

Policy review

This document reviews the board's progress since the last policy plan. The last policy plan was presented at the previous GMM on December 15th, 2020. In general, the board did not make as much progress as we had hoped at the beginning of the year. The primary reason for this was the lack of opportunities to physically meet due to the COVID-19 situation.

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

The past year has been challenging, but it looks like things are slowly starting to return to a situation like before the pandemic. This offers new opportunities to reconnect and organise physical activities again.

2 Prospect of 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 IoT committee, 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.

While we have deliberated on this issue, recruiting new members without being able to hold physical meetings or activities has proved to be challenging. As such, progress on this point is minimal.

3 Communication

30 *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.*

35 With the restructuring of services towards LISA complete, this issue is partially resolved. For example, the DAS and the ColoCom no longer exist, which reduces the amount of friction points in terms of communication. However, this point is still applicable to the other committees and to the support that the board provides (formerly helpdesk). A plan for a ticket system has been formulated, but still needs to be implemented.

4 Documentation restructuring

40 *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 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*
45 *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.*

50 While the website is undergoing restructuring, alongside the underlying documentation, this is not yet complete. In the coming period, we want to continue improving the website and make documentation more accessible to new members and clients.

New policy plan

55 The board will keep the current policy plan for the remainder of the calendar year. The goal is to make more progress on all points in the months after the start of the new academic year. In particular, the board wants to start organising physical activities. Primarily to reconnect with existing members, but later on also to attempt to attract new members.