API3 DAO Operations Team Proposal

Team: Operations
Operations cycle: #6
Period: 1 February 2022 – 30 April 2022 (3 months)
Amount: $ 128,729.41
Destination: Gnosis Safe (Multi-sig Wallet)
address 0x00128492458fdB7f50ffE655153Bc91aE06e00F5
Signers:

- Mark - 0x439A2D8c08751aD4E8130c2585c7108FD3957f0C
- Mason - 0x98f1d35bB3A4570AeAa601aA3eB54d8fc7aB37e1
- Emily - 0xD78C5F70cD91Da7433329552c720f7F65FA1760e
    - ⅔ signatures needed in order to make a transaction.

Scope

The Business Operations Team has the responsibilities outlined below. The scope of the project will vary periodically, and this list represents the current state. Much of the current scope remains similarly aligned with previous cycles, and any new developments are specified within this proposal. While much of the Operations Team responsibilities are consistent between cycles, there is also an increasing element of process building and defining organizational architecture in new areas as needs arise on an Ad Hoc basis. Any responsibility laid out in this proposal that seems beyond the scope of the Operations vertical should be considered as something newly identified where foundational processes are currently being defined before they are then either passed off to relevant verticals or new verticals become structured and are then open to new team proposals. This essentially serves as a way to fill gaps and set other teams up for success, but most of these processes are built in collaboration with other verticals.

Responsibilities
- Oversee general project development, including continuous facilitation of inter-vertical visibility
    - Align operations across verticals with project mission and objectives
    - Coordinate key operations and facilitate effective collaboration between teams across verticals
        - Further define and structure Account Management roles and objectives
        - Continuous process building within CRM tool
        - Continuous process improvement and process building organization wide
        - Define, structure, and build new roles where gaps or needs arise
    - Steer execution
- Maintain, monitor and operate infrastructure, including:
    - Mail server
    - Drive repository
    - Web servers
    - Websites
    - Security of infrastructure (Cloudflare etc)
    - Cloud backups

- - Communication and operations tools/platforms - Trello, DocuSign, etc.
- GDPR compliance oversight and maintenance
  - Subject Access Requests
  - GDPR Audits
  - Training
  - Regulatory contact and management point
- Facilitate DAO onboarding
  - Access to API3 operational infrastructure, provisioning of new users/contributors
  - Operational user accounts for performance of tasks - permissions etc
  - Access to and ongoing development of training resources and educational materials
- Business Documentation
  - Design, maintenance, curation, and auditing as required
- Legal and Compliance Services
  - Correspondence and negotiations with service providers, auditors, developers, partners, external counsel, partner projects and entities
  - Ad hoc agreement drafting and negotiation
  - Compliance and regulatory research and communications
- Additional Operational Tasking as required (ad hoc)

Requested Funds

Item	Amount (USDC)
Grants	$ 119,625.00
Expenses	$ 56,128.45
Less Cycle 5 Balance	$ 47,024.04
Total	$ 128,729.41

Team Grants & Accounting Structure

Operations Team					
Member	**Role**	**Previous Cycle**	**February**	**March**	**April**
Heikki	Strategy	0.00	0.00	0.00	0.00
Mark	Systems	0.00	5,000.00	5,000.00	5,000.00
Erich	Legal	0.00	2,500.00	2,500.00	2,500.00
Mason	Lead Operations	0.00	4,375.00	4,375.00	4,375.00
Emily	Systems & Processes	0.00	7,500.00	7,500.00	7,500.00
Greg	Salesforce Admin	0.00	7,500.00	7,500.00	7,500.00
Brandon	Account Management Coordinator	0.00	5,000.00	5,000.00	5,000.00
Nathan	Account Management Coordinator	0.00	5,000.00	5,000.00	5,000.00
Luis	API Business Development Transitioning	0.00	3,000.00	3,000.00	3,000.00
Grant Subtotal			**39,875.00**	**39,875.00**	**39,875.00**
Expenses					
Chain API Reimbursements (subscriptions)					
Business Development					
	Salesforce	$ 3,240.51	$ -	$ -	$ -
	Monday.com	$ -	$ 140.00	$ 140.00	$ 140.00
	Subtotal:	$ 3,240.51	$ 140.00	$ 140.00	$ 140.00
Development					
	Salesforce	$ 462.93	$ -	$ -	$ -
	Monday.com	$ -	$ 20.00	$ 20.00	$ 20.00
	Subtotal:	$ 462.93	$ 20.00	$ 20.00	$ 20.00
Integrations					
	Salesforce	$ 1,851.72	$ -	$ -	$ -
	Monday.com	$ -	$ 80.00	$ 80.00	$ 80.00
	Subtotal:	$ 1,851.72	$ 80.00	$ 80.00	$ 80.00
Marketing					
	Salesforce	$ 2,314.65	$ -	$ -	$ -
	Monday.com	$ -	$ 100.00	$ 100.00	$ 100.00
	Subtotal:	$ 2,314.65	$ 100.00	$ 100.00	$ 100.00
Operations					
	Salesforce	$ 2,777.58	$ -	$ -	$ -
	Monday.com	$ -	$ 120.00	$ 120.00	$ 120.00
	Cloudflare	$ 600.00	$ 200.00	$ 200.00	$ 200.00
	Cookiebot	$ 30.89	$ 10.48	$ 10.48	$ 10.48
	Slack	$ 1,276.31	$ 468.14	$ 468.14	$ 468.14
	Google Pay	$ 164.59	$ 120.00	$ 120.00	$ 120.00
	Google Cloud	$ 2,095.91	$ 750.00	$ 750.00	$ 750.00
	Subtotal:	$ 6,945.28	$ 1,668.62	$ 1,668.62	$ 1,668.62
Legal & Consultation Fees		$ 4,300.00	$ 15,000.00	$ 15,000.00	$ 15,000.00
Miscellaneous Administrative Expenses (10% of Expenses)		$ -	$ 1,700.86	$ 1,700.86	$ 1,700.86
Expenses Subtotal		**$ 19,115.09**	**$ 18,709.48**	**$ 18,709.48**	**$ 18,709.48**
Forecasted Monthly Subtotal			$ 58,584.48	$ 58,584.48	$ 58,584.48
Cycle #6 Projected Total					$ 194,868.54
Less Remaining Balance from Prev. Cycle					$ (47,024.04)
Total					**$ 128,729.41**

The destination for this proposed budget is a multi-sig wallet address managed by Mason, Emily, and Mark via Gnosis Safe.

Expenses

Moving into Cycle #6, there are a few main changes to operational expenses:

As we continue to strive for operational excellence and serve in a gap-filling capacity, a couple of changes were made to current contributing personnel. First, one specialist from the Integrations team was moved into the Operations team to be onboarded to business development efforts for procuring new API providers. Assuming this new addition works out, he will then transition to the Business Development team. Likely, this move should have been directly to the Unified Business Development team, but timing and Mason's experience building and executing the Business Development API team has made this an acceptable temporary placement. Secondly, as part of Mark's increased responsibility as a Director, Mark's grant will be increased by $1,000 pending passage of this current proposal. Lastly, without altering his role as external General Counsel to the API3 Foundation, Erich has decided to take a decrease in his grant amount to $2,500 acknowledging an increase in responsibilities being taken on by Jon Stevenson of Kooperman Mentel Ferguson Yaross, Ltd., who has been serving as legal counsel for ChainAPI, Inc. (the service provider entity for ChainAPI). More information on these legal roles and contributions will be provided soon, as additional context on regulatory compliance and corporate structuring become available, much of which is currently in the negotiation stage with the consulting firm Armanino.

In addition to the above changes, we have been heavily involved with Armanino, a consulting firm tasked with aiding the API3 Foundation, and all relevant service provider entities the Foundation has dealings with, in order to align the corporate financial and accounting infrastructure required to maintain regulatory compliance. This effort has been primarily spearheaded by Mason. The overall additional monthly expenditures have been projected to be approximately $15,000 and is based on initial discussions and negotiations around the work that is needed. This amount is also subject to change based upon finalization of the terms of our engagement with Armanino.

A variety of cost-saving measures aside from grant reductions have also been implemented. For instance, it has been determined that we will be ending our business with Salesforce and will transition our CRM processes to a more lightweight tool that still provides us with what we are needing. Based on our financial forecast, this will amount to an approximate $9,000 in cost savings per cycle moving forward. Additionally, our burn rate for Docusign envelopes has dramatically decreased since the Business Development API team was dispersed. Our average monthly usage of 200 legal documents per month has dropped significantly. This means that for the time being we don't believe we will need to budget in the approximate $5,000 per cycle in expenses associated with refilling our Docusign envelopes.

Due to the ever-evolving nature of organizational support as the DAO grows, a 10% overage rate is applied to the Cycle #6 budget as it has been in past budgets. This is to hedge against unforeseen miscellaneous or external legal or consultation expenses. Any amounts left over in the end of Cycle #6 will be applied to the following budget cycle, which also serves as an adequate buffer for the time-cost of making the proposal and waiting for it to pass or requiring resubmission before being able to pay for mission critical infrastructure in a

timely manner. This approach has been working well every cycle since it was implemented, and has allowed us to manage unforeseen expenses as intended.

Deliverables will revolve around increasing the quality and effectiveness of verticals DAO-wide through continued support while aiding in the reduction of costs and inefficiencies where possible as the DAO evolves. The team at its core believes that it is always better to work efficiently, and so most of our endeavors revolve around reducing costs and increasing the quality of our overall output.

Deliverables

The majority of the team's work is a regular series of daily operational tasks and management of internal business resources built to facilitate the successful business functions of API3 on a daily/weekly/monthly basis. These relate to the maintenance and operation of critical tools, infrastructure, and regulatory compliance requirements such as GDPR, privacy, security etc. Most granular details are confidential by necessity for legal and operational reasons by request from counterparties.

Additionally, the operations team has been designed to serve as a readily available support vertical to all other API3 DAO teams. This means that the team plays an active role in identifying gaps and strategic initiatives, and then defines and builds the processes and structure needed to adapt to or fix an observed inefficiency or problem. As such, deliverables will revolve around increasing the quality and effectiveness of verticals DAO-wide while aiding in the reduction of costs and inefficiencies as the DAO evolves and grows.

Cycle #5 Deliverables Achieved - *Much of our efforts have been ongoing and new items are incorporated into these deliverables when relevant. Deliverables previously mentioned in past cycles and also in this current cycle indicate ongoing and iterative collaboration aimed at continuous improvement of existing processes and workflows.*
- Operational support provided to the Integrations, Marketing, and Hackathon teams.
- Guidance and collaboration to facilitate various restructuring measures based on internal and external feedback to better suit the needs of other verticals, including the transitioning of our CRM tool from Salesforce to Monday.com.
- Worked to translate the interdependencies of verticals into CRM needs, impacting the decision to move away from our current tool.
- Began developing the actions necessary in order to maintain data retention while transitioning to Monday.com.
- Assisted the Business Development vertical with outreach to help build a pipeline in preparation for the launch of Beacons.
- Maintained and managed existing processes - marking and addressing areas for improvement as needed.
- Facilitated event planning and logistical needs for ETHDenver.
- Helped to coordinate and procure videography efforts for the Marketing team to utilize during the ETH Denver Hackathon.

- Completed annual renewal of API3 Foundation at Cayman registrar and filed special resolution naming Mark Fitzgibbon a director.
- Continued drafting/negotiation/implementation of Enterprise proofs of concept and Airnode integrations.
- Negotiated, drafted and finalized initial service agreements for Beacons.
- Drafted and finalized terms and conditions and services agreements for ETHDenver and related hackathon bounties.
- LatAm special purpose company research/negotiations/service agreement drafting for regional open banking initiatives.
- Promulgated memos and articles on API3 DAO governance contract and legal entity wrapping retrospective; other regulatory research and writings on general liability mitigation.
- Onboarding new contributors and ecosystem projects, drafting necessary Grant/Contributor/Service Provider Agreements.
- Researched and analyzed accounting flows between API3 and Chain API in order to leverage and outsource services provided from Armanino for regulatory and compliance purposes.
- Ongoing collaboration with Armanino to identify key risk areas associated with operating as a DAO and its involvement with various stakeholders and service provider entities.
- Engaged Jon Stevenson of Kooperman Mentel Ferguson Yaross, Ltd. to provide legal counsel for the service provider entity Chain API.
- Provided business development support via networking and collaboration with a variety of Enterprises, API Providers, Entrepreneurs, and Startups within Mason's network.