

**STAKEHOLDER MANAGEMENT STRATEGY
RAMS E-CAF:
A WEB-BASED CAFETERIA MANAGEMENT SYSTEM
FOR THE
ASIA PACIFIC COLLEGE**

**ASIA PACIFIC COLLEGE CAFETERIA
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1. INTRODUCTION

Stakeholders play a critical role in the success of any project. The Stakeholder Management Strategy for Rams E-Caf aims to identify and analyze the project's stakeholders, understand their expectations, and develop appropriate communication and engagement plans to manage their involvement effectively. This strategy will help ensure that stakeholders are engaged, informed, and satisfied with the project's outcomes.

Goals and objectives of the Stakeholder Management Strategy for Rams E-Caf:

1. **Identify stakeholders:** The first goal of the Stakeholder Management Strategy is to identify all stakeholders involved in the project. This includes internal stakeholders such as project team members and external stakeholders such as customers, suppliers, regulators, and shareholders.
2. **Analyze stakeholders:** Once stakeholders have been identified, the next step is to analyze their interests, expectations, and influence on the project. This analysis will help identify potential risks and opportunities associated with each stakeholder and develop appropriate engagement plans.
3. **Develop engagement plans:** Based on the stakeholder analysis, appropriate engagement plans will be developed to ensure that stakeholders are adequately informed and engaged throughout the project's life cycle. The engagement plans will include communication plans, consultation plans, and participation plans.
4. **Monitor and control stakeholder engagement:** Regular monitoring and control of stakeholder engagement are essential to ensure that stakeholders remain engaged, informed, and satisfied with the project's outcomes. This goal will involve regular review and update of engagement plans, addressing stakeholder concerns, and managing any changes in stakeholder expectations.

The Stakeholder Management Strategy for Rams E-Caf will be implemented throughout the project's life cycle to ensure that all stakeholders are appropriately engaged and informed. This strategy will help ensure that stakeholders remain supportive of the project, and any potential risks or conflicts are managed effectively.

2. IDENTIFY STAKEHOLDERS

The methodology used to identify stakeholders will focus on capturing both the direct and indirect stakeholders, as well as identifying any potential conflicts or competing objectives. The project team will take a proactive approach to stakeholder identification to ensure that all stakeholders are identified and included in the stakeholder management plan.

Once stakeholders are identified, they will be categorized based on their level of interest and influence on the project. This will help prioritize stakeholder engagement efforts and ensure that the appropriate level of communication and involvement is maintained throughout the project lifecycle. Stakeholder categories may include champions, supporters, neutral parties, skeptics, and opponents.

The stakeholder management plan will be reviewed and updated throughout the project lifecycle to ensure that it remains relevant and effective in managing stakeholder engagement. By proactively identifying and managing stakeholders, the project team can anticipate and address potential obstacles, gain stakeholder support, and ultimately increase the chances of project success.

3. KEY STAKEHOLDERS

Key Stakeholders and their reasoning for determination in Rams E-Caf Project:

Key Stakeholder	Reasoning for Determination
Customer	Will use the new system to place orders and may be impacted by any changes to the ordering process.
Food Concessionaire	Will use the new system to monitor orders from customers and update and control the menu of their food stall from the system.
Project Sponsor/Client	Provides funding and resources for the project and holds ultimate decision-making authority.

These key stakeholders have been identified based on their potential impact on the project and their level of influence or interest in the project's success. They will require regular communication and management throughout the project's lifecycle to ensure their needs are met and their feedback is incorporated into the project as necessary.

4. STAKEHOLDER ANALYSIS

The project team will conduct an analysis of the identified stakeholders to categorize and group them based on their power, influence, and involvement in the project. The analysis will help to determine the level of impact each stakeholder has on the project. Stakeholders will be categorized based on their level of influence and interest in the project. The team will use the following categories to group stakeholders:

High power and high interest: These stakeholders have a high level of interest and influence over the project. They will require regular communication and management throughout the project's lifecycle.

High power and low interest: These stakeholders have a high level of influence but may not have a significant interest in the project. The team will need to keep them informed, but they may not require the same level of communication as the high power and high interest stakeholders.

Low power and high interest: These stakeholders have a high level of interest in the project but may not have significant influence. The team will need to keep them informed and engaged throughout the project.

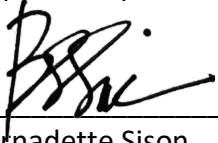
Low power and low interest: These stakeholders have little interest or influence in the project. They may require minimal communication and management.

To determine the level of impact stakeholders may have on the project, the team will use tools such as a stakeholder matrix or power/interest grid. These tools will help to identify which stakeholders may require more attention and resources to manage. The stakeholder analysis will also consider the potential risks and benefits associated with each stakeholder group. This will help the team to anticipate any conflicts or competing objectives among stakeholders and develop appropriate strategies to manage them.

Overall, the stakeholder analysis will enable the team to better understand the needs and expectations of each stakeholder group and develop an effective stakeholder management plan that addresses their concerns and supports the successful delivery of the project.

Sponsor Acceptance

Approved by the Project Sponsor:



Bernadette Sison
Staff at APC Center

Date: 2 May 2023

