

Stakeholder Identification

1. Overview

In systems analysis, a stakeholder is any individual or group that has an interest in, or is affected by, the successful implementation of the system. According to systems analysis principles, stakeholders are categorized based on:

- Internal vs. External: Their relationship to the organization.
- Operational vs. Executive: The level at which they interact with or oversee the system.

The Automated University Garage Management System (AUGMS) involves diverse stakeholders across technical, operational, and managerial levels within the university. This ensures full collaboration among users, administrators, and support teams for smooth system implementation and maintenance.

2. Stakeholder Table

Stakeholder	Type	Category	Role / Responsibilities	Interest / Impact
Students	Internal	Operational	Register vehicles, access the garage, view available spots, and request services.	Seek faster parking, reduced waiting time, and a user-friendly interface.
Faculty Members	Internal	Operational	Use the system for parking access similar to students.	Expect reliable and convenient access to parking facilities.
Garage Administrators / Staff	Internal	Operational	Approve registrations, monitor parking occupancy, and manage service requests.	Need an efficient tool to manage daily parking operations and reduce manual effort.
IT Department	Internal	Operational / Support	Maintain the system, manage the database, and handle troubleshooting.	Interested in system stability, data security, and technical performance.
University	Internal	Executive	Oversee system	Desire data-

Management / Operations Office			performance, approve reports, and plan resource allocation.	driven insights to support parking policies and strategic planning.
Security Department	Internal	Operational	Monitor vehicle entries and exits to maintain safety.	Require accurate, real-time verification data for secure operations.
Maintenance & Sensor Provider Team	External	Operational	Maintain sensor infrastructure and ensure system integration accuracy.	Interested in smooth operation and long-term system reliability.
Visitors (Future Phase)	External	Operational	Temporary users for special events or reserved parking (future scope).	Expect a smooth and secure parking experience during campus visits.

3. Stakeholder Analysis Summary

The primary stakeholders—students, faculty, and garage administrators—are the main system users who interact with AUGMS daily. Supporting stakeholders, such as the IT department and maintenance team, ensure the system operates reliably and integrates effectively with existing hardware. Finally, executive stakeholders, including university management and security departments, oversee performance, enforce policy, and guide future enhancements.

This stakeholder framework ensures collaboration across all organizational levels, aligning with the stakeholder categorization model introduced in Chapter 2 of the Systems Analysis and Design course materials.