**Stakeholder analysis**

**Project stakeholders** are entities that have an interest in a given project. These stakeholders may be inside or outside an organization which:

1. sponsor a project, or
2. have an interest or a gain upon a successful completion of a project;
3. may have a positive or negative influence in the project completion.

The stakeholders for this project are the people that can affect the development of this project such as the manager/board of managers, system administrators or investors. In general, a stakeholder can make us change any aspect of the software we are developing. The stakeholders can have either a direct impact or an indirect impact.

Direct stakeholders are those who are directly involved and have a certain level of authority in the company. They are usually the people who take responsibility and deal with the inside problems.

Indirect stakeholders are the entities that affect the company’s inside decisions with regulations and rules in conformity with the country’s constitution and the type of company.

In this particular case, the direct stakeholder is Ionel Susciuc who is the manager of the company and the indirect stakeholder is the county of Suceava.

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| --- | --- | --- | --- | --- |
| Stakeholder | Interest | Influence/Attitude | Contribution | Importance |
| Manager  Ionel Susciuc | Success of the company | High/positive | Money, decisions, knowledge and support | High |
| Employees | Effectiveness | Low/positive | Knowledge | Medium |
| Suceava local administration | Jobs  Tax income | Low/Neutral |  | Low |

Expectation to the new system

After the manager identified the problems and the possible solutions, in order for the company to achieve its goals, several expectations from the new system need to be meet.

The company is in a constant growth and the old system cannot keep up. Starting from there, the manager decided that the future system should be able to:

* Automatically select the worker best suited for the required installation/repair
* Show a notification when a customer’s contract is about to end
* Make statistics for every employee
* Have an easy and user-friendly design
* Keep track of customers, employees, subscriptions

# Bibliography

1. Stakeholder Analysis at: ecampus.ucn.dk – Stakeholder Analysis