**Stakeholders Identification Table**

| Stakeholders | Role/Responsibility | Importance | Influence | Interests/Positive Impacts | Concerns |
| --- | --- | --- | --- | --- | --- |
| IT Support | Providing technical assistance and troubleshooting | Medium | Low | System stability, quick issue resolution | Workload, resource constraints |
| Data Analysts | Analyzing financial data for insights | Low | Low | Accurate and accessible data, reporting tools | Data accuracy, system integration |
| Marketing Team | Promoting the software to attract users | Low | Low | Increased user adoption, positive brand image | Market competition, user feedback |
| Legal Advisors | Ensuring legal compliance and risk management | High | Medium | Mitigated legal risks, regulatory adherence | Legal complexities, changing regulations |
| Training Specialists | Conducting training sessions for end-users | Medium | Low | User proficiency, smooth software adoption | Time constraints, resistance to training |
| Customer Support | Addressing user queries and issues | Medium | Medium | Positive user experience, quick problem resolution | Workload, user dissatisfaction |
| Internal Auditors | Conducting internal assessments and audits | Medium | Medium | Ensured system integrity, compliance | Audit challenges, resource allocation |
| Chief Information Security Officer | Overseeing the implementation of security measures and compliance. | High | High | Ensuring data security and regulatory compliance. | Potential vulnerabilities and compliance breaches. |
| Loan Officers and Staff | Using the system for loan processing and customer interactions | High Low | Medium | Streamlined loan processing and improved customer service. | Training requirements and potential disruptions during system updates. |
| Credit Bureaus and Financial Data Providers: | Providing credit information for loan application assessments | High | Medium | Integration for accurate credit checks | Data security and accuracy of provided information |
| Investors/Donors | Providing financial support for the microfinance initiative | Medium | Medium | Sustainable microfinance grown | Project viability and financial risks |
| Regulatory Authorities | Overseeing and regulating financial institutions. | High | High | Ensuring adherence to financial regulations. | Non-compliance issues and regulatory changes impacting operations |
| Legal Advisors | Ensuring legal compliance and risk management | High | Medium | Mitigated legal risks and adherence to regulations | Legal complexities and changing regulations. |