**TungstenPC** - **Deacon, Gerard, Shawn**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Stakeholder Name** | **Title** | **Role** | **Power (H/L)** | **Interest**  **(H/L)** | **Requirements** | **Communication** | **Planning** |
| Deacon Hatwell-Watt | CEO (Chief Executive Officer) | - | H | L | The project shall be completed by the set deadline (extendable by 6 weeks) and should increase company revenue by 7.5% annually. | Communication via work email and mobile phone between 9am to 5pm. Should expect communication minimum once every fortnight. | Define project milestones and KPIs. Allocate budget for potential delays. Monitor quarterly revenue impact post-launch**.** |
| Gerard  Yu | Web developer | Developer | L | H | The website shall include a user-friendly "build your own PC" feature with integrated payment functionality. | Can contact me via work email or mobile phone | Develop wireframes for the feature by Sprint 2, test payment gateways (e.g., Stripe/PayPal) by Sprint 4, and conduct UX testing prior to launch. |
| Shawn Peipi | Hardware  Engineer | PC Builder | H | H | To possess comprehensive knowledge of PC construction, components, and configurations for customer customization. | Available via. Work emails or websites. Phone calls between (10am - 4pm). | Create a database of compatible PC components, draft build guides for common configurations, and collaborate with suppliers for part availability. |
| Johnathan Montgomery | Customer  Support | Customer Support | L | L | To deliver clear and supportive customer service with access to proper tools, training, and resources. | Available via work email and over the phone. Times vary (11am - 3pm). | Design a training program for new support tools, establish a ticketing system for inquiries, and schedule monthly feedback reviews. |