**Chapter 2: Stakeholders**

**2.1: Identifying Stakeholders and Requirements**

Our product aims to serve the needs of busy people – people who need to complete a series of tasks in an efficient manner. These tasks include a wide variety of fairly common actions, such as posting a letter or getting a coffee, that people from all walks of life are likely to need or want at some point. Furthermore, we have found that it is fairly common for people to need to complete multiple tasks under time constraints; thus, the potential user base for our application is large and fairly diverse.

The idea for this product was mooted by our Project Supervisor (PS) Prof. Sophia Drossoupoulou; she wanted to find efficient ways of running her errands and fitting them into her busy professional life as a working professional (in this specific case, an academic). We meet with our PS on at least a weekly basis, which allows us to frequently discuss our work as well as the direction of our project with her.

A second group of users would be students; this may prove advantageous as we have ready access to ourselves as well as to other students in the Department of Computing, and we would thus be able to identify this user group’s priorities and key requirements more easily. From our personal experience, the need to run several errands in a limited time (e.g. during lunch breaks) is not uncommon.

Finally, a third group of users we intend to target are tourists and frequent travellers. The notion of having a limited time is clearly relevant for these users, as they will generally only be in the location they’re visiting for a short time. Our team members do have several relatives and personal friends who would fall into this category of users; that said, we need to be careful about not letting them know that we’re demoing our own product lest this bias their feedback.

**2.2: Gathering Requirements**

In order to determine the PS’ requirements as well as that of fellow working professionals, we held initial planning meetings with her to discuss the overall direction of the project and what she would look for the final product. Minutes were taken during these meetings to ensure that her requests were suitably considered and followed. Initially, our team had difficulty deciding between two interesting routing problems (as discussed in our first report); during the initial phases there was much communication and remote discussion over email. We also hold weekly meetings with the PS to ensure that new and changing requirements are recognised; using Agile methods and working with an iterative approach helps us remain flexible with regard to potential changes in requirements (which we have experienced over the course of this project).

Within our team, we also held internal brainstorming sessions at the beginning of the project, during which we tried to identify problems we faced when addressing these tasks. We drew on our personal experience as students with fairly busy schedules. In addition, we also discussed our ideas with several straight-talking friends, who were able to provide valuable feedback and ideas for our application.

//TODO: Touristy stuff

//TODO: Say what the requirements are

With these requirements in mind, we constructed a Value Proposition Canvas which helped us reflect on how we could aim to satisfy our users’ requirements. This would also be useful in helping us evaluate the success of our product.