

Stakeholder Analysis

1. Introduction

This stakeholder analysis identifies all parties involved in, affected by, or influencing the Smart Transportation System.

It outlines their roles, needs, influence levels, and engagement strategies to ensure clear communication and smooth project delivery.

2. Stakeholder Identification

The primary stakeholders include:

- Project Sponsor / Admin
- System Administrators
- Drivers
- Passengers (Students)
- Development Team
- Payment Gateway Provider
- Institution / Organization (e.g., University/School)

3. Stakeholder Analysis Table

Stakeholder	Role in the System	Needs / Expectations	Influence on Project	Impact from Project	Engagement Approach / Frequency
Project Sponsor / Admin	Provides resources, makes key decisions, ensures project alignment	System reliability, timely delivery, scalability, cost control	High	High	Weekly progress meetings, milestone reviews
System Administrators	Manage routes, notifications, users, and system operations	Efficient admin panel, full control, easy monitoring	High	High	Requirement workshops, admin testing sessions
Drivers	Publish trips, manage schedules, transport passengers	Simple UI, real-time updates, fair earnings, reliability	Medium	High	Surveys, beta testing, feedback collection
Passengers	Book trips, view routes, rely on service	Fast booking, search trips, safety, low waiting time	Medium	High	UX testing, satisfaction surveys
Development Team	Build, test, deploy, and maintain the system	Clear requirements, stable scope, realistic deadlines	High	Medium	Daily standups, sprint reviews
Payment Gateway Provider	Enables secure online transactions	Correct integration, stable connection, API compliance	Low	Medium	Technical communication as needed
Institution / Organization (Optional)	Oversees transportation and student experience	Improved mobility, reduced issues, safety	Medium	Medium	Monthly updates, requirement approvals

RACI Table

Project Tasks / Activities	Project Sponsor / Admin	System Admin	Drivers	Passengers (Students)	Development Team	Payment Gateway Provider	Institution / Organization
Requirements Gathering	A	C	C	C	R	I	C
System Architecture & Database Design	I	C	I	I	A/R	I	I
UI/UX Design	I	C	C	C	A/R	I	I
Back-End Development	I	C	I	I	A/R	C	I
Front-End / Web App Development	I	C	I	I	A/R	I	I
Driver Trip Management Module	I	C	R (process input)	I	A/R	I	I
Booking & Passenger Module	I	I	I	C	A/R	I	I
Payment Integration	I	I	I	I	R	A/C	I
Testing & QA	I	C	C	C	A/R	I	I
Deployment	A	I	I	I	R	I	I
System Administration Setup	I	A/R	I	I	C	I	I
Training (Drivers & Users)	A	R	C	C	I	I	I
Monitoring & Maintenance	A	R	I	I	C	I	I