Stakeholder Analysis

Sany3y

Version 1.0

Nov of 2025

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Introduction

The Sany3y platform is designed to connect customers with qualified technicians (صنايعية) across various service categories. This stakeholder analysis identifies key stakeholders, their roles, interests, influence, expectations, and communication strategies to ensure smooth project execution and long-term success.

Stakeholder List

Stakeholder	Description
Administrators	Manage the platform, users, and system operations.
Technicians	Provide services through the platform.
Customers	Book services from technicians.

Roles & Responsibilities

Administrators
- Monitor platform performance
- Manage technicians and customers
- Resolve issues and oversee quality

Technicians
- Deliver requested services
- Maintain accurate profiles
- Respond quickly to bookings

Customers
- Search for technicians
- Make bookings
- Provide reviews and feedback

Stakeholder Needs & Expectations

Stakeholder	Description
Administrators	Clear dashboards, stable system.
Technicians	More job opportunities, fair visibility
Customers	Trusted technicians, fast booking.

Risks & Mitigation

Risk	Affected Stakeholder	Mitigation
Poor service quality	Customers	Rating system + technician verification
Low visibility	Technicians	Fair listing algorithm
Development delays	Admins	Clear requirements + sprint planning
Downtime	All users	Monitoring + backups
Payment failures	Customers	Multiple payment options

Summary

This simplified and professional stakeholder analysis ensures the Sany3y platform meets user needs while maintaining high quality, strong communication, and efficient operations.