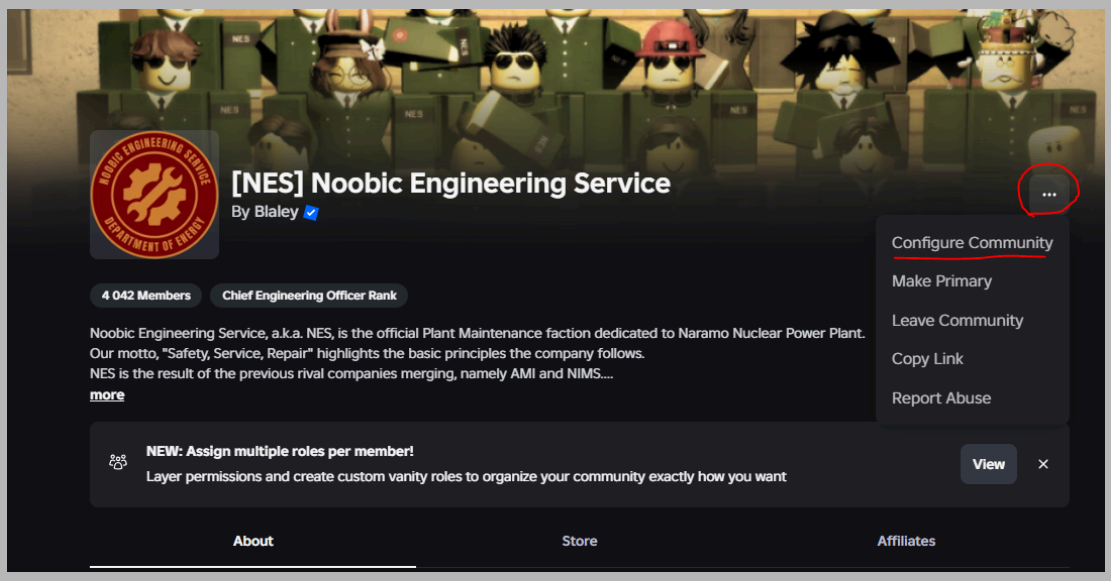
🟨 = Some have been processed but some have not requested
Check the thread for who is remaining and accept them (if they are cleared by BGC Officer)

✅ = All have been processed.

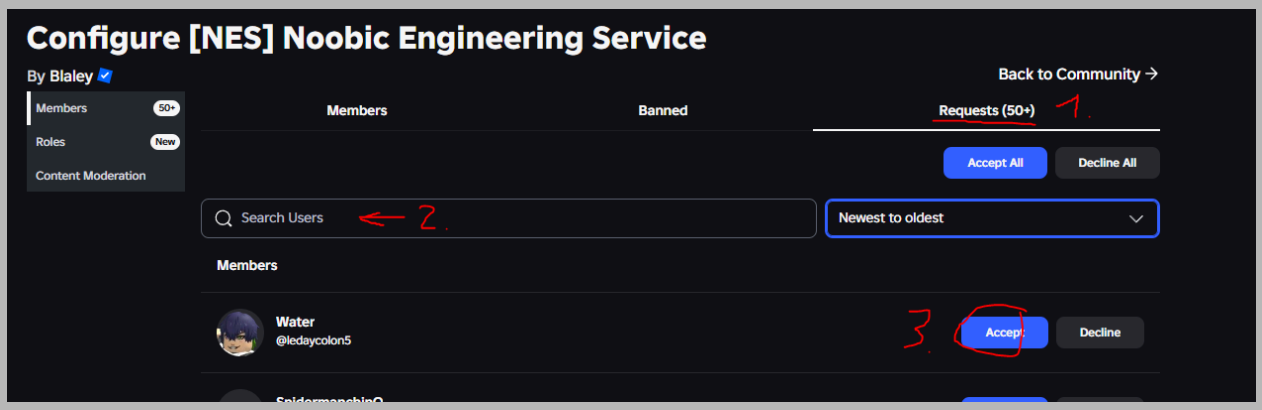
Accepting people in the NES group



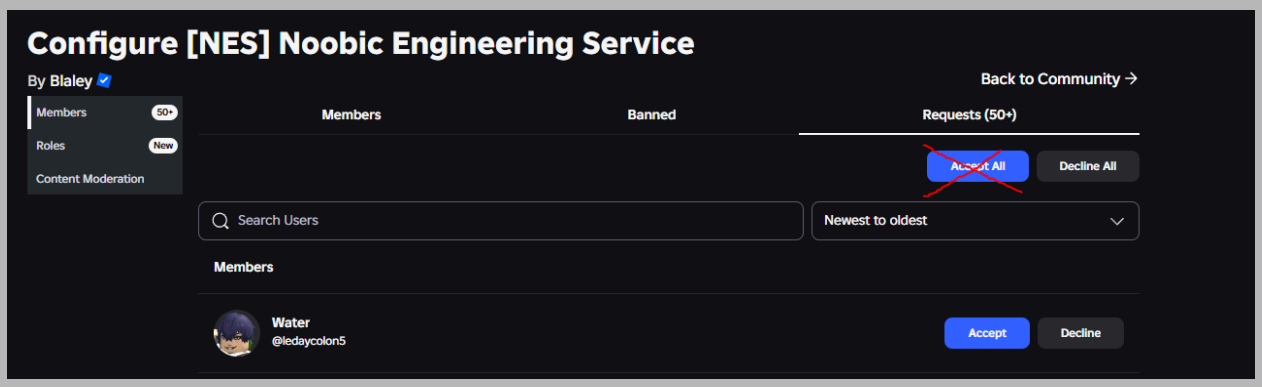
Please **ALWAYS** check the thread from a BGC Officer, they will leave a message who to **NOT** accept until they have fixed their issue.



Accepting people in the NES group



PLEASE UNDER NO CIRCUMSTANCE, DO NOT PRESS "ACCEPT ALL"



If you ever do so you will be immediately removed from your position.

NES ticket handling

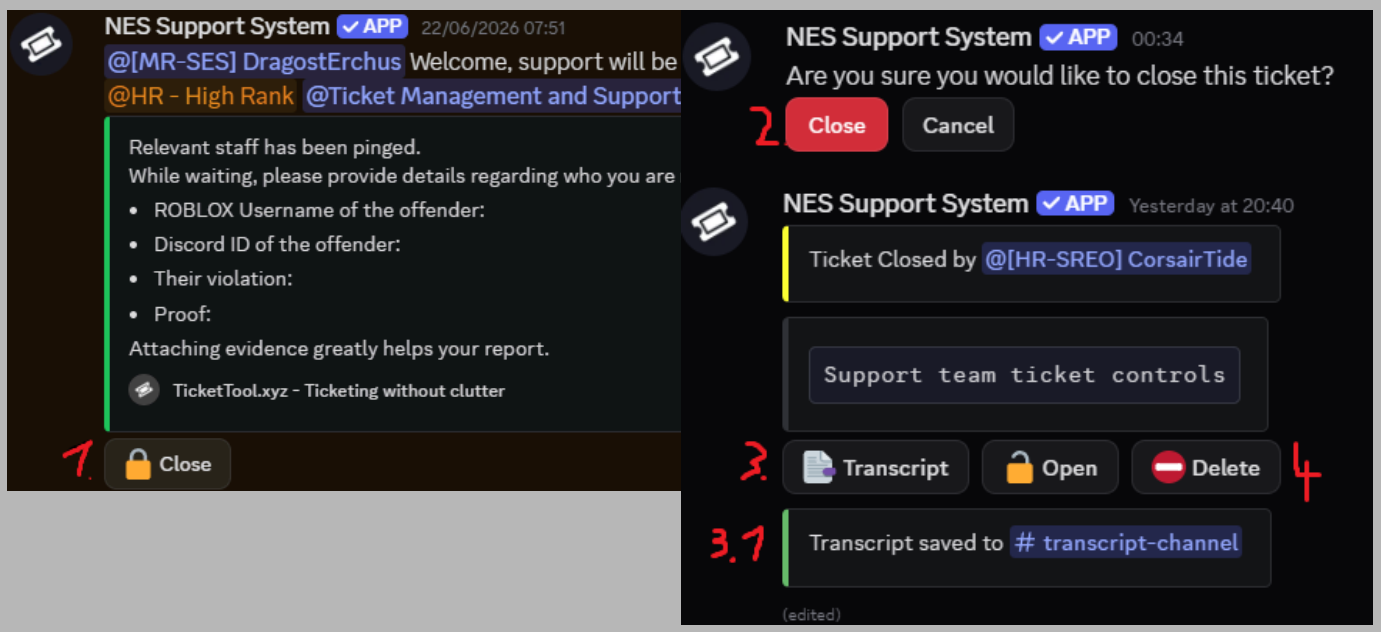
Usually this is case to case basis, but please remember these rules at all times:

- Try and maintain professional speech and proper grammar
- Be respectful and lenient when dealing with difficult people, sometimes english is not their first language
- Never run /modlogs or /warnings in the ticket
- We do NOT appeal any strikes. If they are saying its a false report, check in #pudding and explain to them why they got it. If they continue to insinuate, hand the ticket over to CEO/HC for investigation.

For general support tickets, there isn't anything extra ordinary, try and help out to your best ability and follow the rules.

For personnel complaint tickets, make sure they are following the format in the ticket and try to be fair and neutral in these situations.
Sometimes you may receive a false report, politely explain to them why no action would be taken.

Before closing a ticket, always ask something along the lines "Is there anything else I can help you with?"
If they confirm that's everything you respond with something like "Alright, I will be closing this ticket. Have a nice day"
Then you will close the ticket and transcribe it, after you have confirmed the transcript is saved, you delete the ticket.



How to properly log moderations

Moderation logging NES

If there is a need for a moderation action, we use Dyno.

We only ever use few commands when taking action:

- /warn user: reason:
- /ban user: reason:
- /mute user: limit: reason:

This is to ensure we have a log of it in dyno.

To check for actions we use:

- /warnings user:
- /modlogs user:

Use primarily both together as /modlogs show mutes and bans while /warnings only ever show warns

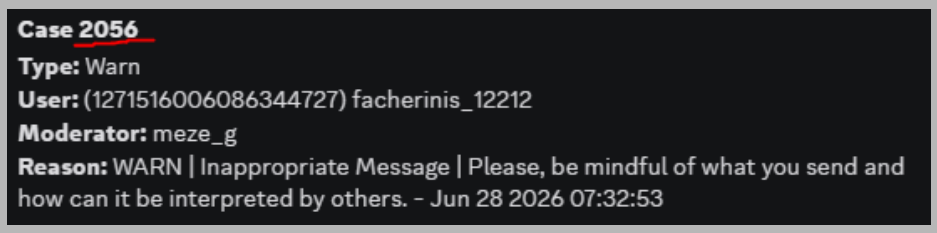
The format for "reason:" is as follows

- Warn | (reason)
- 1 Strike | (reason)
- 2 Strikes | (reason)*
- 1 Strike | (reason) | X Demerit**
- Time out | (reason)
- Ban | (reason) | Appeal in OFA (add a link so they can join)
- Permanent Ban | (reason)

(If its strike or worse)

After you have logged your action, next step would be filling out the #pudding channel. Please follow the format provided in the pinned message.

To check for case id you will run /modlogs user:(offender) and grab the number from there



Final step would be filling out Moderation Log

After you have done that you have successfully logged a moderation action!

* Use if there are 2 or more strikes
** Applicable if issued with a Demerit

Reading over “Appeals Documentation”

Reading over “Appeals Documentation” NES

You better do this before doing your OFA tickets 👀





OFA ticket handling

OFA tickets NES

Make sure you are in the OFA server.
Once you have done the majority of your tasks and read over the appeal document, you may request from the NES Appeals Director or any NESCOM the role of NES Appeal Staff.

Most of the stuff about OFA is covered in the Appeals Documentation.

OFA is handled case by case but some general rules are:

- Maintain professional speech and proper grammar at all times
- Be respectful and lenient when dealing with difficult people, sometimes english is not their first language
- Never say "I" unless you are closing the ticket, always use "We" as you represent NES Staff in the OFA
- Check if they have tried to appeal previously in #nes-transcripts
- **ALWAYS** transcript your tickets

OFA functions similarly to NES tickets but with more professionalism and your transcripts may be used by NAMS personnel in certain scenarios.

IF YOU AREN'T SURE ABOUT UNBANNING ASK YOUR HIGHER UPS / MORE EXPERIENCED PEOPLE!

Some tickets may get taken by NESCOM if severe enough



Common modlogs

Common modlogs NES

Here are some exemplary encounters you may face when doing modlogs.

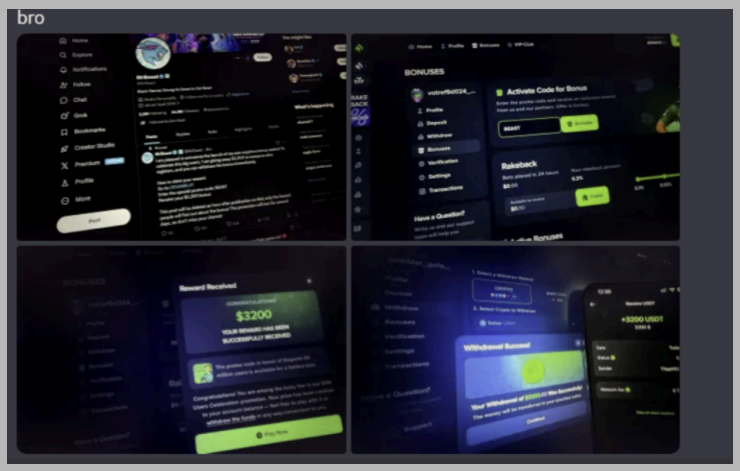
01. <u>Robang</u>
- Reset their merits and kick them from the group
- Timed ban of 7 days

02. <u>Shift raiding</u> (meaning disrupting a shift as WN/BFO)
- Be a bit lenient as sometimes the person is oblivious and didn't realise until later
- Confirm with shift host that they have been warned/informed about a shift going on in their server(usually host pinging them after their first encounter and kill)
- If host has warned them or told them to switch, you may issue 1 Strike
- In bad cases demerit can be issued

03. <u>Mentioning controversial/political figures</u>
- 1 Strike, could issue a time-out if continuous

04. <u>Killing authorized civs / civs in formals</u>
- Warn or not, up to your discretion as they should know better because we teach it in Orientations
- Civilian in NES or any other faction formals are harmless and there is no need to shoot at them / kill them

05. <u>MR Beast or any other scam picture</u>
- Immediate ban as it wasn't caught by honeypot
- Do not kick from the NES group



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06. N word use
- Ban

07. Offensive slurs
- Depending on the severity 1 or more strikes with a time out

08. Inappropriate comments/behaviour
- Calling other "mommy" "femboy" or making any inappropriate comments to others.
- 1 Strike, could issue a time-out if continuous

09. Faction disrespect
- Keep in mind some users are trying to banter with other factions.
- 1 Strike if comments are hateful

10. Disrespectful behaviour
- Be lenient as not everyone has english as their first language
- Warn or if severe enough a 1 or more strikes



Closing statement

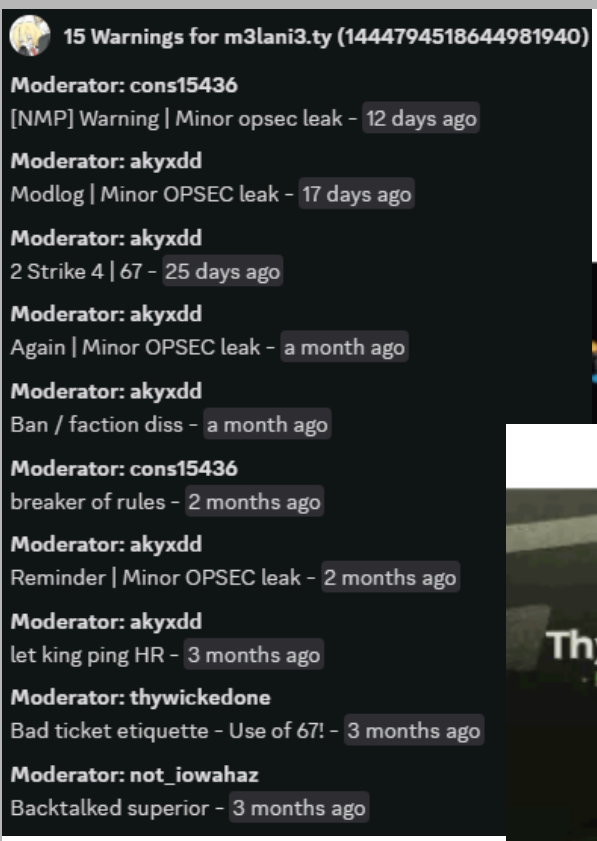
Closing statement NES

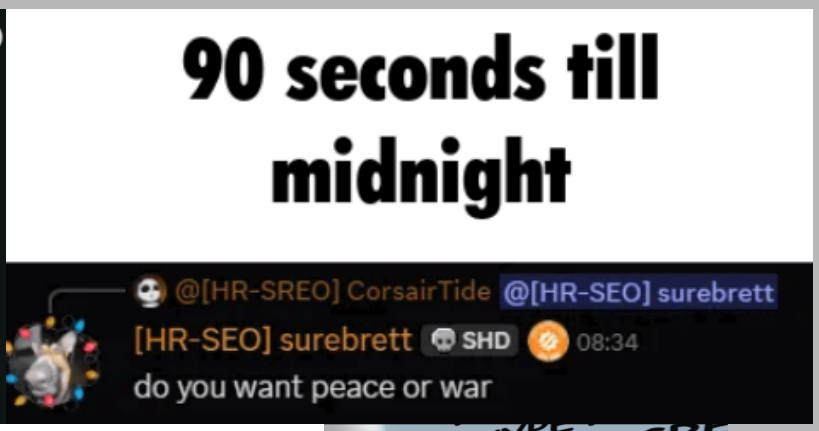
CLOSING CHAIN!!!!!!!

Congratulations on your first step to becoming an HR!

I want to wish you all reading this good luck as your tenure as HR and many thanks for your time and dedication that you have put into this lego faction.

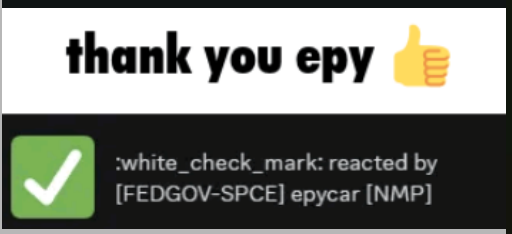
If you ever feel overwhelmed or confused, feel free to ask your fellow HRs for anything. If you ever feel overwhelmed feel free to take LOA.

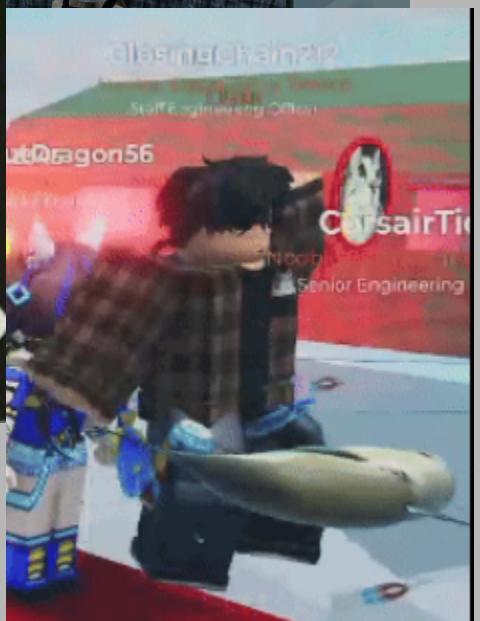












🐟- corsair



CREDITS!!!

Creator:
[CEO] AKYPetron
"God speed"

Proof read:
Hopefully the HRs as of release 👀

Foundation:
(taught me how to HR)
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Melanie
Funnyfuntimey

Other documents:
Handbook
Appeals doc

