**Stakeholder Management Strategy**

**RAM-IT: ITRO’s ChatBot & Ticketing System**

**Asia Pacific College**

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**June 2023**

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# Introduction

The stakeholder management strategy for RAM-IT: ITRO’s ChatBot & Ticketing System aims to proactively identify, prioritize, engage, and communicate with stakeholders to ensure their needs and expectations are met. The strategy will be integrated into the project management approach, guided by principles of transparency, inclusiveness, and accountability. It will focus on building positive relationships, effective communication, conflict mitigation, and continuous monitoring and evaluation to ensure successful system implementation and operation.

# Identify Stakeholders

RAM-IT: ITRO's Chatbot & Ticketing System employs a stakeholder management strategy that involves identifying and engaging with various parties. These include the ITRO team, responsible for technical implementation and maintenance, comprising the ITRO Supervisor and IT Specialists. School administration, including administrators and staff, oversees system usage and effectiveness. Teachers, counselors, and students interact with the system for technical issues and inquiries. School administrators, board members, officials, and system support providers also have stakeholder roles. Other stakeholders, such as alumni or APC community members, may be involved based on system requirements. Identifying and engaging with these stakeholders ensures their perspectives, needs, and concerns shape the system's management and improvement.

# Key Stakeholders

Key stakeholders in the ITRO school ticketing system includes:

1. Information Technology Resource Office (ITRO):

* IT Supervisor
* IT Specialist

1. Academic Personnel/Administrator:

* Administrators
* Board Members
* Teachers
* Counselors

1. APC Community Member:

* College Students
* Senior High School students
* Alumni

1. Project Team

* Optimum Five
* Project Sponsor

These key stakeholders may require more communication and management throughout the project’s lifecycle, and it is important to identify them to seek their feedback on their desired level of participation and communication. Identifying and engaging with these key stakeholders is crucial to consider their perspectives, needs, and concerns in the management of the ticketing system.

# Stakeholder Analysis

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Stakeholder | Objectives, Requirements, Interests | Influence | Project Contribution | Resistance |
| JoJo Castillo  (APC ITRO) | •Objective is to ensure a reliable and user-friendly system that complies with policies and regulations.  •Knowledge of relevant technologies, experience managing technical systems, and strong communication and problem-solving skills.  •Interest in meeting the needs of the school community, ensuring data security, maintaining up-to-date knowledge, and contributing to efficient school operations. | **HIGH** Relationship with other stakeholders, organizational structure, and project sponsor | Process improvement, access to resources, and technical expertise | Resource constraints &  Concerns about data security |
| Academic Personnel & Administrator | •The objective is to have access to an easy to use, fast, and streamlined ticket management, with accurate data and ticket resolution.  •Requires the ticketing system to be accessible and can be integrated to school operations.  •Interest in improved overall experience and reduce delays for technology related inquiries. | **HIGH** collected data and user experience | Providing feedback on its usability, functionality, and effectiveness | User challenges & Changes to existing processes |
| Academic Community | •Objective is to have a convenient and reliable ticketing system that allows easy access  •Requires the ticketing system to be ser-friendly, secure, and integrates to daily school activity.  •Interest in being able to track ticket inquiries and requests. | **Moderate** Collected data and user experience | Providing feedback on its usability, functionality, & effectiveness. | User challenges & Changes to existing processes |
| Optimum Five | •Objective is to design, develop, and implement a reliable, user-friendly, and efficient system that meets the needs of the school and its stakeholders.  •Requires gathering and analyze requirements from various stakeholders, including students, parents, teachers, administrators, and IT staff.  •Interest in the success of the project, as it reflects their skills and expertise, and may be interested in career advancement and gaining experience. | **HIGH**  Project design, development, documentation, management, and implementation | Project design, development, documentation, management, & implementation | Technical challenges & Changes to existing processes |

**Sponsor Acceptance**

Approved by the Project Sponsor:

Date:

Mr. Jojo F. Castillo

Executive Director, Technical Services Director,

Administrative Support Services