

**Stakeholders:** These are people or groups who influence or are impacted by the system.

**1) Students**

**Reason:** They are the primary users who will register, submit complaints (anonymously or not), and track complaint status.

**Elicitation techniques:** Questionnaires (Google forms) and Interviews (some students of the batch were already consulted).

**2) Committee Members (e.g., Academic Committee, HMC, CMC, SBG , SPORTS)**

**Reason:** They handle, resolve, and report on complaints. They need analytics and reporting tools.

**Elicitation techniques:** Interviews (with Academic Committee member and Convener-HMC,CMC ,SBG Treasurer and Sports Committee member ) and Observation.

**3) Administrators (System Admins/College Authorities)**

**Reason:** They manage the overall system (admin panel), handle escalations, ensure RBAC, and maintain data privacy/security.

**Elicitation techniques:** Observation/Shadowing, Brainstorming.

**4) Dean of Students / Higher Authorities**

**Reason:** Receives monthly reports of complaints and resolutions from committees. Needs analytics for decision-making.

**Elicitation techniques:** Interviews, Questionnaires.

**5) IT/Technical Team**

**Reason:** They ensure maintainability, scalability, security, performance, and uptime of the system.

**Elicitation techniques:** Brainstorming, JAD (Joint Application Development), Observation.

## **2. End Users**

These are the direct users of the system interface.

- 1) Students (who submit and track complaints)
- 2) Committee Members (who review and resolve complaints)
- 3) Administrators (who manage users, departments, analytics)

## **3. Reason for choosing above stakeholders and end users:**

- Students → They are the ones facing issues on campus and raising complaints.
- Committee Members → They resolve the issues and must provide updates and reports.
- Administrators → They oversee the platform, control permissions, and ensure smooth functioning.
- Dean/Authorities → They need summarized data and analytics for governance.
- IT Team → Without them, the system cannot run reliably or securely.

## **4. Elicitation Techniques to Derive Requirements.**

Brainstorming → To capture diverse ideas in group meetings (used for registration, maintainability, performance).

Questionnaires (Google Forms) → To collect input from a large number of students and users quickly.

Interviews → To get in-depth needs from committees, administrators, and authorities.

Observation/Shadowing → To see how admins/committee members currently manage complaints and reporting.

Joint Application Development (JAD) → To involve IT teams and stakeholders in refining technical needs like scalability, performance, and integration.