



Q1 2018 BOARD OF GOVERNORS MEETING MINUTES 26MAY18

WARNING

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Table of Contents

Control Pages	3
Document Identification.....	3
Revision Records.....	4
Related Documents.....	4
1 Present	5
2 Minutes.....	6
2.1 Welcome.....	6
2.2 Apologies.....	6
2.3 Adhoc Votes Since the Previous Meeting.....	6
2.4 Matters Arising from the Previous Meeting.....	6
2.5 New Business.....	7
2.6 BoG Department Updates (All).....	9
2.7 Other Business (All).....	11
2.8 Closing	11
3 Actions Items.....	12

Control Pages

Document Identification

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Revision Records

Revision Number	Date	Description of Change	Author
1.0	26/05/2018	Initial Document	BOG

Related Documents

Document Name	Document Identification
Data Protection and Data Handling Policy	VATSIM-POL-203_Data Protection and Data Handling Policy
Privacy Policy	VATSIM-POL-201_Privacy Policy

1 Present

Position	Name	Initial	Notes
VATGOV1	Gunnar Lindahl	GL	Chair
VATGOV2	Mark Richards	MR	-
VATGOV3	Jamie Fox	JF	-
VATGOV5	Zach Biesse-Fitton	ZBF	-
VATGOV6	Matt Cianfarani	MC	-
VATGOV9	Roger Curtiss	RC	Minutes
VATGOV10	Matt Bartels	MB	-
VATGOV11	Tim Barber	TB	-
VATGOV12	Daniel Gomes	DG	-

2 Minutes

2.1 Welcome

Meeting opened at 20:10z. GL welcomed everyone with note of the four newly appointed VPs JF, ZB, MC and MB attending their first BoG meeting.

2.2 Apologies

Position	Name	Initial	Proxy
VATGOV4	Jackson Harding	JR	MR
VATGOV8	Norman Blackburn	NB	GL
VATGOV14	Divya Patel	DP	RC

2.3 Adhoc Votes Since the Previous Meeting

There had been three votes since the last meeting, which had passed.

- Approval of the minutes of the Q4-2017 BoG meeting
- Adoption of the VATSIM Data Policy
- Adoption of the VATSIM Data Protection Policy

2.4 Matters Arising from the Previous Meeting

2.4.1 Supervisor Coverage (TB)

Ten new supervisors have been appointed and it is expected that additional members will be added during this quarter.

Supervisor coverage increased in the quarter from an average of 78% to 81% uptime.

GL requested that BoG members when online in their official capacity assist the supervisor team if able by responding to wallops if no supervisors are online or they are busy.

2.4.2 Update on Publishing VATSIM Strategy Document (GL)

GL is preparing to revisit the strategy document. It was explained that one of the aims of this document is to communicate to the members the goals of the BoG and indicate which VP positions will be accountable for achieving each of these goals.

GL would like to form 2 or 3 working groups to coordinate the BoG efforts. GL will send a draft version to the BoG by the end of the month.

2.4.3 Safeguarding Minors on VATSIM (MR)

While this area remains a priority, MR had to put it on hold and concentrate on the effort to ensure that VATSIM was following the European GDPR prior to its inception date of 25 May. With that effort concluded he will continue to work on this and expects to have a policy outline available by the end of the third quarter 2018.

GL expressed the importance of consistency in how all VATSIM entities respond to and investigate incidents and allegations of abuse of minors on the network. JF stressed that a definitive process is essential and there was discussion on the need to designate one BoG member to be responsible for such a process. The previously established working group will further address this.

2.4.4 GDPR Review and Outstanding Work (GL)

GL reported that VATSIM was following GDPR mandates prior to the 25 May deadline. Notice was sent to all active members of VATSIM's implementation of policies regarding Data Collection and Usage and Data Protection with an invitation for members to respond if they had questions regarding these policies. GL expressed his appreciation of the efforts of all staff members who laboured with having to review the requirements of and create policy documents under the constraints of a tight deadline.

There was a discussion concerning the content of cert entries pertaining to member requests for actions taken in accordance with GDPR.

Action: MR to undertake a determination of the exact wording to be utilized and provide this to the Membership Department.

It was moved GL, seconded MR, "That we move into Executive Session".

CARRIED UNANIMOUSLY at 20:40z

It was moved GL, seconded MR, "That we move out of Executive Session".

CARRIED UNANIMOUSLY at 21:05z

(DP joined the meeting at 20:56z while still in Executive Session)

2.5 New Business

2.5.1 Online Activity (GL)

GL reiterated his desire to have BoG members online using their VATGOV callsign when possible to demonstrate the commitment to the members. He has found that when he does so he is frequently contacted by members with general questions and the members appreciate being able to communicate directly and informally with an Administrator.

2.5.2 Succession Plans for VPs and the President (GL)

GL stated that the recent flurry of filling four vacant BoG positions produced more applications of very qualified individuals than has historically been the case. To maintain a cadre of qualified members to assume leadership positions he is proposing to conduct periodic assessments wherein VPs will provide him with the names of individuals they consider able to succeed them or assume their role in the case of a long absence.

2.5.3 NDA Process and Open Source Discussion (ZBF)

ZBF is working on a less restrictive Non-Disclosure Agreement (NDA) to replace the current NDA for developers. This led to a discussion on creating a more open environment for developers to provide concepts as it may not be as critical now as it was historically to provide protection. MB noted people complain that the NDA deters them from providing ideas. He feels the threat of piracy is minimal as VATSIM utilizes old technology that works but is not a target for transfer to other applications. GL said that the Founders have given the BoG the authority to control the NDA and this should make it easier to adopt a new document.

2.5.4 Document Control Process (ZBF)

ZBF stressed the need for consistency in publishing, revising, and incorporating changes to policies and documents and there should be a formal process for approving changes. There was uniform agreement and ideas on structuring this will be forthcoming.

2.5.5 File Collaboration System (ZBF)

ZBF would like to see a central repository of policies, logos, and documents predominantly for BoG/EC use as a convenient resource to access information. Z-BF will work with MC and JF to suggest a setup for consideration by the next quarter.

2.5.6 Final Preparations for Flight Sim Expo and Discussion of BoG Members Role at Display (MB)

A strong presence will be made by VATSIM at the June 9-10 Expo in Las Vegas with a delegation from VATUSA being the primary unit. There will be live ATC featuring KLAS and a live controlling session by VATSIM Scandinavia. Participation is scheduled by VATASTIC, Boston Virtual and VatStar as well as a VATSIM booth. A panel discussion will be conducted by two real-world controllers who got their starts in VATSIM. MB is interested in whether there might be a spike in new member applications following the weekend. A special thank you to Evan Reiter and Flight Sim Expo Management donating space for the United States Division's live event on June 8th

2.5.7 Interviews and Selection Requirements for General Managers of Marketing Disciplines (MB)

The goal is to have these positions filled by mid-June. Social Media Manager will be responsible for at least one daily posting. The Member Engagement Manager will concentrate on event assistance and coordination of major events, i.e., Cross the Pond and World Flight.

2.5.8 Setting Guidelines of Who Can Post What Information to Social Media to Avoid Overlaps and Duplication (MB)

It is considered desirable to utilize one social media platform to control who makes what posts and when to minimize duplications.

Action: MB to create a Social Media policy.

2.5.9 Review of List of Currently Approved Clients (MC AND ZBF)

MC reported that one of the requirements with the introduction of new features is that they are compatible with existing client programs. JF will attempt to compile data on client usage. ZBF will be contacting client developers to ascertain compatibility going forward. If a program is no longer being supported by its developer, then decisions must be made on when the client will be removed from the approved list.

Action: TB to prepare an intent to remove document.

2.6 BoG Department Updates (All)

Unless otherwise noted, each BoG member submitted a written report to the BoG prior to the meeting and the meeting time slated for BoG Department Updates was allocated only for additional comments or questions from the VPs in attendance. Much of what was submitted in the reports was discussed during other agenda items during the meeting and will not be repeated as part of the Department report.

2.6.1 Operations (MR)

GDPR work dominated the last month of the quarter.

Four vacancies on the Board of Governors were filled which brings the BoG to full capacity for the first time in many years.

Safeguarding Minors-work will restart in Q3.

A VATSIM Strategic Plan is being formulated but is being deferred until the BoG conclude work on identifying the strategic direction for each department.

2.6.2 Network Systems (JF)

JF is reviewing and improving server setups to ensure proper security and that disaster recovery plans are in place. This will be an ongoing effort. Three incidents reinforce the need for

this effort-5 April; a fault in the DNS host that resulted in some services appearing to be intermittently unavailable for several hours. 20 April; the main website was offline for much of the day due to an apparent attack of the Drupal software. This affected thousands of Drupal sites and was not directed at VATSIM. 24 May; Central server was offline 3 times for over an hour total due to a power failure in the Data Centre. The cause for the outage and failure of an automatic restart of the data server are being investigated. TB questioned whether continued server funding might be an issue and JF stated this is not a concern at present. Some items utilized by VATSIM are residing on a non-VATSIM server and they will be moved.

2.6.3 Regions (JH)

VATEUD website is now operational. Personnel changes noted in Oceania, Africa/Middle East, North America. Nic Felini re-elected as chair of the Executive Committee for another year.

2.6.4 Technical Development (ZBF)

ZBF is settling into the position which had been vacant for quite some time. Met with existing technical stakeholders, solicited applicants for technical team positions and began writing a new NDA. Work is proceeding on a new voice system. Intention to appoint a General Manager of Clients (role scope to be determined) and a GM of Network Development to oversee technical aspects of projects.

2.6.5 Web Services (MC)

Aidan Stevens appointed Assistant to VP Web with responsibilities from development to managing the Single Sign-On system. Beta version of new "Who's Online" map released. Revamp of VATSIM NOTAM email system. Creation of several tools for GDPR-related work.

Planned projects for Q2-work on new VATSIM.net website. Outreach program to all Web staff globally and assessing interest in a "Web" town-hall type meeting.

2.6.6 Conflict Resolution (NB)

NB had not provided a written report prior to the meeting was not present at the meeting, so no report was available.

2.6.7 Virtual Airlines and SOA (RC)

128 Partner VAs as of May 23 which is typical. All Partner managers were sent an email informing them of GDPR and reminding them of their responsibility to ensure their compliance. SOA conducted a weeklong military exercise in March that was well attended.

2.6.8 Marketing and Communications (MB)

Applications have been received for two General Manager positions; Social Media and Member Engagement but none for Network Outreach. MB will query applicants not chosen for the other

positions to determine if they might be interested. A note of appreciation to Deon Matthews for assisting in keeping events postings current until positions are settled.

2.6.9 Supervisors (TB)

Currently 130 active supervisors well positioned within the 4-team time slot activity periods. Supervisor online time has been steadily increasing since the first of the year. TB has taken over the project of review/revision of the Code of Conduct and hopes to have this ready by the next BoG meeting.

2.6.10 Membership (DG)

1588 trouble tickets processed since last BoG meeting. Need to recruit new membership managers to account for attrition. Work proceeding on a guideline document for membership managers to ensure consistency.

2.6.11 Pilot Training (DP)

There has been a realignment of ratings that will be developed and made available-- P6-Airline Pilot (Type Rating and ATPL) debuting in July, P7-International Pilot (Non-radar/Oceanic/Long Haul), P8-Helicopter, P9-Instructor. A pilot training forum is being created for staff and ATOs to utilize.

2.7 Other Business (All)

2.7.1 Voice Codec (GL)

GL requested a status check on a voice codec that is in development as to when and how it might be made available.

It was moved GL, seconded MR, "That we move into Executive Session".

CARRIED UNANIMOUSLY at 21:59z

It was moved GL, seconded MR, "That we move out of Executive Session".

CARRIED UNANIMOUSLY at 22:11z

2.8 Closing

As there was no further business, the meeting closed at 22:12z.

Next meeting Saturday 25 August 2018 at 20:00z.

3 Actions Items

1. **MR** to undertake a determination of the exact wording to be utilized and provide this to the Membership Department.
2. **MB** to create a Social Media policy.
3. **TB** to prepare an intent to remove document.