

Beleidsplan 15 december 2020

1 Future of SNT

Now that the contract negotiations with LISA are almost complete, we know a lot more about what SNT will and will not keep doing. In the end not as much is going to change with regards to our services, as we expected. This means that we want to keep what has worked and is working well, and improve and expand upon opportunities that might still be lying in wait. Therefore, we as a board want to look into what kind of opportunities there might be and how those could take form in our association. We want to explore possible new projects with a focus on both current members, who we would like to involve in this process, and possible new members.

2 Prospect for new members

We are seeing that the amount of active members in SNT is slowly shrinking. This presents a challenge for the core services like Hornet and vColo in the sense that it increases the workload for the already hard working members, but also for the smaller committees. For example the IoTCom, which has been put on hold since there were no members in that committee. We would like to look into why we seem to be having so much difficulty finding new members and how we can make it more appealing for new people to join. This should happen in a way where new members can contribute to the association, while staying true to the aim and current operations of the association.

3 Communication to external parties

We've received signals that the response time for (technical) support has frustrated some of the associations that use our services. The board wants to evaluate the current process and formulate a plan to improve the response time of both the board and committees to external parties. Specifically, the board wants to create a better overview of ongoing issues and who is responsible for handling them.

4 Documentation restructuring

While documentation has been updated, the transfer of helpdesk and service activities to LISA makes this a good moment to restructure and consolidate internal documentation. Additionally, we want

30 to make the documentation accessible in a structured, clear manner. We want to see how we can restructure the information on our wiki and spit through parts of the wiki that might not be relevant anymore and archive those parts.

Next to updating documentation with information that was already there, we would also like to add pages on new things like the findings of the previously mentioned future of SNT and prospect for new members, as well as what the board-function of Helpdesk Coordinator will look like, now that there will no longer be a help desk.