**Week 2 Workshops: Requirements Process**

# Objective:

* Understand and practice Stakeholders’Analysis and Identification techniques.

**Tasks:**

**Task 1 (Group work):**  **Stakeholders Identification and Analysis Techniques**

Discuss the TWO **stakeholders identification and analysis techniques**:

UTS would like to upgrade the LMS (Learning Management System) from Blackboard to Canvas. Based on your knowledge about UTS and its LMSs, perform stakeholders analysis.

* **Task 1A: Technique 1 - Stakeholders Map/Register/Table** **(45 minutes)**

1. Draw stakeholder table (using the template provided at the end of this document) and identify UTS LMS’s stakeholders, their roles, interests and influence on this project.
2. Show your completed/partial completed work to your tutor to get some feedback.
3. Each student must identify at least one stakeholder. So, please take turns and allow each group member to identify and list the details of one stakeholder.

**Break Time: 10 mins**

* **Task 1B: Technique 2 - Empathy Map (45 minutes):**

1. Draw empathy map from the perspective of “Student” as a stakeholder.
2. Use any online tool (e.g. draw.io, lucidchart, Miro etc.) to work collaboratively on this task.
3. Each student must write one point each and put it in one of the six sections.

**Stakeholder Analysis Template and Example**

Source: <https://www.youtube.com/watch?v=BkUCcJwwvAQ>

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| --- | --- | --- | --- | --- | --- | --- |
| **Name** | **Position** | **Project Role** | **Contact Information** | **Level of Interest** | **Level of Influence** | **Potential Management Strategies** |
| Mike Sundby | VP of HR | Project Champion | [msundy@globalconstruction.com](mailto:msundy@globalconstruction.com) | High | High | Mike is very outgoing and visionary. Great traits for a project champion. He is concerned about financials and has an MBA. Keep him informed and ask for his advice as needed. |
| Lucy Camerena | Training Director | Project Sponsor | [lcamerena@globalconstruction.com](mailto:lcamerena@globalconstruction.com) | High | High | Lucy has a PhD in Education and knows training at this company. She is very professional and easy to work with, but she can stretch out conversations. Make sure she reviews important work before showing it to other managers. |
| Ron Ryan | Senior HR staff member | Led the Phase I project | [rryan@globalconstruction.com](mailto:rryan@globalconstruction.com) | Medium | Medium | Ron led the phase I project and is upset that he was not asked to lead this phase II project. He's been with the company for over 20 years and can be a good resource but he can also sabotage the project. Ask Lucy to talk to him to avoid problems. Perhaps give him a small consulting role on the project. |
| Xxx Yyyy |  |  |  |  |  |  |
| Yyy Zzz |  |  |  |  |  |  |

**Empathy Map Examples**

Diagram

Description automatically generated

Source: <https://www.mindtools.com/pages/article/empathy-mapping.htm>

Diagram

Description automatically generated

Source:<http://www.cooper.com/journal/2014/05/persona-empathy-mapping>