

The purpose of this assignment is to make you think about the stakeholders of your bachelor's project. The purpose of this assignment is to get you started with thinking about stakeholders associated with your BSc (bachelor's) project.

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## Task 1 – Initial stakeholder analysis for case study

Carry out stakeholder analysis by carrying out steps A to E in section 5 “Stakeholder Analysis Approach” for the case study. Some of the steps are trivial, some are not. Since you can't talk to these stakeholders, you should just use a bit of imagination to guess at motives, importance and risks associated with each stakeholder.

- A. Identify project stakeholders.
- B. Identify stakeholders' interests, impact level, and relative priority.
- C. Assess stakeholders for importance and influence.
- D. Outline assumptions and risks.
- E. Define stakeholder participation.

Remember to see things from the view of the stakeholder. As mentioned, you will have to make some guesses about the interests of some of the stakeholders, but you should be able to come up with some sensible suggestions for that.

You don't have to make pretty figures, but if you want to make some figures (and if you don't already use a suitable drawing tool) Lucidchart (Lucid chart <https://lucidforeducation.com/design>) is recommended. It directly supports some of the diagram types used in the article.

## Task 2 – Create stakeholder contracts for case study

Now put yourself in the place of the team tasked with building the new IT system. Based on the results of the analysis, you must create a contract between your project team and 3 other selected stakeholders<sup>1</sup> from the case study. Just keep it informal, the idea is that you must explicitly explain to yourself what you expect from each stakeholder, and what you think each stakeholder can expect from you. It's okay to think big, try to describe your dream scenario with respect to a perfect relationship with the stakeholders.

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<sup>1</sup> Just choose 3 stakeholders as you please, except the IT development team.

For each stakeholder consider:

- What can the stakeholder expect from you:
  - In general?
  - Deliveries of, or access to
    - Work products?
    - Information?
    - Persons?
    - Assets?
    - Decisions?
  - How do you prioritize your obligations?
  - What are the deadlines for time sensitive deliveries/obligations?
  - How do plan to prevent, or mitigate, failure to uphold your obligations?
- What do you expect from the stakeholder:
  - In general?
  - Deliveries of, or access to
    - Work products?
    - Information?
    - Persons?
    - Assets?
    - Decisions?
  - Are all deliveries from the stakeholder equally important, or can you list a must-have/should-have/nice-to-have priority?
  - What are the deadlines for time sensitive deliveries/obligations?
  - Can you list problems caused by the failure of the stakeholder to uphold its obligations by severity:
    - Catastrophic (may result in project failure)
    - Major (will cause substantial turbulence in project, but probably not project failure)
    - Minor (will cause some turbulence in project, but it can be mitigated)
    - Nuisance (causes minor internal replanning or rework in project, but nothing that can't be handled)
  - How do you plan to prevent, or mitigate, problems caused by the failure of the stakeholder to uphold its obligations?

As noted above, you don't have to create a formal contract for each stakeholder, just summarize the result for each stakeholder in a short bullet list (or table) format.

### Task 3 – Initial stakeholder analysis for your BSc project

Again, carry out stakeholder analysis by carrying out steps A to E in section 5 “Stakeholder Analysis Approach” for the case study. Only this time do for your BSc project. Since you probably can't talk to all stakeholders- (since you may not know them yet), you should just use a bit of imagination to guess at motives, importance and risks associated with each stakeholder, especially the company you may end up working with.

- F. Identify project stakeholders.
- G. Identify stakeholders' interests, impact level, and relative priority.
- H. Assess stakeholders for importance and influence.
- I. Outline assumptions and risks.

## J. Define stakeholder participation.

If you want to make some figures (and if you don't already use a suitable drawing tool) Lucidchart (Lucid chart <https://lucidforeducation.com/design>) is (still) recommended.

## Task 4 – Create stakeholder contracts for your BSc project

Create stakeholder contracts between you and the (imaginary) company you may end working with:

- What can the stakeholder expect from you:
  - In general?
  - Deliveries of, or access to
    - Work products?
    - Information?
    - Persons?
    - Assets?
    - Decisions?
  - How do you prioritize your obligations?
  - What are the deadlines for time sensitive deliveries/obligations?
  - How do plan to prevent, or mitigate, failure to uphold your obligations?
- What do you expect from the stakeholder:
  - In general?
  - Deliveries of, or access to
    - Work products?
    - Information?
    - Persons?
    - Assets?
    - Decisions?
  - Are all deliveries from the stakeholder equally important, or can you list a must-have/should-have/nice-to-have priority?
  - What are the deadlines for time sensitive deliveries/obligations?
  - Can you list problems caused by the failure of the stakeholder to uphold its obligations by severity:
    - Catastrophic (may result in project failure)
    - Major (will cause substantial turbulence in project, but probably not project failure)
    - Minor (will cause some turbulence in project, but it can be mitigated)
    - Nuisance (causes minor internal replanning or rework in project, but nothing that can't be handled)
  - How do you plan to prevent, or mitigate, problems caused by the failure of the stakeholder to uphold its obligations?

As noted above, you don't have to create a formal contract for each stakeholder, just summarize the result for each stakeholder in a short bullet list (or table) format.

## Task 5 – Special stakeholders for your BSc project

If you have not already done so, consider these stakeholders:

- Your bachelor's project at large (your collective project)
- The individual members of your project

These are also valid stakeholders. So, if you have not already done so, try to perform task 3 & 4 while looking at these stakeholders and answer these questions:

- Do you think it has any value to take these stakeholders into consideration?
- Why (or why not)?
- If you find that there's value in looking at these stakeholder roles, in what way do they help you to gain insights that help you plan and carry out your project?