Checklist of Questions for Characterizing Stakeholders

from *Software Requirements Essentials*by Karl Wiegers and Candase Hokanson

* Who are they? How many of them are there?
* Where are they? What’s the best way to communicate with them?
* What roles do they play with respect to the project?
* How much power or influence do they have over the project?
* What are their interests, concerns, and fears?
* What benefits do they wish to receive from the product? What are their needs, expectations, and success criteria?
* What information can they provide regarding operations, technology, data, or other areas?
* What do they need to know about the project?
* For users, how will they use the product?