LEARNING MANAGEMENT SYSTEM FOR SYS COLLEGE

REQUIREMENT ELICITATION
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1. **Purpose**

This document aims to gather and structure the initial business and technical requirements for the LMS by identifying key stakeholders and designing a targeted questionnaire to extract detailed insights.

2. **Key Stakeholders in the College**

The case study identifies several key stakeholders (**See Appendix "A"**) who play significant roles within the college's operations and strategic direction. These stakeholders range from those in executive leadership positions, responsible for vision, strategy, and funding, to those involved in the day-to-day academic activities and operational support (**See Appendix "B"**). Understanding the perspectives and needs of each stakeholder group is crucial for effective decision-making and successful implementation of any initiatives.

- Educational VP
- Commercial VP
- Department Heads
- Senior Lecturers
- Lecturers/Tutors
- Students
- Admin Staff
- IT Staff
- Project Sponsor

3. **Stakeholder Questionnaire**

    3.1. **Academic Staff (Lecturers, Senior Lecturers)**

    Q-1. What LMS features are essential for delivering lectures and managing courses?

    Q-2. What challenges do you currently face in content sharing and student interaction?

    Q-3. Would you benefit from automated attendance, grading, or feedback tools?

    Q-4. How do you currently track student performance and engagement?

Q-5. What integrations would be most helpful (Zoom, Teams, external resources)?

3.2. Department Heads / Academic Managers

Q-1. How do you monitor course quality across your department?

Q-2. What data insights would help you improve teaching outcomes?

Q-3. Do you need dashboards or reporting tools within the LMS?

3.3. Students

Q-1. How do you currently access lectures, notes, and assignments?

Q-2. What would improve your learning experience on a digital platform?

Q-3. Are mobile and offline capabilities important to you?

Q-4. What type of notifications/reminders are helpful (assignments, grades, deadlines)?

3.4. Administrative Staff

Q-1. What repetitive tasks can be automated through LMS (e.g., enrollments, notifications)?

Q-2. What issues do you face in managing course schedules or student data?

Q-3. Do you require audit trails or compliance features?

3.5. IT Department

Q-1. What is the current tech stack and integration capability?

Q-2. What security/authentication protocols need to be supported?

Q-3. What is your preferred hosting model: on-prem, hybrid, or cloud?

3.6. Executives (VPs, Sponsor)

Q-1. What are the strategic KPIs the LMS must influence?

Q-2. What is your expected ROI or success criteria for this project?

Q-3. How important is scalability and multi-campus support?

Appendix A

STAKEHOLDER ANALYSIS MATRIX

#	STAKEHOLDER	ROLE	DEPARTMENT	OBJECTIVES	COMMUNICATION METHOD
1	Educational VP	Vision & academic strategy	Executive	Improve teaching quality	Reports, workshops
2	Commercial VP	Revenue, admissions growth	Executive	Increase student numbers	Presentations, KPIs
3	Dept. Heads	Academic leadership	Academic	Curriculum delivery	Meetings, interviews
4	Senior Lecturers	Subject delivery experts	Academic	Course tools, grading	Surveys, workshops
5	Lecturers/Tutors	Day-to-day users	Academic	Teaching & content delivery	Surveys
6	Students	End-users	All faculties	Access, usability	Focus groups, polls
7	Admin Staff	Operational execution	Administration	Scheduling, tracking	Workshops
8	IT Staff	Implementation & support	IT	System integration & security	Technical meetings
9	Project Sponsor	Project Sponsor	Project Sponsor	Strategic alignment	Strategic alignment

Table A1: Sys College Stakeholders

This table illustrates the stakeholders of Sys College, identified the role of each stakeholder along with objective and communication method.

Appendix B

STAKEHOLDER MAPPING