

INTERNAL

EXTERNAL

SECONDARY

- Tech Writers (Wayne Sherman) +
- Staffing Analyst +
- Staffing Coordinator +
- Supervisor (Casey, Warren)
- Sales Agent

SECONDARY

- Ops Processes
- Asset Analyst
- Asset Specialist

SECONDARY

- Data Analysts
- Ops Processes
- Team Leads (Vargas, Lewis, Jamie Long)
- Asset Analyst

SECONDARY

- Asset Specialists
- Staffing Coordinator
- Fleet Processes
- Fleet Analyst

PRIMARY

- VP Contact Center (Paulette Larson) +
- VP Store Operations (Ricky Spencer) +
- VP Store Repair Support (Francis Scott) +
- VP Fleet Support (Max Fox) +

PRIMARY

- Co-PM (The American Dream) +
- Co-Project Manager-Facility Operations Process Manager (Billy Caldwell) +

PRIMARY

- Ops Director (Wayne Sherman) +
- Technical Writing Mgr Kenny Medina) +
- In-Bound Director (Angela Stevens) -
- Staffing Mgr (Chapman) +
- Sales Director (Matt Huff)
- In-Bound Coordinator
- Staffing Coordinator +
- Call Agents
- Supervisor (Guerro, Dennis)
- Sales Coordinator

PRIMARY

- Ops Director (Vernon Ortega)
- Store Ops Mgr (Rivera, Patterson)
- Operations Coordinator
- Asset Director (Lynn Sparks) -
- Parking lot & Snow Director (Allen Parks)
- Staffing Coordinator
- Landscaping & Irrigation Manager

PRIMARY

- Ops Director (Drew Sigmond)
- Analytics Mgr (Josh Long)
- Staff Coordinator
- Store Repair Director (Janice Freeman)
- Store Repair Mgr (Bell, Hatrick, Morris)

PRIMARY

- Fleet Asset Director (Davis) -
- Delivery Mgr (Jackson) +
- Trailers Mgr (Jones) +
- Forklift Mgr (Johnson) +
- Operations Director (Tony Doyle)
- Fleet Ops Mgr (Kim Doyle) +
- Fleet Ops Mgr (Collier)

Project Sponsors

Project Mgt Team

Contact Center

Store Operations Support

Store Repair Support

Fleet Support

STAKEHOLDERS

PRIMARY

- Store Managers
- Outsourced Vendor Teams
- System/Resources License Providers
- Delivery Teams
- After Hours Support
- Emergency Support Teams

SECONDARY

- End-Customers

NOTES

5 additional stakeholders:

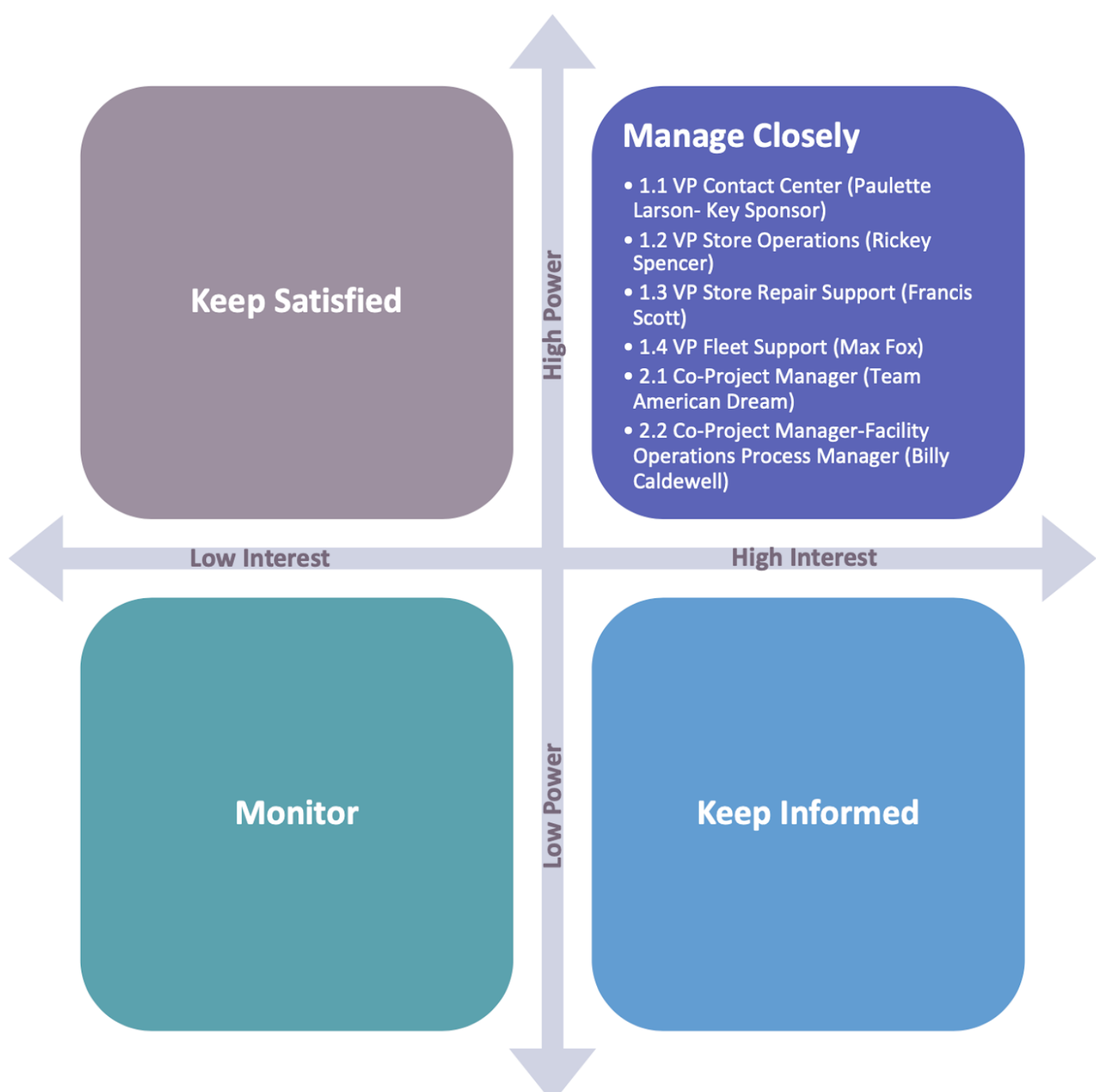
1. Co-Project Management Team: The American Dream
2. End-Customers
3. After Hours & Emergency Support Teams
4. System & Resources License Providers
5. Vendors

➕: for the project

➖: against the project

Power/ Interest Grid

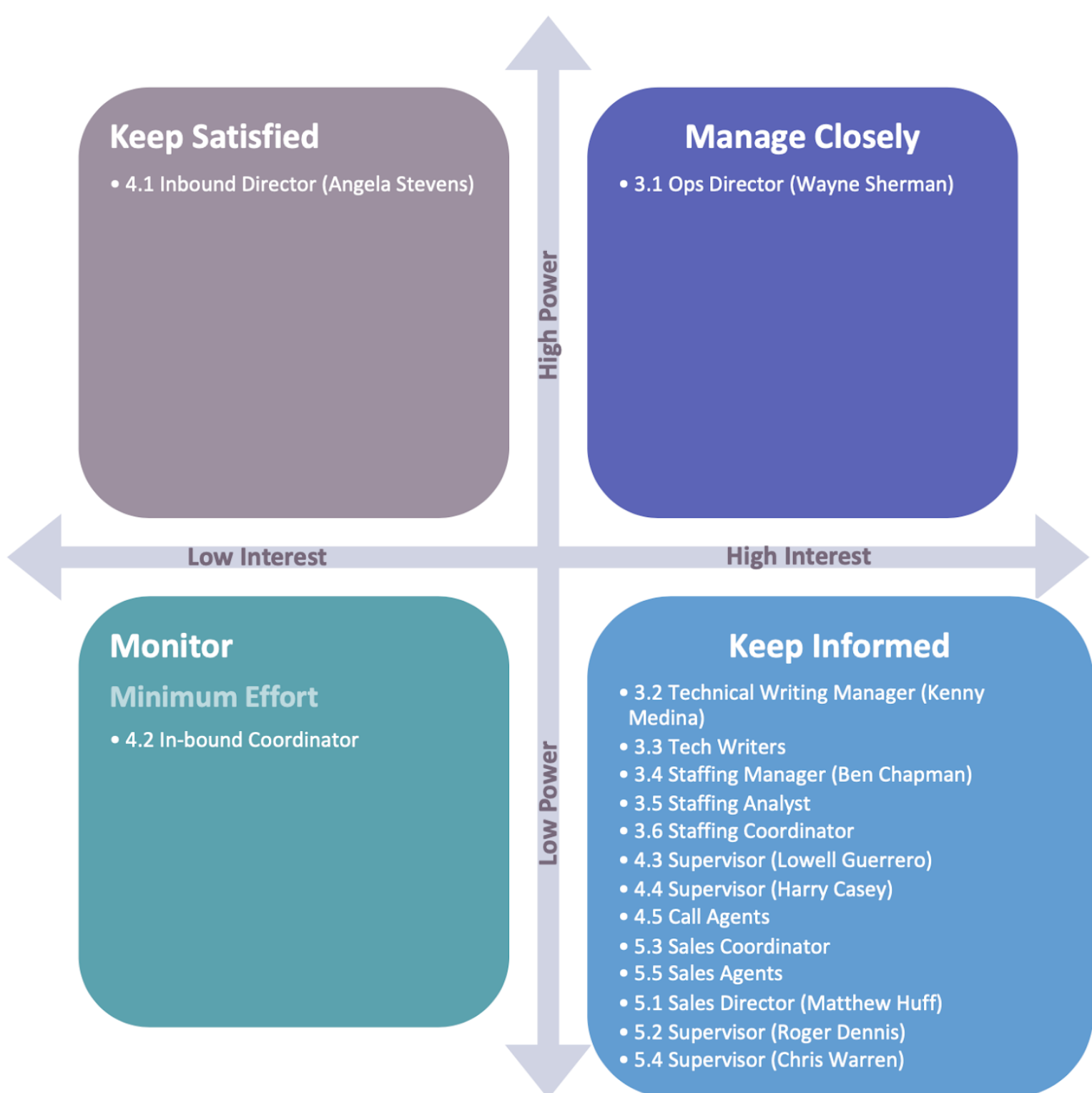
PROJECT MANAGEMENT TEAM



Key Reason

- Project managers & Project Sponsors are the key members for any project and therefore it is vital to closely engage and involve these stakeholders in decision-making processes and keep them informed about progress as stakeholders in this category have both significant power and a high level of interest in the project. They would actively participate in all project activities and should be informed and involved in progress update meetings, approvals, change requests and in case of risk/issue resolution

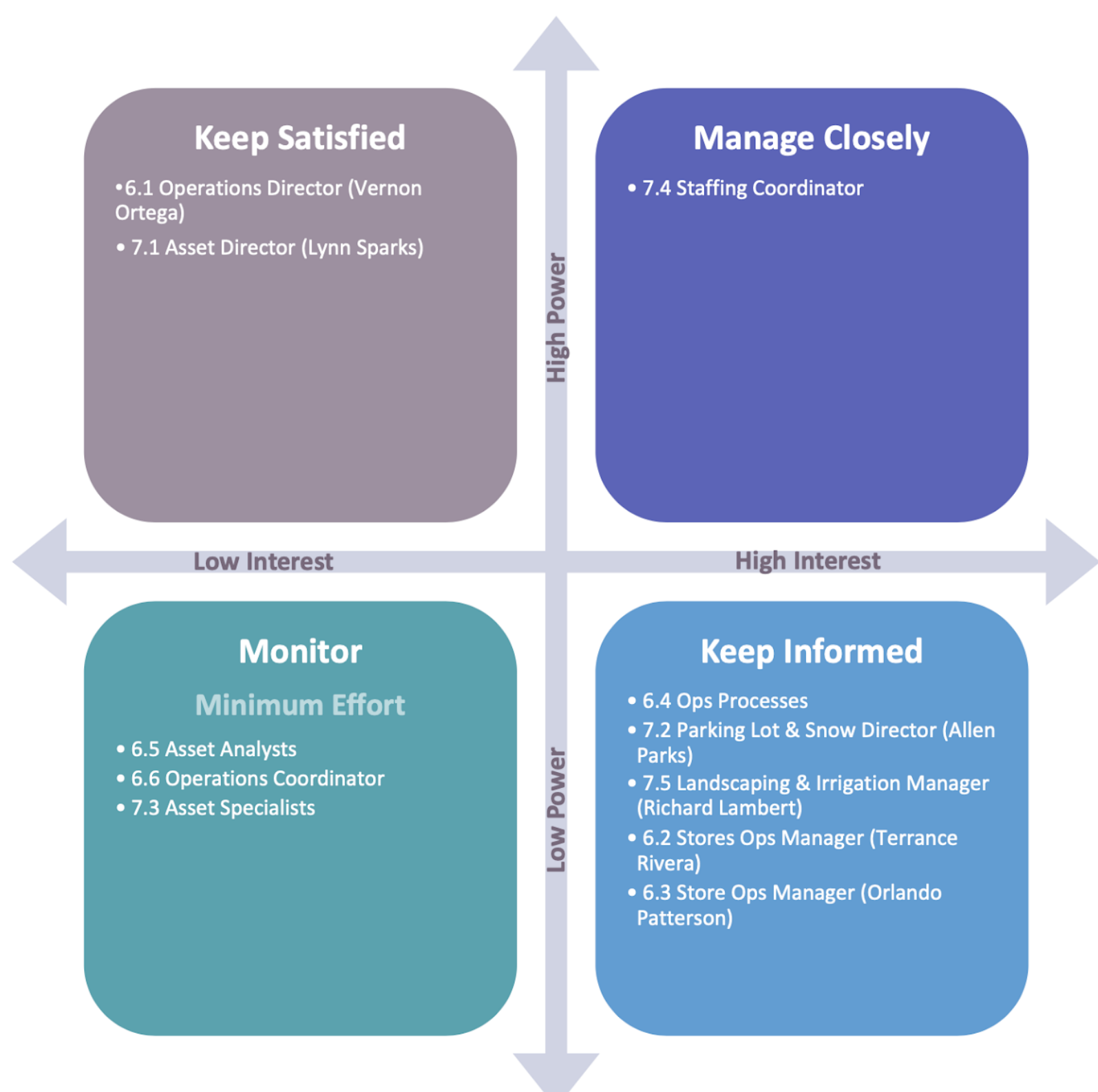
CONTACT CENTER TEAM



Key Reason

- Angela Stevens, the In-bound Director, holds significant power but has low interest in the project due to concerns about call volume. To maintain her satisfaction, maintain clear and frequent communication, share staffing forecasts, and collaborate on strategies to minimize operational impact.
- Call Agents have mixed feelings about the project. They anticipate more agents joining, increasing workload and overtime pay. They hold low power but are highly interested in understanding the project's impact and benefits.
- Supervisor Lowell has high interest in the project as it may lead to her promotion with the potential addition of a new department in the contact center. The increased workload could fast-track the need for additional staff and enhance her chances of becoming a director.

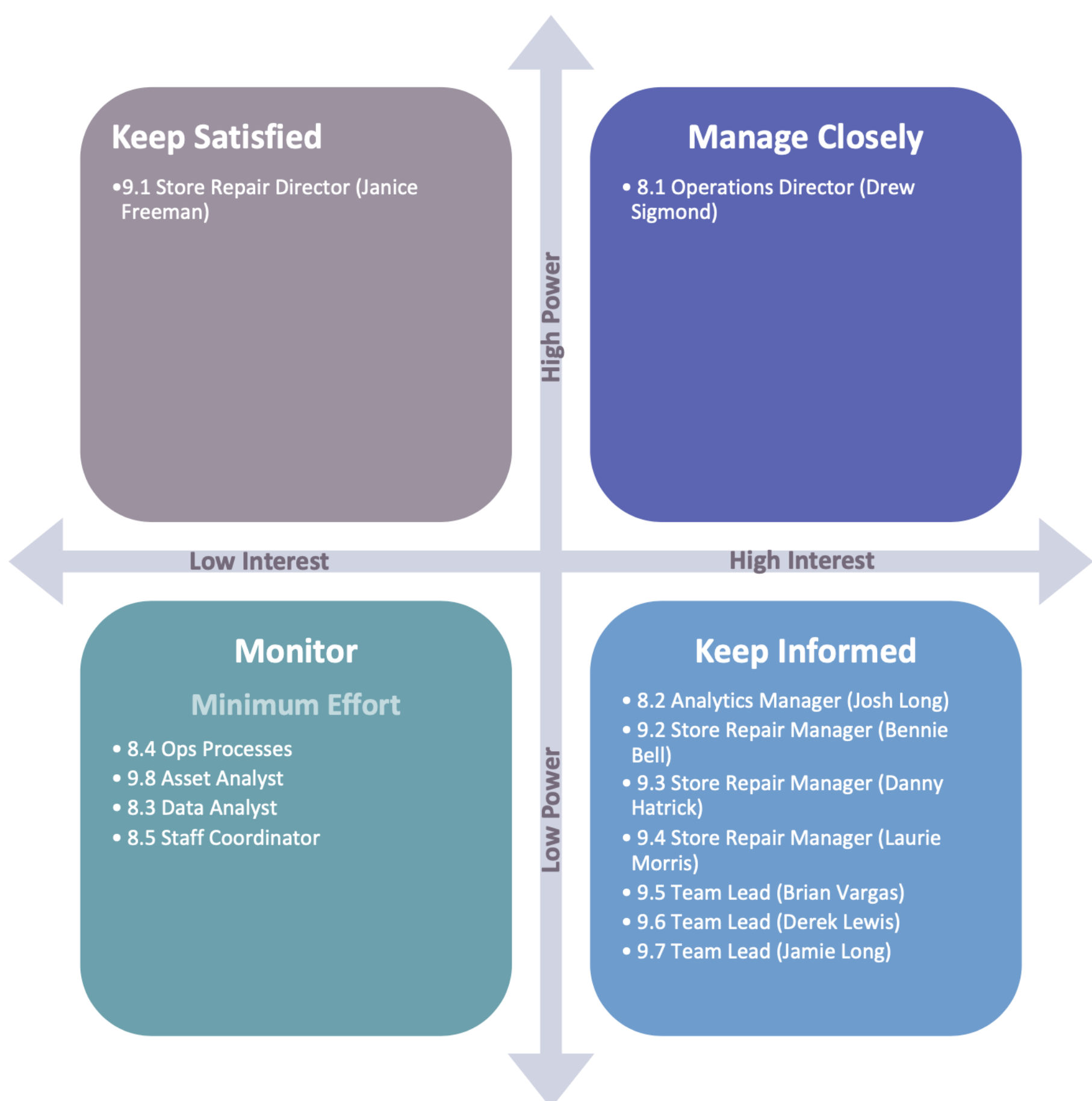
STORE OPERATIONS TEAM



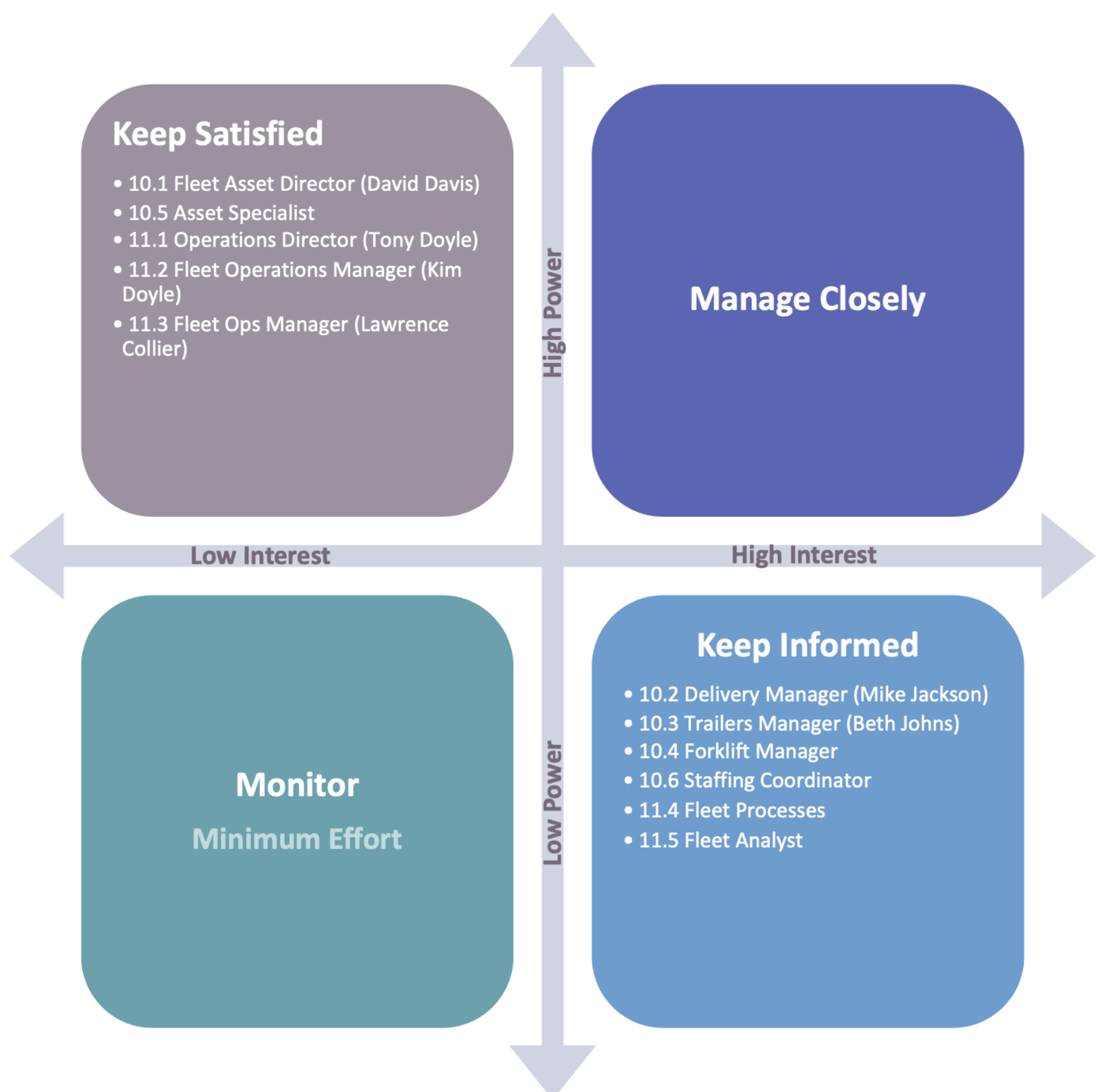
Key Reason

- Keeping the Operations Director (Vernon Ortega) satisfied is vital for these key reasons:
 - Decision-Making: Vernon's satisfaction influences project decisions and resource allocation.
 - Resource Support: He controls critical project resources and can provide support.
 - Reduced Resistance: A content Operations Director reduces opposition within his team.
- Managing the Store Operations Staffing Coordinator closely is crucial because they control the hiring process for additional staff needed to support the project.

STORE REPAIR TEAM

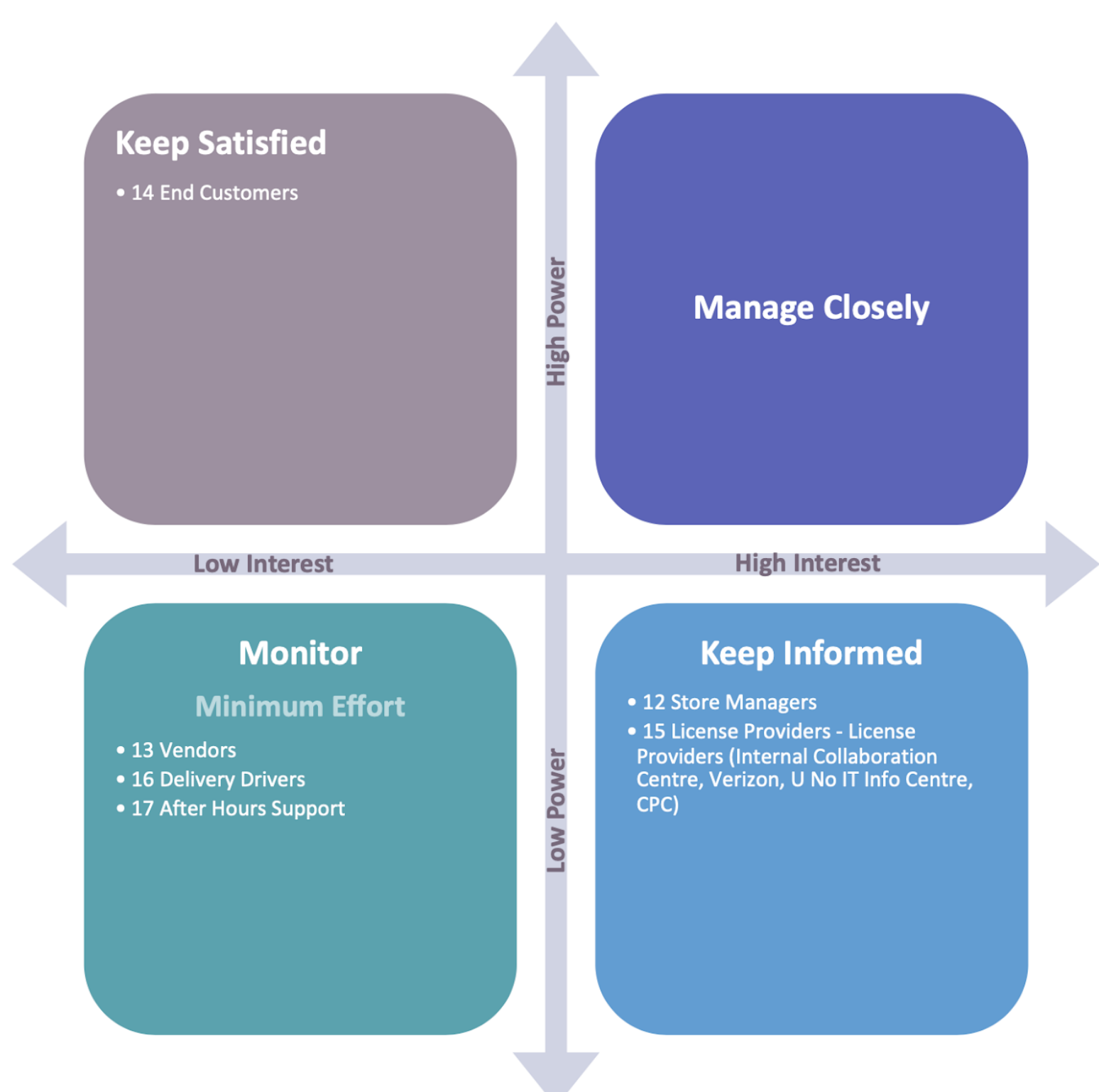


FLEET MANAGEMENT TEAM



FLEET MANAGEMENT TEAM

EXTERNAL STAKEHOLDERS



Key Reason

- After Hours Support Team has a high interest in the contract as it directly affects their compensation, and they have moderate power to influence the decision by negotiating the terms
- As the project involves the implementation of software platforms for collaboration and to manage information, license providers have high interest in the project due to increase in the number of licenses needed

