

SUPPORT & SAFETY TEAM

OUR MISSION

“The mission of the Support & Safety team is to protect, empower and engage people involved in or impacted by the Wikimedia movement.”

OUR AREAS

Trust & Safety

We step in to protect the safety and integrity of our users, our contributors, and the public.

Direct Community Support

We help facilitate interactions among volunteers, WMF and the public and support several key community functionary groups in their work. We evaluate emerging and existing communities and create plans to help encourage community health.

Internal Support

We provide guidance, advice and support on community and trust & safety issues to Foundation staff, the Board and committees.

WHAT WE DO

Evaluation & Reporting

Child pornography reports, Emergency@Wikimedia

Global & Event bans

Requests, inquiries, investigations & maintenance

Identification and access rights for the community

Trust & Safety database management

Responsible for mandatory and best-practice record-keeping

Liaison work

OTRS, the arbitration committees, the stewards, checkusers, oversighters and other global functionaries

Correspondence support

Answers@Wikimedia, Business@Wikimedia, postal mail, and product ownership of the mailing lists

Change management

and support for program roll-outs

Community health

Analyzing the symptoms of unhealthy communities and, based on evaluation of that research, offering appropriate avenues to success

Supporting executives

The Executive Director, the Executive Office, Jimmy Wales

Liaison work

to the Election Committee, the Ombudsmen, and other WMF teams

Staff support

Advanced privileges and user rights for staff, community onboarding

Legal support

DMCA takedowns and notification requirements, search warrant and subpoena compliance, Right to Be Forgotten notices. (RtBF slated to transition to legal)

WHO WE ARE

