

Policy Review

This documents review the board's progress since the last policy plan. The last policy plan was presented at the previous GMM on June 1st, 2021.

5 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
10 *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
15 *again.*

Fortunately, the contract negotiations with LISA are over. The latest contract for 2022 only had minor changes compared to the 2021 contract and SNT's core services have remained unchanged. The new board could explore improving these services or even consider starting new projects. However, this would require support from (new) active members.

20 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
25 *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.

30 Unfortunately, the amount of active members is still an issue. Most, if not all, active members have finished studying and have jobs now. So far, maintenance of SNT services has still been possible, but

it would be beneficial to find new members. This should happen as soon as possible, since there is a learning curve for most of the technical committees.

35 It was possible to find a few new members to form a candidate board. However, this was achieved by emailing all UT students. In an ideal situation, a candidate board would be formed from existing members as they are already familiar with SNT. Nonetheless, the candidate board has been educated about SNT and should be able to carry out the board tasks successfully.

3 Communication

40 *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.*

45 *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.*

50 The board has attempted to answer support emails as fast as possible. Unfortunately, this was not always possible due to a lack of time or personal reasons. The response times should improve once the new board takes over. Furthermore, there are plans for improving the board's organisation, for example by using the ticket system mentioned above. Two members of the current and new board, namely Daniël and Luc, are going to execute these plans during the beginning of the new board period.

4 Documentation restructuring

55 *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 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,*

60 *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. 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.*

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The website and documentation are still on ongoing issue. During a recent meeting with LISA, a plan was formulated to improve the websites of the UT and SNT. The goal is to move all relevant

- 70 information to the UT website, so the SNT website can focus on SNT services. Updating the internal documentation is left as an exercise to the new board.