LEARning management system FOR SYS college

zohaib waqar

ex dev & Technical business analyst

REQUIREMENT ELICITATION

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**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.

**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

**Stakeholder Questionnaire**

1. **Academic Staff (Lecturers, Senior Lecturers)**
   * What LMS features are essential for delivering lectures and managing courses?
   * What challenges do you currently face in content sharing and student interaction?
   * Would you benefit from automated attendance, grading, or feedback tools?
   * How do you currently track student performance and engagement?
   * What integrations would be most helpful (Zoom, Teams, external resources)?
2. **Department Heads / Academic Managers**
   * How do you monitor course quality across your department?
   * What data insights would help you improve teaching outcomes?
   * Do you need dashboards or reporting tools within the LMS?
3. **Students**
   * How do you currently access lectures, notes, and assignments?
   * What would improve your learning experience on a digital platform?
   * Are mobile and offline capabilities important to you?
   * What type of notifications/reminders are helpful (assignments, grades, deadlines)?
4. **Administrative Staff**
   * What repetitive tasks can be automated through LMS (e.g., enrollments, notifications)?
   * What issues do you face in managing course schedules or student data?
   * Do you require audit trails or compliance features?
5. **IT Department**
   * What is the current tech stack and integration capability?
   * What security/authentication protocols need to be supported?
   * What is your preferred hosting model: on-prem, hybrid, or cloud?
6. **Executives (VPs, Sponsor)**
   * What are the strategic KPIs the LMS must influence?
   * What is your expected ROI or success criteria for this project?
   * 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**

* Commercial VP
* IT Staff
* Project Sponsor
* Educational VP
* Dept. Heads

**LOW INFLUENCE HIGH**

**LOW INTEREST HIGH**

* Admin Staff
* Students
* Senior Lecturers
* Lecturers/Tutors