LEARning management system FOR SYS college

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REQUIREMENT ELICITATION

03 may 2025

**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 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. 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**

This college has classical hierarchal structure, with each of **5 faculty** broken down into no of schools and each school broken down into no of departments each covering a particular subject.

1. **Functional View – College**
   * Faculties
   * Schools
   * Departments
2. **Functional View – Department**
   * Department Head
   * Senior Lecturers / Tutors – Subject Area Focus
   * Lecturers / Tutors – Subject Area and Subject Teaching
   * Administrative Staff – Operational Support

For a detailed visualization of this structure, please refer to **Appendix A: Organizational Chart**.

**Business Environment**

The college operates in a **highly competitive educational landscape**, where institutions compete for:

1. Top-tier academic, research, and teaching staff
2. High-achieving students
3. Commercial education opportunities

**Business Opportunity**

Most competitors prioritize research and commercial success, often **at the expense of teaching quality**. Sys College has identified this as a **key competitive gap** and seeks to differentiate itself through **teaching excellence**.

**Business Vision**

“To offer the best quality of education and teaching to our students and become the leading college for student teaching across all subjects.”

**Strategic Projects Supporting Vision**

|  |  |
| --- | --- |
| Project name | Objective |
| FSD | Reorganize faculties, schools, and departments to optimize teaching |
| Academic Recruitment | Hire top academic professionals across disciplines |
| LMS | Develop a comprehensive LMS and admin platform to support teaching |

In terms of project delivery college have realized that they are college and they have very bright people working for them. Therefore, the overall approach will be to do it themselves as soon as possible.

**Project: LMS (Focus of This Case Study)**

**Goal:** To design and implement a modern LMS that aligns with the college’s teaching-focused vision and improves the educational experience for students and teaching staff.

**Dual Viewpoints (BA Consideration)**

|  |  |
| --- | --- |
| Viewpoint | Goals |
| Commercial VP | More students, higher revenue |
| Educational VP | Better student experience, learning quality |

**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