**Stakeholder Management Strategy**

**RAM-IT: ITRO’s ChatBot & Ticketing System**

**Asia Pacific College**

**3 Humabon Place, Magallanes**

**Makati City 1232 PH**

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# Introduction

The stakeholder management strategy for RAM-IT: ITRO’s ChatBot & Ticketing System aims to proactively identify, prioritize, engage, and communicate with stakeholders to ensure their needs and expectations are met. The strategy will be integrated into the project management approach, guided by principles of transparency, inclusiveness, and accountability. It will focus on building positive relationships, effective communication, conflict mitigation, and continuous monitoring and evaluation to ensure successful system implementation and operation.

# Identify Stakeholders

The stakeholder management strategy for RAM-IT: ITRO’s ChatBot & Ticketing System involves identifying and engaging with various stakeholders. These stakeholders include the ITRO team, consisting of IT Supervisor and IT Specialists who are responsible for the technical implementation and maintenance of the system. The school administration, including school administrators, and other school staff, play a crucial role in overseeing the system's usage and effectiveness at the school level. School staff, such as teachers and counselors, may interact with the system to submit tickets for technical issues or other inquiries. Primarily students themselves may also be stakeholders as they interact with the system to submit tickets or seek assistance. The school administrators, board members, and other officials, may also be stakeholders with oversight and governance responsibilities. Additionally, the proponents providing support or maintenance for the ticketing system may also be stakeholders. Other stakeholders may include alumni or APC community members depending on the context and requirements of the ticketing system. Identifying and engaging with these stakeholders is essential to ensure that their perspectives, needs, and concerns are considered in the management and improvement of the ticketing system.

# Key Stakeholders

Key stakeholders in the ITRO school ticketing system includes:

Information Technology Resource Office (ITRO):

* IT Supervisor
* IT Specialist

Academic Personnel/Administrator:

* Administrators
* Board Members
* Teachers
* Counselors

APC Community Member:

* College Students
* Senior High School students
* Alumni

These key stakeholders may require more communication and management throughout the project’s lifecycle, and it is important to identify them to seek their feedback on their desired level of participation and communication. Identifying and engaging with these key stakeholders is crucial to consider their perspectives, needs, and concerns in the management of the ticketing system.

# Stakeholder Analysis

1. ITRO - High influence, high interest, high impact: The ITRO team, including IT managers, system administrators, developers, and support staff, have a high level of influence and interest in the ticketing system as they are responsible for its technical implementation and maintenance. Their feedback, involvement, and support are crucial to the success of the system.
2. Academic Personnel/Administrator - High influence, high interest, high impact: School administrators, teachers, and other school staff play a key role in using and interacting with the proposed system to gauge the usage and effectiveness of the ticketing system at the school level. They have a high level of influence and interest in the system's functionality, as it affects their daily operations inside the school.
3. APC Community Members - Moderate influence, high interest, moderate impact: students and other school staff may interact with the ticketing system to submit tickets for technical issues or other inquiries. While their influence may be moderate, their interest in the system is high as it directly affects their ability to receive support and resolve issues.

**Sponsor Acceptance**

Approved by the Project Sponsor:

Date:

Mr. Jojo F. Castillo

Executive Director, Technical Services Director,

Administrative Support Services