

# 2020 - Q4 - Operations DC - Report - Wilco Alsemgeest

My term started on October 26, 2020, by chance this was the same day as the planned department meeting, which made it easier to handover the department work and address the whole department.

As i'm a person who likes to work with procedures, policies and document things, I spent the first week collecting login credentials, updating the password vault, creating role-based accounts like GitHub, Glip, Google, Cloudflare and other things, because using functional accounts makes a handover much easier as it just involves updating passwords.

Before I was elected DC, I was the Assistant of the DC and in this period I spent a lot of time on structurizing the information, documentation and processes, and also making sure that we only have systems we really need and that they are taken care of by the departments using them.

This already brought peace of mind for many members in the department, this work will continue until the daily/weekly work is almost no effort anymore. The less time a volunteer spends on daily tasks, the more effort can be put into new things and improving stuff for the whole community.

2020 has been a difficult year for me personally and of course for many other people all over the world. As I lost my main job at the beginning of the year 1 week before COVID19 started in the Netherlands and the amount of work available for one-man companies in Healthcare IT just decreased, I saw my availability increasing as well.

Luckily we have a great community with a lot of caring people, who take the time to just listen to you and make the situation somewhat more bearable.

Losing my job has benefits as well, I was able to spend at least 8 to 10 hours a day (instead of 2 or 3) working on tasks for the Operations department as well as other departments. All the information and details are described in the various department and team reports (like webmasters team), as well certain blogs and other locations.

My personal biggest frustration within the board is the lack of structure, proven procedures and missing communication and availability (response times) from various members. In many cases it's related to not really doing the job accepted and taking the responsibility. Which results in not really supporting the community, teams and volunteers.

In the coming year I will spend as much time possible on professionalizing the inner-workings of the board, as well improving the communication to the community and the support for the teams.

The last 2 months I have also been working on a bunch of additional things with multiple departments and teams to make things easier, stabilize systems, increase information sharing and minimize effort needed to do work.

Things like;

- We created a new Service Directory within the Community website, which is for all companies providing Joomla services and not just the ones who also do something in the community, which was the purpose of the Resources Directory.
- Optimized the Google AdSense structure for the Legal & Finance department, with which we were able to increase the advertisement income at least 4 times.
- Supported various teams implementing project management via GitHub, which increases productivity, brings professionalism and more importantly clears your mind, because you don't have to remember everything when something is written down.
- Project management has also been implemented within the Board of Directors (together with Luca), a lot of things were losing focus, things needed to be repeated to remind everybody, history was not available in certain cases for new members. All board members are now slowly adopting the usage, which will hopefully be the default way of working from the start of 2021.
- The 501c3 is still a very important task for our organization, the COVID19 situation makes it impossible to have someone visit the IRS to have direct communication with them and make sure we receive the status. Luckily they provided us with some actions to do and questions to answer. One of the things we needed to do was creating a separate website not related to other parts, Luca, Jaz and I took the effort to create [joomlafoundation.org](http://joomlafoundation.org) and do some basic layout and textual things.
- Supported Production department (George & Harald) with the great work they are doing on replacing the JoomlaCode system which provides the translation packages. A project which is arriving in the final phases and will make it possible to centralize the upload and download features for language packs on our Downloads website.
- Supported Luca (our secretary) with the various work he is doing, like GSuite management, getting a report tool based on the website data (legally required) and other small things, to give him some breathing room. He is doing such a great job and a lot of work, which is in my opinion a 2 person job.
- Working with the Marketing, Production and Programs department to centralize our translation efforts, automating as much work as possible and using easier processes to provide more translated materials on various levels.