Управління зацікавленими сторонами

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Зміст

Управління зацікавленими сторонами
Документи:
      Stakeholder Management Plan
      Communications Plan
      Stakeholder Map
      RACI Model

Управління зацікавленими сторонами

- Stakeholders (Зацікавлені сторони)

- Stakeholders Management (управління зацікавленими сторонами

Управління зацікавленими сторонами

- Project managers
- Team members
- Sponsors
- Owners
- Investors
- Government agencies
- External customers
- Clients
- End Users
- Contractors and subcontractors
- Suppliers
- Etc

**Можливі стейкхолдери**

Зовнішні та Внутрішні

Управління зацікавленими сторонами

- Визначте своїх зацікавлених сторін
- Приорітизуйте їх
- Проведіть інтерв'ю з ними
- Створіть матрицю "інтересів влади"
- Встановіть очікування
- Реалізуйте план комунікацій
- Створіть правила спілкування
- Створіть план дій
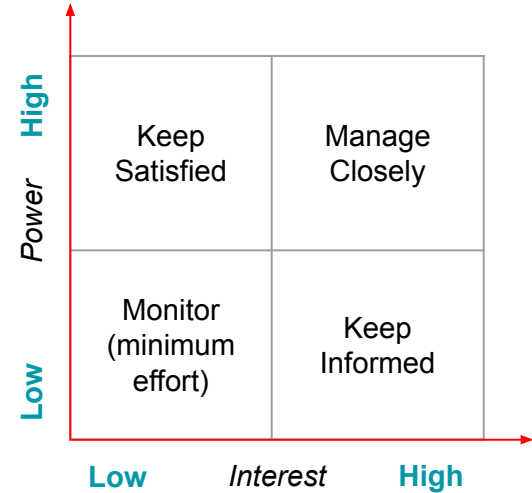- Виконуйте та контролюйте всі заплановані дії

Stakeholder Map

- Power Interest Grid

- Power Interest Matrix

- Stakeholder Map

- Stakeholder analysis matrix
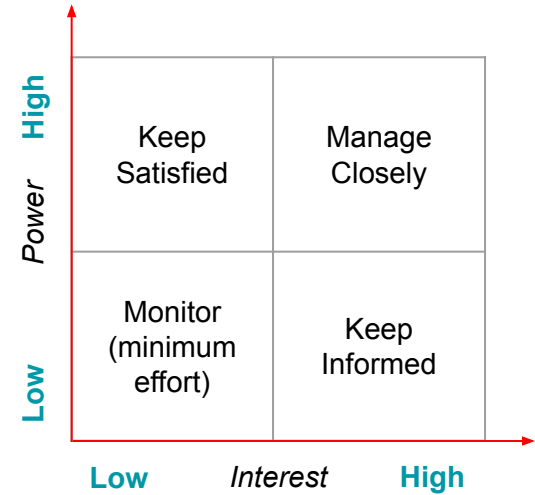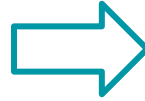
Stakeholder Map

- High Power/ High Interest (Fully Engage)

- High Power/ Low Interest (Keep Satisfied)

- Low Power/ High Interest (Keep Informed)

- Low Power/ Low Interest (Minimum Effort)

Stakeholder Management Plan

- Що це

- З чого складається

- Коли варто складати

- Як складати

Stakeholder Management Plan

Як складати

- Визначити зацікавлені сторони

- Задокументувати їхні ролі та обов'язки

- Визначити рівень інтересу

- Обрати частоту та спосіб комунікації

- Викласти план

- Обговорити та отримати фідбек

Stakeholder Name	Role	Responsibilities	Level of Interest	Communication Frequency	Communication Method
Liam Torres	Product Owner	Managing the product backlog Prioritizing needs Giving feedback at each iteration Answering questions and conflicts resolving	High	High	Teams (daily)
Noah Rivera	Product Manager	Defining the product vision, strategy and roadmap. Developing positioning for the product. Recommending or contributes information in setting product pricing.	Medium	Low	Email or Zoom (bi-weekly)
Olivia Brown	Project Manager	Monitoring project progress and set deadlines. Solving issues that arise. Managing the budget. Evaluating project performance.	High	High	Teams (daily)
William Johnson	BE Dev Lead	Creating applications BE to meet business process and application requirements. Leading the BE team in the design, development, coding, testing, and debugging of applications.	High	High	Teams (daily)
Priyanka Chabra	FE Dev Lead	Creating applications FE to meet business process and application requirements. Leading the FE team in the design, development, coding, testing, and debugging of applications.	High	High	Teams (daily)
James Lee	Solution Architect	Creating a solution prototype. Leading the technology selection. Controlling solution development.	Medium	Medium	Teams (weekly)
Benjamin Thompson	Lead UI/UX Designer	Illustrating design ideas using existing needs, requirements and documentation. Designing graphic user interface elements. Leading UI/UX design team.	Medium	Medium	Teams (weekly)
Lucas Miller	QA Lead	Planning Test Activities. Designing and implementing tests. Performing root-cause analysis. Tracking quality assurance metrics.	High	High	Teams (daily)
Anna Garcia	Sales Manager	Planning the sales strategy and Optimization of sales. Searching for clients who might benefit from the company's products. Documentation and control of target achievement.	Low	Low	Email (monthly)

Communications Plan

- Що це

- З чого складається

- Коли варто складати

- Як складати

Communications Plan

Як складати

- Визначити ключові події/цілі
- Визначити аудиторію
- Створити графік
- Обрати формат
- Назначити відповідальних
- Обговорити та отримати фідбек

GENIUS space

Communication	Purpose	Audience	Format	Schedule	Responsibility of
Kick-Off	Introduce the project Set Expectations Confirm goals	All Project	Zoom Meeting	Once at the start of the project	Product Manager
Architecture Discussion	Create hypothesis Review and confirm concepts	Product Owner, Project Manager, Solution Architect Dev Leads, QA Lead	Zoom Meeting	Once after Kick-Off, when Solution Architect is ready	Project Manager
UI/UX Design Discussion	Create hypothesis Review and confirm concepts	Product Owner, Project Manager, Lead UI/UX Designer Solution Architect, Dev Leads, QA Lead	Zoom Meeting	Once after Kick-Off, when Lead UI/UX Designer is ready	Project Manager
Architecture Review	Confirm solution architecture	Product Owner, Project Manager, Solution Architect Dev Leads, QA Lead	Zoom Meeting or Email	Once after Solution Architecture complete	Project Manager
UI/UX Design Review	Confirm UI/UX design for solution	Product Owner, Project Manager, Lead UI/UX Designer Solution Architect, Dev Leads, QA Lead	Zoom Meeting or Email	Once after UI/UX Design complete	Project Manager
MVP Discussion	Confirm scope of MVP Set goals and high-level DoD	Product Owner, Project Manager, Dev Leads, QA Lead	Zoom Meeting or Email	Once after scope complete	Project Manager
Planning	Plan scope of iteration (version) Estimate tasks Commit to iteration goals	Product Owner, Project Manager, Dev Team	Zoom Meeting	Bi-weekly	Project Manager
Technical Intake	Find ways of solution implementation	Dev Team Project Manager	Zoom Meeting	Optional, if required	Dev Lead
Status Meeting	Align a team and share progress Resolve potential problems quickly	Product Owner, Project Manager, Dev Team	Zoom Meeting	Daily (11 am)	Project Manager
Demo	Provide results Receive Feedback	Product Owner, Product Manager, Project Manager, BE Dev Lead, FE Dev Lead, QA Lead Sales Manager	Zoom Meeting	Bi-weekly	Project Manager
Retro	Improve processes Find action points	Dev Team Project Manager Product Owner	Zoom Meeting	Bi-weekly	Project Manager

RACI Model

- R – Responsible

- A – Accountable

- C – Consulted

- I – Informed

RACI Model

Activities/Roles	Product Manager	Product Owner	Project Manager	Business Analyst	UI/UX Designer	Developers
Set Goals and Needs	A	R	I	C	I	I
Create MVP scope	C	A	I	R	I	I
Create Mock-ups	I	C	I	A	R	I
Create Style Guide	I	A	I	C	R	I
Implement features	I	I	I	A	C	R

GENIUS space

Дякую за увагу!

GENIUS space

Домашнє завдання

Створити **Stakeholder Management Plan** відповідно до вашого місця роботи або навчання