



Stakeholders, viewpoints and concerns

Ian Sommerville

<http://www.youtube.com/watch?v=P5X-ridjaOY>



Stakeholders

- Sources of requirements



Stakeholders

- People or roles who are affected, in some way, by a system and so who can contribute requirements or knowledge to help you understand the requirements



Medical information system





Medical system stakeholders

- Doctors
- Nurses
- Patients



Medical system stakeholders

- Hospital managers
- Administrators
- Owners of other connected systems





Stakeholder groups

- Clinical stakeholders
 - Doctors
 - Nurses
 - Other healthcare professionals
- Management stakeholders
 - Hospital managers
 - Administrators



Viewpoints

- Viewpoints are a way of organising and grouping requirements that have been elicited from stakeholders



Examples of viewpoints

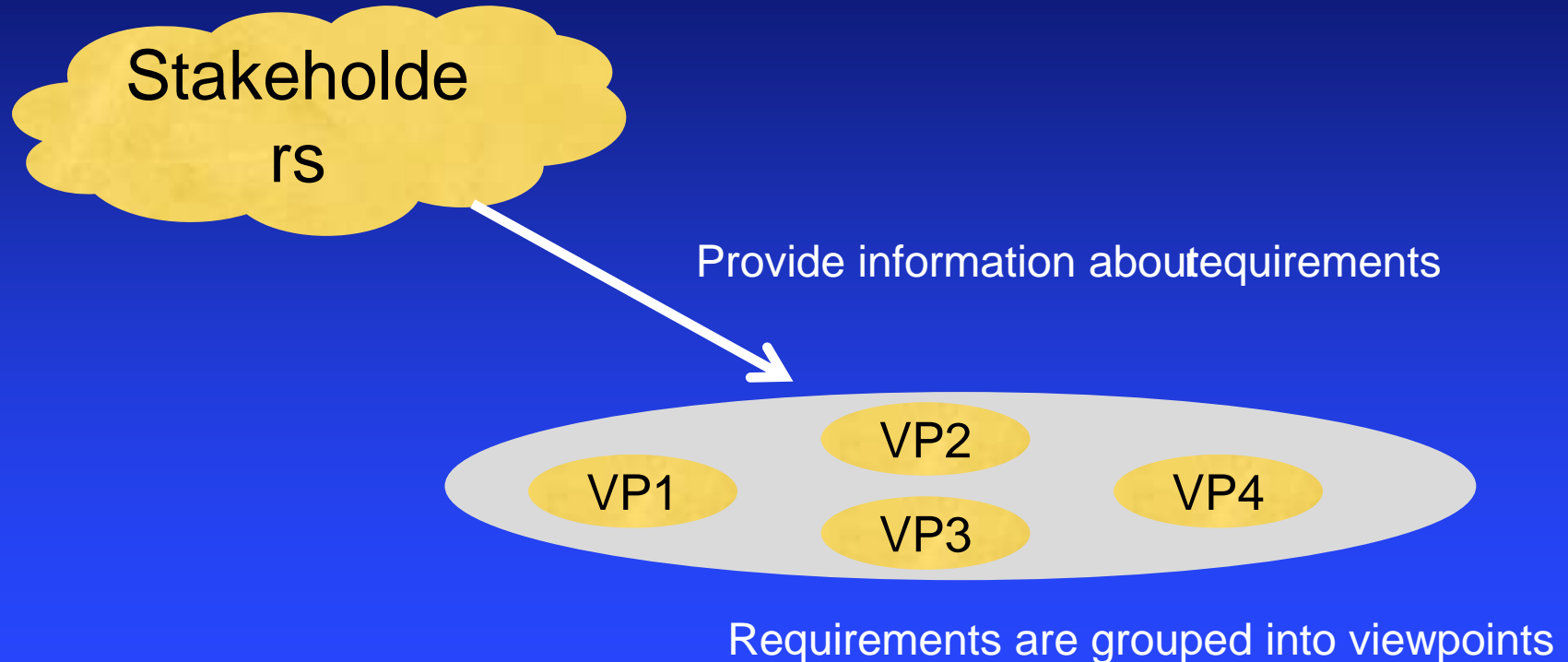
- End-user viewpoint
- Managerial viewpoint
- System administration viewpoint
- Engineering viewpoint



Engineering viewpoint

- Engineers who are developing the system create requirements depending on the techniques and technology used to develop the system

Stakeholders and viewpoints





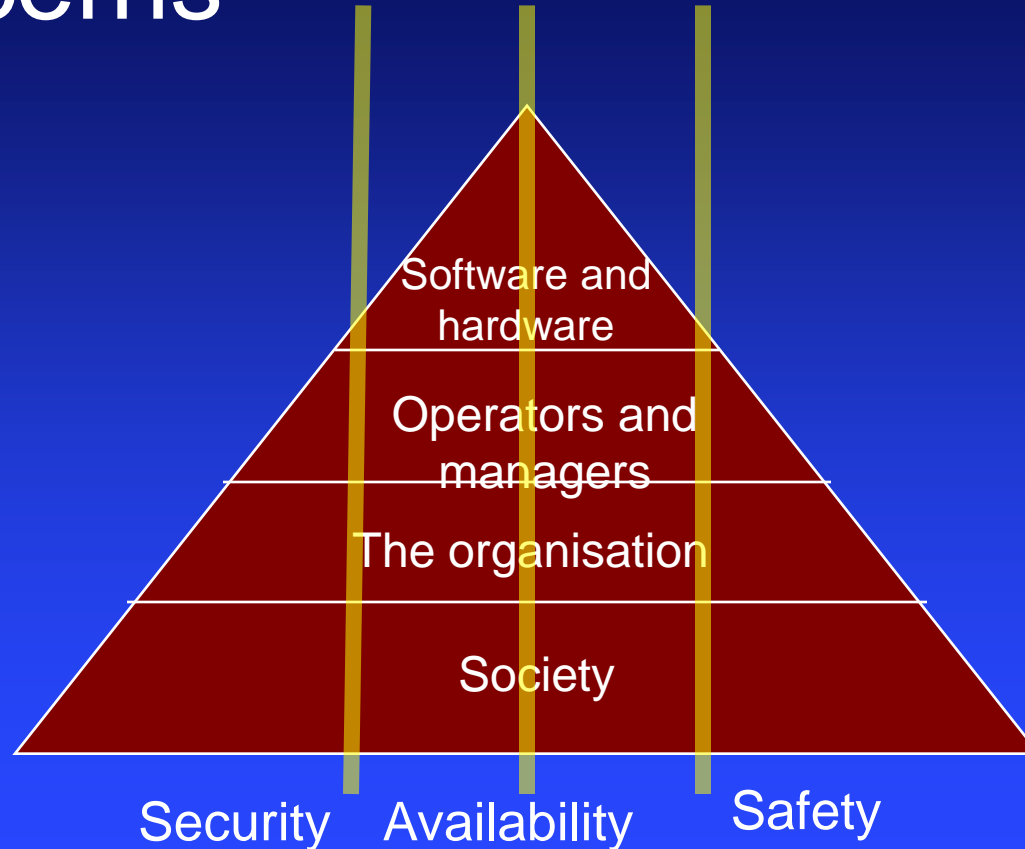
Concerns

- Concerns are issues that an organisation must pay attention to and that are **systemic** i.e. they apply to the system as a whole
- Not concerned with individual functions, features of a system or individual stakeholder requirements



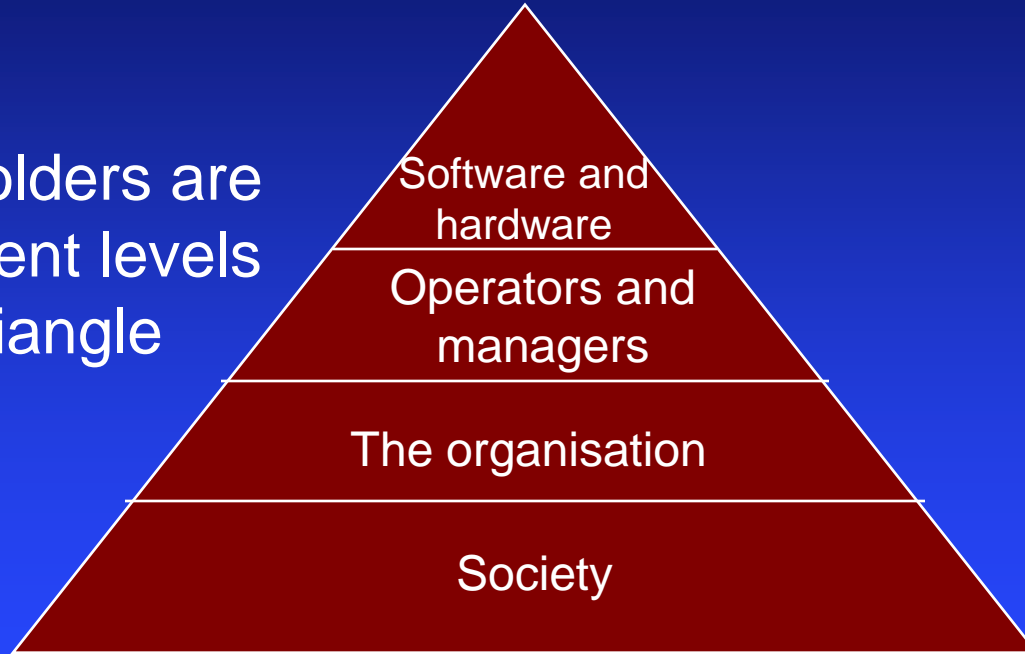
- Concerns are cross-cutting issues that may affect all system stakeholders and the requirements from these stakeholders

Concerns



The socio-technical triangle

Stakeholders are
at different levels
in the triangle





- Concerns help bridge the gap between organisational goals (what the organisation has to achieve) and system requirements (how a system contributes to these goals)



Summary

- Stakeholders
 - People who have an ‘interest’ or a ‘stake’ in the system
- Viewpoints
 - Groups of related requirements from stakeholders
- Concerns
 - Cross-cutting systemic organizational issues that generate requirements