

Mozilla India Restructure Proposal

Status: Draft v0.1.0 - RFC

Date: August 27, 2016

Table of Contents

- [The Vision for the community](#)
- [Fundamental principles to help achieve the vision](#)
- [Code of Conduct](#)
- [Organizational Structure](#)
- [Basics](#)
- [Hierarchy](#)
- [Meta Team](#)
- [Functional Teams](#)
- [Focus Teams](#)
- [Communications and PR](#)
- [Infrastructure accesses required](#)
- [Recognition](#)
- [Self-checks, grievances and arbitration](#)

The Vision for the community

Enable the community to uphold the Mozilla mission at any scale, while remaining relevant to individual contributors.

Fundamental principles to help achieve the vision

- Maintain transparency of operations (ensures openness)
- Invite participation explicitly (includes trust-first model)
- Decentralize decision making
- Maintain ubiquity of communications
- Ensure accountability
- Use flexible and adaptive structure

Code of Conduct

The community code of conduct will adopt the very same Mozilla's up-to-date CoC.

<https://www.mozilla.org/en-US/about/governance/policies/participation/>

Organizational Structure

Basics

- Any non-general role will be shared by 2 persons to ensure redundancy of human resources and contingency plan.
- Each team in the following structure tree will have a role of facilitator (shared by 2 people)
 - They work as the communication interface for the team with the outside world and the meta team
 - They work as the arbitrators to help finalize team decisions (and save from it needing to bubble up to meta team)
 - They ensure execution of the undertaken responsibilities of the team and publish activity reports publicly and to the overseeing body
 - In any case either of the facilitators discontinues or becomes unavailable for the role, a second facilitator is chosen from the team within a preset timeout
 - Any concern about the team's' health, deliverable, execution should be resolved by the facilitators, and to be flagged to the overseeing team if failed within preset timeout
 - Any concern about peer teams' health, operation, and execution should also be noted, reviewed and resolved OR flagged to the common overseeing team, as soon as observed
- Each team can have their own preferred internal communication channels, but they would have to conform to the community preferred channels to document, broadcast and publish activity reports
- There will be no quota of any sort for any team - teams are formed with best suited, capable and passionate individuals, for achieving the team's' objectives
- Community's operation process will follow a meritocratic processes instead of a democratic process.
- Every part of the community should have well documented and discoverable waypoints/pathways
- Self-checks at any level and at any given time is encouraged, and decided resolution is applied to evolve the community structure on the fly.
- Every entity (individual or team) in the community starts with a preset level of trust
 - The level of trust allows for different level of responsibilities to be undertaken
 - The trust level can be gained or lost, based on the activities/track-records

Hierarchy

Meta Team

- Core of the community identity
- Experience based membership
- Sets goals, allocates resources
- Oversees community operations
- Resolves conflicts and grievances

Functional Teams

- Persistent teams
- Strategic objectives
- Limited memberships
- Responsible for functional growth
- Overseen by Meta Team, peer reviewed by other functional teams

Focus Teams

- Temporary teams
- Tactical objectives
- Scalable Memberships
- Responsible for campaign deliverables
- Overseen by participating functional teams

Communications and PR

A set of centralized communication media will be necessary for the community's internal discussions and external outreach. The goal of such a communication system is to encourage visibility of information while remaining relevant for focused group discussions.

Discourse for discussions

- Threaded, searchable, near-real-time
- Can be piped to our existing community-india mailing list.
- Sub-categories can help in grouping discussions

Telegram for real-time discussions

- Real-time discussions that do not need to be threaded.

Wiki for canonical resources

- collaboratively editable, references, non-real-time
- Can use wiki.mozilla.org/India

Blog.MozillaIndia

- PR, outreach, announcements

Social media

- PR and engagement - outreach, announcements

Infrastructure accesses required

- DNS & Email Liaisons
- Web server access
- Discourse admins
- Mailing list admins
- Telegram admins
- Blog admins
- Wiki admins
- Social network admins
- Facebook groups and pages
- Twitter access
- YouTube admins
- Instagram access
- Bugzilla admins
- Github organization access groups

Recognition

- Individual activity metrics, funneled from various resources will be listed publicly and will serve as the primary medium of recognition.
- This process will require gradual improvement to be more concise as more and more activity facets are discovered and added in.
- Individual rewards will be for Mozilla to distribute; the local community will only ensure availability of the data for decision making.

Self-checks, grievances and arbitration

- Self-checks can happen in any level, by anyone, by using data and activity log with references.
- For any issue i.e. coming from the self-checks should be raised to the concerned bodies.
- Failing to resolve any issue flagged at any level should be documented and escalated.

- There will be different ways to put forward a grievance for resolution, by different order of anonymity.
 - Grievances (breaking of CoC, inter-personal discomfort, reporting peers/processes etc) has to be directly escalated to the meta team.
 - The lack of escalation steps is there to ensure homogeneous treatments for the issues raised, and not bottleneck at any steps or go unresolved.
-
- Arbitration process for any conflict should follow meritocratic model.
 - Arbitration process should only come into effect if the members of a team fail to resolve a conflict.
 - Arbitration process should ensure the vision and fundamental principles in order to achieve appropriate resolution.
 - At any step/team if the arbitration process fails to resolve, it is then immediately escalated to the overseeing team to take up.
-