Topic 1 questions

1. What are stakeholders√, what kinds of stakeholders might exist, and what are stakeholder expectations?√ Why is it important to manage stakeholder expectations on a software project?
2. Whose job is it to manage stakeholder expectations? How and when should they be managed?
3. What can happen if stakeholders are not identified or expectations are not well understood, or expectations are unreasonable, or if stakeholder expectations are not met by the project?
4. What approaches might you use to communicate with stakeholders and why?
5. For the CEO of an organisation, list possible expectations they might have and highlight any potential conflicts.

How can a project manager evaluate how well stakeholder expectations are being met and what can be done to manage and meet those expectations?