

# Policy Review

19 June 2019

The new board has selected several points of attention for the coming period.

## Promotion and communication

The highest priority is updating our website. Starting in January, we have to move to Hornet as well and with this change we would also like to start using a newly made website. We already started updating this website and will continue in order to make the entire site up to date again.

Next to, and in combination with this, we would also like to promote our services more. There are a few ways in which we will do this. Firstly, we want to promote services we offer. These are, for example, Gitlab, Hornet and GameColos. This might be done via posters or the newly made mailing list (see next part).

Secondly, we will make a mailing list to which groups or committees can subscribe. Via this mailing list we would like to mail information that might be nice for associations to know, but not necessary (such as Efficient IP or projects we are working on).

Finally, which would already be done when updating the website, the site must offer up to date information about the services we provide.

After the move to Hornet, we have worked on moving the content of our previous website over to our new website. During this process, we have also updated most of the out-of-date information on the old website. We have also started using the news section of our website more, with recent posts including information about the Lustrum. In the future, this section could also be used to communicate information about services and information from LISA.

Promotion has also been achieved by organising a Lustrum activity for non-active members and other students through a tour through the UT's datacenters. This tour was well-visited and well-received.

At the moment of writing, the mailing list for technical committees is being composed. The next board will continue with this and will start to make use of this mailing list.

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## Future Proofing

We noticed that many of our systems have some issues with being dependent on a small subset of people within SNT. If, for whatever reason, these people suddenly leave SNT, much time would be spent looking for how these systems work. Therefore, we think it would be useful to document many of the things we, as well as committees, do.

This coming board term, we would like to focus on making a new strategic plan for the coming years. This is to clarify what our vision is now and how we think SNT should be in 5 years. With such a plan, we aim to create more consistency throughout the coming years.

Next to this, we would also like to take a look at the financial part. We noticed some inconsistencies with reservations and budgets and we would like to smooth this out, while making sure to document why certain decisions were made.

Lastly, we think it might come in very handy to look at some ticketing and CRM systems for both the Helpdesk and the secretary. In this way, we have consistency throughout SNT and it would make many tasks of both the Helpdesk and secretary way easier.

We have worked on documenting many things for the board more clearly on our wiki. The Syscom has also worked on documentation on their internal wiki, as well as future proofing by splitting up Tilde into smaller containers for specific functionalities.

We have set-up a CRM system for contracts, which includes the ability to digitally sign new contract. All existing contracts have been entered into this system.

The financial part of the association has been smoothed out. We have started from scratch with a new administration, and reservations and financial mistakes have been fixed.

Unfortunately, we have not been able to start work on a strategic plan for the coming years. We have, however, started to work on a financial plan for the coming five years. At the moment of writing, this plan has not been finished yet. It is however in the works in collaboration with the Syscom and will be handed over to the next board.

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