

# Malta Microsoft AI User Group (MMAUG)

## Community Governance and Operational Process

### 1. Purpose of the Community

The **Malta Microsoft AI User Group (MMAUG)** is a technology community dedicated to advancing knowledge, collaboration, and practical skills in **Microsoft AI technologies, cloud infrastructure, DevOps, intelligent systems and Open-Source technologies**.

The community exists to:

- Promote **open knowledge sharing** around Microsoft AI technologies and Open-Source Technologies.
- Provide **free and accessible learning opportunities** for developers, engineers, architects, and students.
- Build a **strong AI technical ecosystem within Malta**.
- Support the development of **future AI engineers and cloud professionals**.
- Connect members with **industry experts, practitioners, and global communities**.

#### 1.1. Community Context and AI Scope

- Educational AI usage
- Demonstrations
- Research discussions

**Note:** The community does not deploy AI systems into real-world decision-making environments.

## 2. Community Governance Structure

The community operates through a structured leadership model to ensure continuity, transparency, and effective operations.

### 2.1 Leadership Roles

The MMAUG leadership structure includes:

## **Community Lead**

The Community Lead provides strategic direction and oversight for the entire community.

Responsibilities include:

- Defining the strategic direction of the community
- Representing the community in partnerships and external engagements
- Coordinating with Microsoft and other ecosystem partners
  
- Overseeing community programs and major events
- Ensuring alignment with the community mission

## **Co-Leads / Organizers**

Co-leads assist with the operational execution of community activities.

Responsibilities include:

- Coordinating meetups and technical events
- Managing speaker engagements
- Supporting member onboarding and engagement
- Assisting in community operations

## **Technical Program Lead**

Responsible for maintaining the quality and relevance of technical sessions.

Responsibilities include:

- Reviewing Call for Speaker submissions
- Curating technical topics aligned with the Microsoft ecosystem and Open Source Technologies.
- Ensuring meetup sessions and technical articles quality and relevance

## **Community Operations Lead**

Responsible for logistics and operational coordination.

Responsibilities include:

- Managing event logistics
- Coordinating volunteer activities
- Managing community communication platforms (e.g. social media, email, newsletters)

## 3. Leadership Tenure Policy

To encourage fresh ideas, leadership development, and community sustainability, MMAUG implements a **rotational-fixed leadership tenure system**.

### 3.1 Community Lead Tenure

The **Community Lead serves a tenure of six (6) months**.

At the end of the tenure period:

- The leadership team conducts a **performance and impact review**.
- The current Community Lead may:
  - Step down voluntarily if he/she is having challenges due to personal life activities or issues beyond his/her control
  - Be reappointed for another tenure if he/she indicate interest again
  - Transition into an advisory role

### 3.2 Co-Lead and Organizer Tenure

Co-Leads and Organizers typically serve a **12-month tenure**, subject to periodic review.

Their continuation in leadership roles depends on:

- Level of participation
- Contribution to events
- Community engagement impact

### 3.3 Leadership Rotation

Leadership rotation ensures:

- Leadership opportunities for active members
- Diversity of ideas
- Community sustainability

### 3.4 Leadership Removal Conditions

To maintain accountability, professionalism, and operational efficiency within the Malta Microsoft AI User Group (MMAUG), leadership roles are subject to defined removal conditions.

A member of the leadership team may be removed from their role if any of the following conditions are met:

### 3.4.1 Non-Participation in Leadership Activities

- Failure to actively contribute to community operations, events, or assigned responsibilities over a sustained period.

### 3.4.2 Absence from Leadership Meetings

- Failure to attend **three (3) consecutive leadership meetings without prior notice or valid justification.**
- Repeated absence with minimal engagement, even if not consecutive, may also trigger a review.

### 3.4.3 Breach of Code of Conduct

- Any violation of the community's Code of Conduct, including but not limited to:
  - Disrespectful or unprofessional behavior
  - Harassment or discrimination
  - Actions that damage the reputation of the community

### 3.4.4 Misrepresentation of the Community

- Acting on behalf of the community without authorization
- Misuse of community name, platform, or influence for personal or commercial gain without approval

### 3.4.5 Failure to Fulfill Assigned Responsibilities

- Consistent inability or unwillingness to execute agreed leadership duties

### 3.4.6 Removal Process

The removal process will follow a structured and fair approach:

#### **Step 1 — Review**

The leadership team reviews the situation and documents the concern.

#### **Step 2 — Notification**

The affected leader is formally notified and given an opportunity to respond or provide clarification.

### **Step 3 — Decision**

A decision is made by the leadership team based on:

- Severity of the issue
- Impact on the community
- Response from the individual

### **Step 4 — Transition**

If removal is confirmed:

- The individual is relieved of leadership responsibilities
- A replacement or interim leader is appointed

## **3.4.7 Reinstatement**

In some cases, a removed leader may be reconsidered for future leadership roles if:

- The issues have been resolved
- There is demonstrated renewed commitment
- The leadership team approves re-engagement

## **4. Volunteer Program**

Volunteers play an essential role in the success of the community.

Typical volunteer responsibilities include:

- Event coordination support
- Speaker assistance
- Community outreach
- Social media promotion
- Technical session moderation

Volunteers are expected to demonstrate:

- Professional conduct
- Reliability
- Active community participation

## **5. Screening Process for Leadership Promotion**

Active volunteers and community members may be considered for promotion to leadership roles through a structured evaluation process.

## 5.1 Eligibility Criteria

To be eligible for leadership consideration, a volunteer must:

- Be an **active community member for at least 3 months**
- Participate in **at least 5 community events/meetups**
- Contribute to **community activities such as event organization, content delivery, social media post or mentorship**
- Demonstrate professionalism and collaboration.

## 5.2 Evaluation Criteria

Candidates are evaluated based on:

1. Community contribution
2. Technical expertise
3. Leadership potential
4. Communication and collaboration skills
5. Commitment to community values
6. Awareness of Responsible and Ethical AI Practices

## 5.3 Screening Process

The screening process follows these steps:

### **Step 1 — Nomination**

Candidates may be nominated through:

- Leadership recommendation
- Self-nomination
- Community member recommendation

### **Step 2 — Leadership Review**

The current leadership team reviews the candidate's contributions and engagement history.

### **Step 3 — Interview or Discussion**

The candidate may participate in a short leadership discussion to assess:

- Motivation for leadership
- Vision for the community

- Ability to contribute operationally

#### Step 4 — Decision

The leadership team collectively decides whether to:

- Promote the volunteer to a leadership role
- Retain them as a volunteer
- Re-evaluate at a later time

## 6. Community Recommendation Letter Policy

Recommendation letters from the Malta Microsoft AI User Group are issued to support members and volunteers for:

- Scholarships
- Visa Application recommendation letters
- Professional opportunities
- Community recognition
- Academic programs
- Industry conferences

Because these letters represent the reputation of the community, they are issued under **strict criteria**.

### 6.1 Eligibility Requirements

A member or volunteer may request a recommendation letter if they:

- Have been an **active member for at least 3 months**
- Have **participated in multiple community events**
- Have **contributed to community activities**

Examples of acceptable contributions include:

- Delivering technical sessions
- Volunteering in event operations
- Contributing to community projects
- Mentoring other members

### 6.2 Minimum Contribution Threshold

Recommendation letters are generally issued when a member has completed **at least two of the following**:

- Delivered a technical session
- Served as an event volunteer
- Assisted in organizing community activities
- Contributed educational content
- Supported community initiatives
- Show proven good behavioural and professional conduct at his/her work place (A reference letter from employer is required)

## 6.3 Approval Process

The recommendation letter request follows the process below:

### 1. Formal Request Submission

The member submits a request to the leadership team with:

- Purpose of the letter
- Details of the opportunity
- Resume or profile
- Reference letter from his/her workplace

### 2. Contribution Review

Leadership reviews the member's contributions and engagement history.

### 3. Leadership Approval

A minimum of **two leadership team members must approve the request** before issuing the letter.

### 4. Issuance

The letter is issued on behalf of the community.

## 7. Code of Conduct

All members, volunteers, and leaders must adhere to the community's professional code of conduct.

Participants are expected to:

- Maintain respectful and inclusive interactions
- Encourage collaboration and learning
- Support diversity and inclusion

The community maintains **zero tolerance for harassment, discrimination, or abusive behavior**.

Violations may lead to:

- Warning
- Removal from event participation
- Suspension from community platforms

### **Responsible AI Conduct**

- Avoidance of misleading or exaggerated AI claims.
- Respect for data privacy, fairness, and inclusivity in AI discussions and demonstrations.

## **8. Community Event Process**

Events follow a structured lifecycle:

### **Planning Phase**

- Identify topics
- Confirm speakers
- Secure venue (applicable to in-person event only)

### **Promotion Phase**

- Publish event on Meetup
- Promote through social channels
- Notify community members

### **Execution Phase**

- Event registration
- Session delivery
- Networking

### **Post-Event Phase**

- Share session recordings
- Collect feedback
- Recognize speakers and volunteers

## 9. Community Growth Strategy

The Malta Microsoft AI User Group will grow through:

- High-quality technical content
- Collaboration with Microsoft and industry partners
- Continuous community engagement
- Support for emerging AI professionals

# 10. AI Governance and Continual Improvement

## 10.1 Purpose

The Malta Microsoft AI User Group (MMAUG) recognises that the responsible discussion, demonstration, and promotion of Artificial Intelligence (AI) technologies requires ongoing governance, reflection, and improvement.

This section defines how AI-related governance practices are reviewed, improved, and adapted over time to ensure continued alignment with ethical, professional, and community values.

## 10.2 Review of AI-Related Feedback and Incidents

The community will maintain a structured but lightweight approach to reviewing AI-related feedback and concerns arising from its activities.

This includes:

- Feedback received from members, attendees, speakers, or partners relating to:
- Ethical concerns
- Misleading AI claims
- Data privacy or fairness issues

Any reported incidents where AI-related content or activities may have:

- Caused confusion or harm
- Breached the Code of Conduct
- Created reputational or ethical risk to the community

All such feedback or incidents will be:

- Logged by the Community Operations Lead (or designated role)
- Reviewed by the leadership team where appropriate
- Assessed proportionately based on severity and impact

## 10.3 Updating Governance Policies and Processes

Where reviews identify gaps, risks, or opportunities for improvement, the leadership team may:

- Update governance policies, guidance, or processes
- Refine event planning or speaker engagement practices
- Introduce additional awareness or guidance for volunteers or leaders

Changes will be:

- Proportionate to the size and nature of the community
- Clearly communicated to relevant members or stakeholders
- Documented to ensure transparency and continuity

## 10.4 Continual Improvement Approach

MMAUG is committed to continual improvement of its AI governance practices through:

- Periodic leadership reviews that include AI governance effectiveness
- Reflection on lessons learned from events and activities
- Alignment with evolving best practices in responsible and ethical AI