

| Stakeholder | Roles | Importance | Degree of Involvement | Method of Involvement | Frequency of Involvement |
|-------------------------------------|---------------------------------|------------|-----------------------|---|--|
| COO | Sponsor, Advisor, Indirect User | Must | Limited | Passive: - Will be informed during the project with status reports Active: - Involved in Management of Requirements activity - Correct the Request for Proposal document - Negotiation and selecting a contract from a vendor | Periodically: Every two weeks |
| Maintenance & expansion team | Product Champion, Direct User | Must | Full | Active: - Participate in Facilitated workshop and Exploratory prototype - Include in the prioritization activity - The representative for the project team is involved in verifying the URD and the SRS, in validating requirement activity, management of requirements activity, and evaluating proposal from vendors | Continuously: Daily during 2-5 weeks. For project team member: daily |
| Monitoring team Communications team | Direct User, Product Champion | Must | Full | Active: - Participate in Facilitated workshop and Exploratory prototype - Include in the prioritization activity - The representative for the project team is involved in verifying the URD and the SRS, in validating requirement activity, management of requirements activity, and evaluating proposal from vendors | Continuously: Daily during 2-5 weeks. For project team member daily |
| | Advisor | Could | Limited | Active: - Participate in Interview | Continuously: Only under the interview |
| Call center team | Direct User | Must | Full | Active: - Participate in Facilitated workshop and Exploratory prototype - Include in the prioritization activity - The representative for the project team is involved in verifying the URD and the SRS, in validating requirement activity, management of requirements activity, and evaluating proposal from vendors | Continuously: Daily during 2-5 weeks. For project team member daily |
| Analysis team | Direct User | Should | Limited | Active: - Participate in Facilitated workshop and Exploratory prototype - Include in the prioritization activity | Continuously: Daily during 2-5 weeks. |
| IS/IT department | Advisor | Could | Limited | Active: - Will be interviewed | Continuously: Only under the interview |
| Mrs. Howard | Provider | Must | Full | Active: - Plan, Host, Execute, and Document all the activities in the Requirement Engineering phases - Involved in Request For Proposal, and evaluating the proposals from vendors - Assist the COO in negotiation and signing a contract | Periodically: Daily |
| Accounting Team | Direct User | Should | Limited | Active: - Participate in Facilitated workshop and Exploratory prototype - Include in the prioritization activity | Continuously: Daily during 3-6 weeks. |

| Stakeholder | Roles | Importance | Degree of Involvement | Method of Involvement | Frequency of Involvement |
|--------------------|-------------|------------|-----------------------|--|--|
| Purchasing Team | Advisor | Could | Limited | Active: - involved in negotiation and signing a contract in the last phase of the procurement project | Continuously: Daily during 2 weeks. |
| Field personnel | Direct User | Must | Full | Active: - Participate in Facilitated workshop and Exploratory prototype - Include in the prioritization activity | Continuously: Daily during 2-5 weeks. |
| Junior Consultants | Providers | Must | Full | Active: - Plan, Host, Execute, and Document all the activities in the Requirement Engineering phases - Involved in Request For Proposal, and evaluating the proposals from vendors | Periodically: Daily |