**4.1. Stakeholder Profiles**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Organization** | **Major value** | **Role** | **Interest** | **Influence** | **Expectations** | **Ways to manage**  **expectations** |
| **John** | COO | ability to perform entirely new tasks or functions | Sponsor | High | High | Must be done in time and within an existing budget | Frequent update and engage in important decisions |
| **Khristine** | CPO | conformance to current standards or regulations | Steering committee | High | High | Money control | Detailed accounting practices |
| **George** | Customer support | *improved productivity* | System user | High | Low | Work improvement and better productivity | Participation in all brainstorming activities. |

**4.2. Project Priorities**

|  |  |  |  |
| --- | --- | --- | --- |
| **Dimension** | **Driver**  **(state objective)** | **Constraint**  **(state limits)** | **Degree of Freedom**  **(state allowable range)** |
| **Schedule** | Release 1.0 should be delivered within 3 months |  |  |
| **Features** |  |  | At least 70% of priority 1 features must be in release 1.0 |
| **Quality** |  |  | Release 1.0 can contain up to 5% noncritical defects |
| **Staff** |  | 4 full-time staff available for duration of the project |  |
| **Cost** |  |  | Up to 20% overrun from initial estimate is acceptable |

**4.3. Operating Environment**

The system is ment to help students to understand their psychological problems and support them at the right time. Users are not geographically widely distributed (within a single country). All users are in the single time zone. Continuous access to the system is very crucial, mental health problems can’t wait.