Policy review

19 December 2018

Following is a review of the policy of the board of the past period.

Promotion and communication

Firstly, we would like to start using the newsletter more frequently again. Via this letter we aim to inform our members about projects we are working on at that moment and in the future. We hope that by sending this newsletter, more people will become aware of the things SNT is doing. This in turn might result in more active members. Secondly, we would like to make clear which services SNT has to offer. For example, Gitlab and the helpdesk. This will be displayed via the site and new services will also be announced via the newsletter. Lastly, we would like to improve the communication towards external parties. For example, by updating them regularly about the status of their requests.

Unfortunately, the transition from WESP to Hornet has been quite time-intensive. It took practically all focus, since WESP will be discontinued at the end of this year. Because of this, not all plans for promotion could be executed. The promotion could still be improved by sending occasional updates to our members with the projects and services we provide. There have also been several changes for the communication. For starters there is now a status page for the SNT services. When we experienced (significant) downtime because of a hardware upgrade, the syscom provided a very thorough incident report for our customers. The Helpdesk has also posted often about certain issues SNT encountered. Notifications have also been sent to the relevant parties for items such as the transition from RUN to EIP, and datacenter maintenance. For the communication we also found that we have no proper way of communicating with associations or committees with news or updates, we are only able to contact our customers, whereas not all associations or committees that might be interested in certain information are customers of SNT. This has been evaluated and a mailinglist will be made for this purpose. Flyers have also been updated with relevant information and to include new services.

ICT support for events

Not all associations have the ICT experience SNT has. SNT would like to assist those associations. Whenever associations organize events that require ICT aspects, e.g. wired network for LAN-parties or WiFi for a symposium, associations might request support from SNT. This can be in advance for advice, but also during the event.

With the ICT support, we hope to reduce disturbances for LISA and the university network due to incorrectly connected or configured devices and equipment.

The main goal for this period is finding out what kind of support associations might need or want. This will be done with the help of LISA. With this information, further plans will be made for setting up such a support service.

Although we still think ICT support for events is a very useful service to offer, it is with the current amount of active members not feasible to provide this kind of service. When the number of active members increases to a point that current services can be maintained and ICT support can be given with enough availability to make it a useful service for other associations, SNT should look into providing ICT support for events again. Though has been put into making a vacancy page on the new website. Whether it would be good to include event support is still the question that arises.