

Question and Answer Section for Stakeholder Assessment/Map

User Question: Are there any more stakeholder groups you would like to add? If so, please list them below or enter "No."

Response:

- *Vendors/Suppliers:* They are instrumental in providing necessary technologies and services, and their interests lie in smooth integration and ongoing collaboration.
 - *Project Management Office (PMO):* Responsible for overseeing the change projects, ensuring they stay on track and within budget.
 - *Customer Support Team:* Dedicated to handling customer inquiries and issues during the transition period, ensuring minimal disruption to customer service.
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User Question: Describe what each of your stakeholder groups are doing today in the current state.

Response:

1. **Executive Leadership:** Currently focused on strategic planning, market analysis, financial oversight, and making high-level decisions to guide the company towards growth and profitability.
2. **IT Department:** Handling system maintenance, ensuring cybersecurity, managing current software and hardware infrastructure, and providing tech support to other departments.
3. **HR Department:** Concentrating on recruitment, employee relations, performance management, compliance with labor laws, and organizing training programs for new hires and existing employees.
4. **Customers:** Interacting with the company through traditional customer service channels such as phone and email, providing feedback through surveys, and using current product offerings with some difficulties expressed in satisfaction surveys.
5. **Frontline Employees:** Engaged in daily customer interactions, processing transactions, handling complaints, and using existing systems to manage customer data, which they find cumbersome and inefficient.
6. **Partners:** Collaborating on joint ventures, marketing initiatives, and product development. Engaged in regular meetings and communications to align strategies and resources.
7. **Vendors/Suppliers:** Supplying necessary materials and services, managing logistics, and maintaining regular communication to ensure uninterrupted supply chains.

8. **Project Management Office (PMO):** Overseeing ongoing projects, ensuring they stay on track, within budget, and meet deadlines. Regularly coordinating with various departments to ensure project alignment with company goals.
 9. **Customer Support Team:** Handling customer inquiries and complaints, providing technical support, and managing service requests through existing phone and email systems.
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User Question: Describe what each of your stakeholder groups will be expected to do tomorrow (target state)?

Response:

1. **Executive Leadership:** They will be expected to support and champion the digital transformation by driving strategic initiatives, monitoring progress, and ensuring alignment with business goals. They will also need to communicate the vision and benefits of the change to all stakeholders effectively.
2. **IT Department:** They will take on the responsibility of integrating new digital tools and platforms, ensuring system stability, and providing ongoing technical support. They will also focus on enhancing cybersecurity measures and data management practices.
3. **HR Department:** They will be responsible for developing and delivering comprehensive training programs for employees, managing change communications, and facilitating employee engagement and adaptation. They will also need to monitor the impact of the change on employee satisfaction and productivity.
4. **Customers:** Their interaction with the company will become more digital and streamlined. They can expect faster, more efficient service through new online platforms and improved customer support channels.
5. **Frontline Employees:** They will be using new digital systems for their daily tasks, which may include customer relationship management (CRM) software, automated service tools, and enhanced communication platforms. Their focus will be on adapting to these new tools to improve customer service and operational efficiency.
6. **Partners:** They will likely engage with new collaborative tools and platforms that facilitate better communication and project management. Their role may also expand to include more integrated processes with the company's digital systems.
7. **Vendors/Suppliers:** They will be expected to interface with the company through updated procurement and supply chain management systems, which will streamline order processing, inventory management, and communication.
8. **Project Management Office (PMO):** They will oversee the implementation of the digital transformation project, ensuring milestones are met, risks are managed, and stakeholders are kept informed. They will also be responsible for tracking the success metrics of the change initiatives.
9. **Customer Support Team:** They will use new customer support tools and platforms that facilitate quicker response times, resolve issues more efficiently, and deliver a higher quality of service. They will also be expected to provide feedback on the effectiveness of the new systems and suggest improvements.

