

To Serve Man

The Kirin Tor Watch Standard Operating Procedures
22 January 2007

1.0 Gearing up for Duty

*"It's the national anthem! The Mayonnaise!"
"The army must be dressing."*

Before hitting your particular nick, it's important to make sure you're carrying the right gear for the job. Just like raiding, you need specific things for specific tasks.

First, you'll need your **uniform items**. These are the uniform shirt, tuxedo pants, and boots provided when you swore in. Remember no armor or weapons should be on display while "working." This tends to give the impression that we're sitting around the starting areas like pathetic wannabes to impress the new arrivals with our gear, so we avoid it. It also gives every member a distinctive appearance which makes an impression on new guests. And the pants are kinda comfortable.

Next you'll need to have something to hand out. Your "sortie kit" will depend on your professions and the needs of your exact area; your sergeant or area lead will probably detail it for you if you don't figure it out on your own. In the Elwynn Forest Bureau, where a lot of the cloth casters come from, agents will carry enough wands and cloth items to do one or two level 4-6s before needing to resupply. In Teldrassil, leather items are more in demand, so you'll primarily be carrying those (or the goods to make them). And so on.

In general, the Captain of each bureau will set the process for drawing items from Watch stores. Each bureau has its own independent cache of supplies and money to draw from, which is accounted for each month to the Watch Committee – an oversight panel made up of representatives from our sponsors. We do this to preemptively head them off from getting the idea that we're blowing all that money on frilly hats.

2.0 Arriving on Station

"I was going to the worst place in the world and I didn't even know it yet. Weeks away and hundreds of miles up a river that snaked through the war like a main circuit cable..."

Generally speaking, the best place to "park" yourself is going to be near the start point for the race(s) in your area. There's a balancing act at work here; remember, at the very start a new guest has no idea what's going on, or who's who. The presence of (relatively) high-level characters too near the starting point can be confusing and intimidating. So we have to be near the start point, but not *too* near the start point. Usually your Lead will show you the preferred spot - most nicks have one place they're known for camping out. If they don't, choose a spot with good sight-lines within 25-30 yards or so (the range of priest or paladin buffs). Resist the urge to cast spells like "Power

Word Fortitude" immediately when a new guest arrives; they're going to have no idea why their hit points just got "chopped in half".

There are several guilds that you will encounter frequently in the starting areas. They are mainly there to recruit, or meet alternates coming in to level them up quickly. The former are generally the smaller guilds, and will show varying amounts of restraint in their activities. Be prepared to listen to the same guy with a macro /yell every 30 seconds for half an hour about offering ten silver for joining the *Knights Of The Totally Awesome And Happy Making Friendly Time*. You'll find your ignore list is your best friend here. There are several very good add-ons for increasing the laughably small default list, if (when) that becomes necessary.

Other guilds are there because they're, frankly, bored. Several guilds have made a hobby of releasing Infernals inside Goldshire Abbey for example. Make a note of the names and guild affiliations for these troublemakers for addition to the blacklist. Submissions must include your name, bureau, location, date/time, and any details the rest of the agents need to know. Blacklists expire after six months, or at the behest of the Watch Committee.

During maintenance periods where servers are either shut down or being rolled over, or during high-traffic days on certain servers, the starting areas (read: Elwynn Especially) will be flooded by "refugees". These are mainly going to be bored kids from PvP servers who are looking to screw with the role-players' sandbox, since the game mechanics on Kirin Tor don't allow members of their own faction to beat the stupid out of them. Since you're sitting in sight of the starting blocks, they'll be easily identifiable by their behavior and names; it's almost always a hyperactive teenager who eats raw, unrefined sugar while pounding down shots of liquefied ADD medication. So you'll see names like "xpimpkillax" and "eightyeight4lif" by people who appear to have a stuck spacebar. You can safely ignore them and nothing of value will be lost.

3.0 Meeting the Public

"Who are you?"

"I am no one to be trifled with. That is all you ever need know."

Legitimate guests will tend to fall into several categories. In order from most common to rarest...

- **Leveling Alternate**

This is someone from Kirin Tor trying out a new race or class. Sometimes from the Alliance side, but sometimes not.

Identifying Traits – Immediately heads to correct questgivers, or makes for the nearest mailbox to receive money sent from main; in the latter case, they'll disappear and reappear briefly to switch to their main and send money and/or items. These tend not to be chatty and about 50% from Alliance won't answer on

initial contact. May present with guild tags nearly immediately after creation, and depending on guild, may have assistants waiting for them. Tend to hit level 5 waaaaaay in advance of the curve.

Watch Policy & Procedure – Leveling Alternates from an **Alliance** main are welcomed, and we will provide Overwatch if requested within standard guidelines, but are not given equipment or items. Those starting a new character from the **Horde** side are assumed to be cut off from any starting advantage and are treated like any other new guest.

- **Solid Goldshire Dancers**

This is always an alternate of an existing Alliance player, never a new guest or a Horde player. They're created for a single purpose: to bilk gullible teenage boys out of gold to fund their main, using being "female" as a tradeskill. Because as far as professions go, Alchemy and Tailoring are *peanuts* compared to Gold Farming.

Identifying Traits – You'll peg them as soon as you see them, if they start in your AO – it's the character that as soon as they get avatar control, spins 360° to get a good look at the model, immediate nudity optional and likely. If you're scanning, it's the level 3 night-elf priestess crossing the Wetlands. Popular races, top to bottom, are: Night Elf, Draenei, and Human. If you have the bad luck to have to hear one, they giggle a lot and act like what a teenage boy who spends way too much time downloading internet porn thinks girls act like. This is amusing and sad in varying amounts.

Watch Policy & Procedure – Sigh deeply and look for someone who's not sucking oxygen from more deserving individuals.

- **RP Alternate**

As with **Leveling Alternates**, these characters are created by existing players on Kirin Tor, but for some specific story-driven purpose.

Identifying Traits – Same as **Leveling Alternates**. Those with FlagRSP or MyRolePlay add-ons will remain inert for several minutes after creation while they write (often novel-length) descriptions. May or may not retrieve gold or equipment from mailboxes, depending on character concept. Communication varies widely based on the individual's DWI.

Watch Policy & Procedure – As above for **Leveling Alternates**. Be prepared for a much longer conversation. Much.

- **Brother from Another**

This is someone who got fed up with their "home" server. If they're from a normal or PVP realm, it's to escape dealing with Other Peoples' Kids™. If they're

from an RP realm, it's usually to escape some guild drama – of which they were 50% likely the cause.

Identifying Traits – Will initially look like a **Leveling** or **RP Alternate**, depending on where they came from and why. They'll almost always be surprised to see you, and will have about a million questions about local colour and guilds.

Watch Policy & Procedure – These can be treated like any other new guest, albeit one who knows where the vineyard quest is without being told and sometimes won't shut up about their level 66 Draenei paladin.

• **Trial Accounts**

You'll occasionally run across the folks who are just trying out the game to see if they want to play. Hey, free disk at CompUSA. I wonder what it does...?

Identifying Traits – These look like any other genuinely new guest. Their deportment will vary widely, based on their age and background. Be prepared for anything from timid grandmothers to foaming Counterstrike addicts.

Watch Policy & Procedure – The Watch can provide overwatch and answer questions from guests on trial accounts. We cannot equip trial accounts because they can't use the "trade" commands.

• **New Guests**

It may be hard for you to grasp the concept, but there people who've never played World of Warcraft. Ever. This is them.

Identifying Traits – Usually these will just stand still for the first few minutes, trying to make the tool tips go away. Then the fun starts...

Every single one of these is going to be a unique case, and their behavior will depend mightily on their age, nationality, and previous game experience. Be flexible and courteous to the limit of practicality. After all, they have no idea what's going on, or where they are, or what questions to ask. Anticipating those is your job, and is going to be based on their race and class choices.

Watch Policy & Procedure – Standard contact routine, unless their name violates the EULA or it makes you want to find and slap their parents.

Often new guests may have to be talked through the 'reply' mechanic to whispers, since that isn't immediately intuitive unless you have some prior game experience.

4.0 World and Area Search Procedures

*Or, How to make the /who command your personal b*tch...*

"Where do they find these people?"

The World of Warcraft /who command can be a powerful tool for the Watchman who needs to separate the wheat from the chaff. There are a number of semi-undocumented switches that can help you sort the people in your area, or in the world.

The simplest search is a **Global Step Search (GSS)**. In a GSS we scan the entire world, one class at a time, within the common aid range. To do this, open the 'who' command GUI and in the line below the results box, type in:

1-5 priest

This will generate a list of all priests in the game between levels 1 and 5, inclusive. You can substitute any class name for "priest" to see that class's eligible characters. By default the display will show their name, location, and level – although the "level" is never in level order at first. Click it to sort by level ascending. You can change the display to show race and guild affiliation to determine the characters' eligibility, when needed.

If you're working a limited geographic area, you'll want a narrower search band. You may wish to stick these four commands into a macro to save having to retype them each time; they'll save you a lot of time sorting through an unnecessary GSS. These are **Local Eligible Avatar Searches** or **LEAS**.

For Elwynn Forest Bureau:

/who z-"Elwynn" r-"human" 1-6

For Dun Morogh Bureau:

/who z-"Dun Morogh" 1-6

For Teldrassil Bureau:

/who z-"Teldrassil" r-"night elf" 1-6

For Azuremyst Bureau:

/who z-"Elwynn" r-"human" 1-6

The LEAS helps you by narrowing the search to what should be legitimate targets in the starting areas only. Let's take the command down to parts for better understanding.

The z Filter

This is "z" as in "zone". When used, it only returns players who are in a zone matching the zone given. Only a partial match is required, and the key is not case-sensitive. So z-"elwy" would still match everyone in "Elwynn Forest", but z-"el" would match everyone, everywhere, who had the letters "el" anywhere in the name of their current zone.

The r Filter

Just like "z", except this matches on a player's race. Also like "z", this is case insensitive. Since there are only five valid races, this is a lot easier to use without having to worry about getting results you didn't plan on by shortening it up a bit.

The g Filter

Not used in the LEAS, this matches on a guild name in the same manner as the other filters.

The Level Filter

Used in the form "x-y" where x and y are the numbers you want to search between. "/who 3-7" will show you everyone on the server between levels 3 and 7, inclusive.

Just Type Something In

No, seriously, this is why a GSS even works. Enter anything at all in the /who command, or the who GUI, and it'll return a list of people who have the search word anywhere in any of their public information (name, guild, race, class, level). More prone to failure than anything else, and requires more supervision, because you can't control what the search is looking at. If anyone starts a guild with the word "priest" in it, for example, "/who 1-5 priest" will return those members of that guild who are levels one through five, even if they're not priests.

Some filtering of what you're going to see on a scan of the "who" list is required. Most of this will become second-nature after a while, figuring out who's who just by what you see there. Some simple things to look out for:

- **Skip anyone with a name that violates the EULA.** This is the simplest filtering you'll have to do, because you know by looking at the name instantly if you need to skip to the next person or not. Obviously, your time is better served with someone other than "Hotelfchk" or "smashylo!".
- **Skip Bank Alternates.** How do you tell if someone is a bank alternate? Often by the name – they usually have "bank" somewhere in the name. Also, by location. If you see a level 1 in Stormwind, obviously that's someone who already knows their way around and doesn't need any help from the likes of us.

- **Skip Characters that Look Suspicious.** The level 4 night-elf crossing the Wetlands, the level 6 gnome in Booty Bay.... People new to the game can't possibly find their way to these places, and don't even know they exist. Likewise, if you show up for a contact and you find a level 5 or 6 in mostly greens, you know something's up. Exercise your own judgment.

5.0 Standards of Conduct

*"An inexhaustible good nature is one of the most precious gifts of heaven, spreading itself over the troubled sea of thought, and keeping the mind smooth and equable in the roughest weather."
- Washington Irving*

The Basics

The Watch is a public-service organization, funded by the goodwill of the Kirin Tor community. It's not a police force, although it's decked out like the Metro behind the scenes. We're not agents of the system, although we provide a valuable public service with our time and resources. Come down to it, we're just a bunch of nosy characters with deep pockets that belong to other people, and inquisitive habits.

So we shouldn't sound like arrogant bastards.

There are four foundations to what we do. In order of importance, these are **Safety**, **Courtesy**, **Show**, and **Efficiency**.

Safety concerns protecting new guests, once they're in our AO, from all unreasonable hazards to the limit of our ability. Malicious parties will attempt to screw with new folks as much as possible, and we'll do everything in our power to shield them from undue stress. Note that being killed after rushing into the vineyards is not an *unreasonable* hazard. By all means let them die if they're taking advantage of you or being little punks, but try to steer them away from that behavior. Again, use your common sense.

The essence of **Courtesy** is treating new players like they're welcome, and not talking down to them or making them feel like idiots. This is not about proving how smart you are. This is about getting the new player vital information they need to survive once they're out of your sight.

When speaking to guests, always use correct grammar and punctuation, for maximum clarity. This will also serve to set you apart from the multitudes of guild recruiters and the like in your AO, who will often sound like someone typing by mashing their nose into the keyboard. You must at all times be *professional*, *polite*, and *friendly*. This will put the guest you're dealing with at ease and make them more receptive to what you're trying to say.

Giving good **Show** is another way of meeting guests' expectations in regards to how they'll be treated. Tailoring your approach to what they seem to want as far as role-playing (or not!) is essential – you and they will both have more fun with this if you approach it the same way. That's why the initial contact is so neutral. Not only are you feeling out what category the new guest will fall into, but also you're determining how much the guest wants to "play" or not. Keep in mind this is a role-playing server, and that different people will have different ideas about what that means.

Efficiency is always the last consideration, but it still needs to be considered. An example of this is positioning yourself within your zone or area for minimum travel time to the next guest, setting up caches of cloth or leather ahead of time, and so on. You probably won't be spending a lot of time on your Watch alternate, so you need to make the best use of the time you are on.

When in doubt about how to speak to a guest, remember the words *Servant of the Public Trust*, and act appropriately.

Costumes and Props

When "on duty" as an agent of the Watch, you're required to wear an easily recognizable uniform, that changes only slightly from area to area. There are a few reasons for this. The easy answer is that it identifies you instantly as a member of the group, and gives us a cohesive, professional public image. The more complicated reason adds on the idea that we're *not a real guild, and we're not here recruiting*. We display no weapons or armor while we're working, and we don't have a tabard for this reason. The image we convey is meant to say we're here to help you get settled in, and then we are going to walk away, no string attached. We're not here to impress you. We're here to smooth out the road a little, within reason.

6.0 What We Will and Will Not Do

"Charity ain't giving people what you wants to give, it's giving people what they need to get."

Just so it's written down somewhere, here's a rough guide to what we will and will not do for folks...

- We **will** provide for new characters level-appropriate equipment and bags to get them a fair start, based on what's available in the donation bin. We **will not** provide for people who are experienced and have some other means of support available to them.

- We **will not** "level up" characters by running around, managing encounters, walking them through quests, and killing things for them. We **will**, however, provide *overwatch*, which is essentially keeping them healed and whole while they explore on their own initiative. We **will not** continue to do so if they're taking advantage of our generosity inappropriately.
- We **will not** provide any help of any kind to members of guilds on the blacklist, until they straighten out their errant members.
- We **will**, within reason, provide escort between major Alliance cities. This is wholly discretionary and it's not obviously our job to run man-skanks to Goldshire and back. (See *Solid Goldshire Dancers* above.)
- We **will not** recruit for any specific guild. We **will** give advice on what would be the best local guilds to join based on a guest's stated preferences and objectives. It probably won't always be our real guild.

7.0 Rates within the Watch

"Responsibilities gravitate to the person who can shoulder them."

The Watch is sort of set up like the Metro, with different "levels" of membership based on police rates. This is mainly for roleplaying purposes, should it arise (we are on *what* kind of server again?) but also sets the right tone and style for the jobs that need doing.

Everyone starts out as a **Rookie**, a rank that is "probationary, temporary, and discretionary." It's a learning and instruction period under an experienced agent, so they can function on their own. They're basically hood ornaments – decorative but not necessarily functional yet. Normally doesn't take long to shake out or advance, since this is harder than it looks.

Agents are the most important people in the Watch, answering questions, handing out equipment, getting new guests a good start. Agents have to be able to operate independently for long periods of time; ideally we'd be deployed in pairs, but there's usually never enough of us. Agents keep track of who they've spoken to and what they've given away, forwarding that information up to the master list so we don't duplicate effort, or have the same person loaded down with odds and ends twice.

A **Corporal** is really a kind of a senior agent, and in addition to our basic duties keeps tabs on the agents in their area, answers questions, and gives directions where needed. Corporals are often the ones saddled with one or more rookies to show them all the tricks in their particular nick. A corporal might be delegated to manage part or all of a

shift or area's donations and make sure they're intelligently distributed to the agents who will need them.

The **Sergeant** in the Watch is a leading member, and is usually responsible for what's going on in their bureau. The way they approach things also will often set the tone and modd for all the people who work with them. In addition to what's expected of the Corporal, the Sergeant provides backup and direction for a larger number of people, is probably in charge of a large part of the stores and community money, and is responsible for making sure information goes both up and down as fast and as accurately as possible. This rate has the ability to invite people into the Watch, promote or demote them as needed, and is usually expected to help plan watch activities.

Each of the four bureaus and the Irregulars has a **Crown Sergeant**. Appointed as the leading sergeant in that bureau, they're responsible for the training and comportment of the other sergeants, in addition to everything else a sergeant does. They're also invaluable advisors and mentors for all members of the Watch. Crown Sergeants meet with the Commander at least once a month to discuss how things are going and what support their people may need.

The **Sergeant Major** is the leading sergeant for the entire Watch. An optional appointment, when used their duties usually involve looking after the interests of the noncommissioned officers and agents of the Watch. Has to meet with the Commander a lot. Poor guy.

Each bureau can have two or three **Lieutenants**, who assist the Captains in running operations in their little slice of the world. Their basic duties are the same as the sergeants, only moreso. This rate can also kick people out of the Watch – and they will usually want to know who brought the troublemaker on in the first place. A lieutenant also leads the **Irregulars**, a ~~roving band of marauders~~ team that wanders the whole map to back up Watch operations whenever needed. The leader of the irregulars works directly for the Commander.

Lieutenants' duties vary depending on how much their Captain feels they can handle, and how much he or she feels comfortable with delegating.

There are four **Captains**, one for each of the starting areas. They're autonomous rulers in their fiefdoms, determining how things get done and who's doing them within existing guidelines and the spirit of the Watch. They meet with the Commander at least once a month (officially) to kibitz and (unofficially) swap stories.

There's a provision to have **Commissioners** to mind shop on one of the continents, but I betcha we never use it.

Obviously, the more you decide to do with the Watch, the more you'll have to be on your Watch alternate to get it done. Don't take on too much at once; taking on more is easier than giving it up to someone else. And don't let your Watch activity negatively

impact the things that are important to you. Your real guild, for example. Or that cooking class you're taking with your wife.