Stakeholders are people who decide upon system or project requirements, and control how those requirements are met. Stakeholders are usually clients who requested the system, employees, end users, company managers, shareholders, and anyone else involved in the system. Individual stakeholders will be interviewed, and a criterion would be made for the system. The success of the system would be based on this criterion which would include requirements of the system from the stakeholders. For example, customers of a food aggregator like Face Fillers would require the system to display a choice of menus from different food establishments that the customer can order from and show their order at the end, allowing them to pay through the aggregator.

Internal stakeholders

One of the examples of internal stakeholders would be shareholders of the company. As this is a small business, the shareholders would likely be company creators and developers, and therefore would be internal. The shareholders of the company would be concerned about how much the system would cost and how successful it would be in practice. For example, the shareholders of Face Fillers would want to know about the applicability to the food aggregator market. This would involve a detailed look at current aggregators to ensure that Face Fillers has a place on the market and will be competitive with other current popular aggregators such as Deliveroo and Just Eat. The shareholders would also have a say in the development of the system and how much hat development will cost, as well as actions that can be taken to maximise profits later in the system’s life.

Internal stakeholder’s requirements for the system:

Keep records of sales and costs in order to calculate profits and measure success.

A feature set or business model that sets Face Fillers apart from the competition.

Another example of internal shareholders could be management, including the CEO, CTO, and the head of IT. These stakeholders would be concerned with compliance with laws and legal regulations that the system needs to abide by, such as data protection laws. They would also require the system to be easy to maintain and allow for expandability should the Face Fillers aggregator app become more popular and thus require growth to account for higher demand.

Possible requirements of system:

Compliance with laws e.g. Data Protection Act and GDPR.

Scalability of the system.

Maintenance of the system, the system should be easy to maintain.

Updates to meet compliance, how easy it is to update the system to comply with requirements of different operating systems, e.g. iOS and Android.

A further example of stakeholders could be IT department staff and employees of the company. Employees, for example customer service employees, would require the system to be user friendly and require a feedback section to help improve the usability of the system for the customers.

Possible requirements of system:

Easy to use interface.

Allow for user feedback.

External stakeholders

One of the examples of external stakeholders could be local businesses, which would require the system to include their menu and delivery bounds, as well as a system to handle transactions being placed and order information for preparation.

Possible requirements of the system:

Transactions and a backlog of stored transactions.

Order preparation notification for businesses.

Easy access to menu if local business on the Face Fillers app.

Easy to use interface.

Access to company web page via app.

Another example of an external stakeholder could be users / consumers of the food aggregator app Face fillers. They would require the system to have an easy to use user interface, fast system performance, the ability to track orders, a quick order confirmation, and compliance with data protection and GDPR.

Possible requirements of the system:

easy to use user interface (graphic user interface).

fast system performance.

quick order confirmation.

ability to track orders.

compliance with data protection and GDPR.

A further example of an external stakeholder could be government regulators. Government regulators would require the system to conform with data protection laws and GDPR, as well as other laws, and have a good security system in place to protect the system from possible cybersecurity attack.

Possible requirements of the system:

Compliance with data protection and GDPR.

Compliance with other laws.

Strong secure security systems to protect data and physical hardware, including protection against malicious software attacks and physical damage or vandalism.

Additionally stakeholders could include a sample of wider society who would want the system to comply with environmental welfare with the sue of green energy or renewable energy sources, this would most likely become a bigger issue if the company expanded and grew to become a large business.

Possible requirements of the system:

Green energy solutions such as renewable energy.

Cheap and environmentally friendly hardware in shopfronts and delivery systems.

Electric vehicles for delivery.