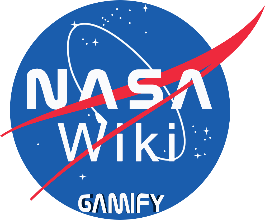
**NASA EVA**

**Gamification**

**S T A K E H O L D E R A N A L Y S I S**

**D O C U M E N T**

**PHASE II**

****

**Prepared by**

Laura Addiego

Samia Alam

Kelli Corey

Charles Milk

Adeola Odusola

Hung Pham

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## **Revision Table**

|  |  |  |  |
| --- | --- | --- | --- |
| **Version #** | **Change Description** | **Author** | **Date** |
| 1.0 | Initial Release | Charles Milk | 6/10/2018 |
| 1..1 | Amplified Daren Welsh’s Stakeholder Inquiry section and added Users as a new stakeholder. | Charles Milk | 6/24/2018 |
|  |  |  |  |

## **Project Purpose**

The purpose of this document is to identify the stakeholders in the NASA EVA Gamification - Phase 2 Project, their roles, the attitudes of the primary customer stakeholders toward the project, their needs, their expectations and the best way to communicate with them.

## **Stakeholder Register**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Stakeholder Name | Title | Project Role | Contact Info | Notes |
| Extra-Vehicular Activity (EVA) Johnson Space Center NASA |  | Sponsor |  |  |
| Daren Welsh | EVA Instructor & Flight Controller | Liaison | darenwelsh@gmail.com |  |
| Astronaut Instructors, Flight Controllers and Astronauts |  | Users |  |  |
| Dr. Michael Brown | Professor | Professor | Michael.brown@umuc.edu |  |
| Laura Addiego | Summer 2018 Team | Database Lead | lapfama@yahoo.com  lapfama@gmail.com |  |
| Samia Alam | Summer 2018 Team | QA Lead | alamsamia1107@gmail.com salam9@student.umuc.edu |  |
| Kelli Corey | Summer 2018 Team | Project Management Lead | kelli.a.corey@gmail.com |  |
| Charles Milk | Summer 2018 Team | Customer Management Lead | ctmilk@aol.com |  |
| Adeola Odusola | Summer 2018 Team | Documentation Lead | aooakanoo@gmail.com |  |
| Hung Pham | Summer 2018 Team | Development Lead | pnhungvn@yahoo.com |  |

## 

## **Stakeholder Analysis**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Stakeholder Name | Internal / External | Unaware, Resistant, Neutral, Supportive, or Leading? | Level of Influence (1-5 with 5 being the lowest) | Ability to Impact Resources (1-5 with 5 being the lowest) |
| Daren Welsh | External | Supportive | 1 | 5 |
| Users | External | Unaware | 5 | 5 |
| Dr. Michael Brown | Internal | Supportive | 1 | 1 |

## **Stakeholder Inquiry**

### **Daren Welsh**

* What does this stakeholder need?
  + Daren’s goal is to have the best, most reliable knowledge base available for astronauts and those who support them.
  + Daren needs to increase the overall number of people viewing and contributing to the NASA EVA wiki.
  + Daren needs to increase user awareness of why their contributions are important (revisions, discussion, pending reviews).
  + Daren needs this extension to work with any MediaWiki installation.
* What expectations does this stakeholder have?
  + Daren expects us to provide our thoughts on how to best approach fulfilling his needs using the principles of Octalysis and Gamification.
  + Daren expects us to deliver a functional MediaWiki extension at the end of the term.
  + Daren expects that this MediaWiki extension will be upgraded to include infrastructure modules to allow definition of personality traits, game characteristics and display of leaderboards.
* What is this stakeholder’s greatest concern?
  + Most users will not care about points and badges, hence raises the concern of usability of gamification features.
* What is needed from this stakeholder?
  + Background information
* What is the risk if this stakeholder is not engaged?
  + Project failure
* Should we monitor, keep informed, keep satisfied, or manage closely?
  + Keep satisfied
* Describe the communication strategy (include the methods and frequency)
  + Daren will be contacted by email as questions arise.
* What information should be distributed to this stakeholder and what concerns should be addressed? How and when?
  + Daren should be given the initial requirements document for approval, followed up with new releases at each milestone.
  + Daren should be given all deliverable documents and code at the end of the project.
* What are the most important times/phases for engaging this stakeholder and how should this stakeholder be engaged
  + The most important phase for engaging with Daren Welsh is during initial development and requirement solicitation. This contact should be performed via email.
* Who is the person responsible for performing the activities described above?
  + Charles Milk will be the main Point of Contact (POC) with Daren Welsh

### **Users**

* What does this stakeholder need?
  + The users need the NASA EVA Wiki to be a reliable a reliable and trustworthy knowledge base.
    - In the case of the astronauts, they need to know how to do their job, how to manipulate hardware within limits, etc.
    - In the case of the instructors, they need to know how to properly teach the astronauts.
* What expectations does this stakeholder have?
  + The users really just want to be able to find the information they need as quickly as possible when they need it.
* What is this stakeholder’s greatest concern?
  + The users’ greatest concern is not being able to find the information they need as quickly as possible when they need it.
* What is needed from this stakeholder?
  + Nothing
* What is the risk if this stakeholder is not engaged?
  + No risk
* Should we monitor, keep informed, keep satisfied, or manage closely?
  + Not necessary
* Describe the communication strategy (include the methods and frequency)
  + Communication with the users will be made through Daren Walsh if necessary.
* What information should be distributed to this stakeholder and what concerns should be addressed? How and when?
  + No distribution is required.
* What are the most important times/phases for engaging this stakeholder and how should this stakeholder be engaged
  + The most important times when the users should be engaged are during the requirements development and test phases.
* Who is the person responsible for performing the activities described above?
  + Charles Milk will coordinate with Daren Welsh if user input is needed.

### **Dr. Michael Brown**

* What does this stakeholder need?
  + A complete Project Plan
* What expectations does this stakeholder have?
  + Dr. Brown expects that the team will set achievable goals and meet them as defined in the Project Management Plan
* What is this stakeholder’s greatest concern?
  + That the team will not meet the goals they set for themselves.
* What is needed from this stakeholder?
  + General direction and guidance when needed.
* What is the risk if this stakeholder is not engaged?
  + Poor grades
* Should we monitor, keep informed, keep satisfied, or management closely?
  + Keep informed
* Describe the communication strategy (include the methods and frequency)
  + Dr. Brown will be communicated with via email and UMUC communication channels.
* What information should be distributed to this stakeholder and what concerns should be address? How and when?
  + Dr. Brown should receive all code and deliverable documents via the assignment folder at the end of the project.
* What are the most important times/phases for engaging this stakeholder and how should this stakeholder be engaged
  + The most important time for engaging with Dr. Brown is at the beginning of the project. This contact should be performed via review of the videos he has prepared and via email as needed.
* Who is the person responsible for performing the activities described above?
  + Charles Milk will be the main POC with Dr. Brown, but all members will communicate with him as necessary.