**Chapter 13 Study Guide**

**Information Technology Project Management (Schwalbe)**

**Chapter 13 – Stakeholder Management**

* Expectations management matrix
* External stakeholders
* Internal stakeholders
* Issue log
* Power/interest grid
* Stakeholder analysis
* Stakeholder management plan
* Stakeholder register

1. What is Project Stakeholder Management? What are its main processes and artifacts?
2. What is included in a stakeholder register?
3. What are the five stakeholder engagement levels?
4. What should be included in a stakeholder management plan?
5. What are issue logs? What should be included in an issue logs? How are they useful to a project manager?
6. What are some suggestions for controlling stakeholder engagement?