

## PlaDat: a Software Development Process assignment 2

### Introduction to PlaDat and goal

PlaDat was born out of a **common need** of university and non-university students.

Often, for reasons related to the curriculum of the course of study, for work requirements and/or for the desire you to put into practice the knowledge acquired and experiment, during the course of study students decide to **enter the world of work**. However, **school knowledge is not sufficient** to churn out professionally prepared workers, remaining at a higher level of **abstraction** than actually required, eclipsing **practice** behind theory. Although the latter is extremely important for an innovation-driven world such as ours, teenagers, with little experience, must be able to tiptoe into the market, without pressure, and, above all, must have the opportunity to be able to show their skills in concrete, incremental steps. To ensure what has just been enunciated there are **internships**, which, as Wikipedia (<https://en.wikipedia.org/wiki/Internship>) points out, are ad-hoc paths at an institution, public or private, of very variable duration, for the main purpose of learning and training, generally finalized in the entry of the job market.

The difficulty, however, lies in **finding jobs that meet the expectations** of the young people and match with their school and/or university career. There are too many cases of **internships unrelated** to the real will of the intern himself, making an important opportunity for professional and personal growth in vain, which risks, even more, to confuse the young person's ideas. Too many, moreover, are the **difficulties of accessing** a congruent, single list of proposals that is not redundant and/or scattered among heterogeneous channels. We, the creators of PlaDat, were the first to encounter these difficulties during our university studies and were the first to see **a concrete need** for them, a need confirmed by our fellow students and by students from different faculties. Against this backdrop, the **Bicocca University of Milan** (<https://www.unimib.it/>), as a young university attentive to the needs of its enrollees, decided to **fund the PlaDat project**.

This is where PlaDat comes in: a **facilitator for bringing the two worlds together**. There are a number of platforms with similar purpose to PlaDat, but they are often outdated, complex, difficult to use or have little educational offerings. Often, moreover, these web apps encapsulate only **corporate** internships, excluding the whole slice of the market related to **teaching and research at public institutions**, an aspect that is often underestimated, but of fundamental importance for a growing country and for young people who want to approach this reality.

PlaDat, therefore, proposes itself as a **single point of access for students of various levels to the world of work**, a platform that sees on one side students and on the other HR, for selection by private companies, and professors, for selection by research centers and universities. In PlaDat:

- **Institutions** will, therefore, have the chance to make themselves known, showcase their opportunities and attract the brightest students by viewing applications and updating their status.
- **Students**, on the other hand, will be able to find offers that best suit their needs, train, grow and take their first steps into an unfamiliar world, all through a platform that highlights the key lines of their profile. They will, in addition, be able to make themselves known, showcase their skills and, why not, find future work.

Finally, the platform will make it possible to **keep track of the evolution of applications**, taking users all the way to the first contact; after the latter, it will be up to the interested parties to do their best to convince themselves and begin a joint path.

PlaDat was created **by students for students** and **funded by Bicocca University of Milan**.

### Stakeholder identification

A crucial and **preliminary** aspect to any **elicitation plan** (set of knowledge extraction techniques) is the **identification of stakeholders**. The stakeholder, according to the Project Management Institute (PMI - <https://www.pmi.org/>) is an individual, group, or organization, who may affect, be affected by, or perceive itself to be affected by a decision, activity, or outcome of a project. In PlaDat we identify **eight stakeholders**, starting from funders to users down to those who have minimal interest with the platform. We go, then, to define stakeholders based on their interest, role, skills, and power over the project:

- **Internship Office**

The **internship office** is the body within the university that is **responsible for the regulation and management of curricular and extracurricular internships** within the university. It communicates with:

- **Students** for bureaucratic management of the relationship and to resolve issues as first-level Help Desk in the use of PlaDat.
- **Lecturers** for the bureaucratic management of the relationship in case of research internships and to resolve issues as first-level Help Desk in the use of PlaDat.
- **HR recruiters** for the bureaucratic management of the relationship in case of in-house internships and to resolve issues as first-level Help Desk in the use of PlaDat.
- **Student Services staff** for coordination related only to internship aspects.
- **Development Team** for coordination in the implementation of the platform.
- **Data Protection Authority** in case of problems with the processing of users' personal data.

Being the main coordinating body of the internship, **it is the funder**, on behalf of the university, of PlaDat and must be treated with an eye to it since, a lack of funding, would lead to the **failure of the project: economic decisions** with respect to the platform fall to him.

- **Student Services staff**

The **student services staff** are the organs of the university that **deal with issues that occur during students' university journey**. They communicate with:

- **Students** for first-level Help Desk aspects related to the use of PlaDat and to assist them in organizing the internship.
- **Internship Office** for coordination related only to internship aspects.

Being a student support organization, they oversee communications with students and are, for this reason, one of the **main promoters of the platform**; however, they cannot be considered a stakeholder that could make the project fail, but it could slow down its dissemination.

- **Students**

The **students** are those **who will use PlaDat** to search for curricular and extracurricular internships. They communicate with:

- **Internship office** for internship-related bureaucratic purposes and to solve simple problems in using PlaDat.
- **Student service staff** for help in organizing the internship and solving simple problems of using PlaDat.
- **HR recruiters** for recruitment purposes in case of internships in companies.
- **Lecturers** for recruiting purposes in case of search routes and to agree on an appropriate training plan.
- **Development team** to solve complex problems of using PlaDat.

Since they, along with Lecturers and HR recruiters, they constitute the **end users of the platform**, they are to be **consulted and kept informed** as the project evolves to gather feedback and incrementally improve it according to their needs. Failure to pay adequate attention to their tastes and needs could result in the **later failure of PlaDat**: their non-use of the web application would imply its futility. In fact, PlaDat was created precisely around their

needs, to support them in choosing an internship that is stimulating and in line with their expectations.

- **Lecturers**

The **lecturers** are those who represent **research institutions and universities in the selection** of students; the use of PlaDat would facilitate, to them, the initial aspects of selecting good candidates. They communicate with:

- **Students** for recruiting purposes in case of search routes and to agree on the training plan.
- **Office stage** for the bureaucratic management of the relationship in case of in-house internships and to resolve simple problems in using PlaDat.
- **HR recruiters** to collaborate in choosing the teen's educational plan during the internship period and to receive description of some opportunities to be exhibited during classes related to the content of the proposal.
- **Development team** to solve complex problems of using PlaDat.

Since they, along with HR recruiters and students, are the **end users of the platform**, they are to be **consulted and kept informed** during the evolution of the project to gather feedback and improve it incrementally according to their needs. Failure to pay adequate attention to their tastes and needs could lead to a **subsequent failure of PlaDat**: their non-use of the web application would imply a scarce amount of proposals for students to submit, which would reduce the variety of choice and, cascadingly, dissatisfaction on the part of students with internship proposals, an aspect that should counteract PlaDat. In addition, faculty, **represent the part of educational offerings related to public research**, a lack of them would restrict the part of the market chosen by students whose interest is to make a career in that field. Lecturers, moreover, are strong promoters for PlaDat as they will **often be the promoters** of the same to the parties.

- **HR recruiters**

The **HR recruiters** are responsible for **hiring new candidates for companies**, representing the company within PlaDat. Using PlaDat allows recruiters an easier selection of good candidates. They communicate with:

- **Students** for recruitment purposes.
- **Lecturers** to collaborate in choosing the teenager's educational plan during the internship period and to ask for "sponsorship" of the opportunity during classes related to the content of the proposal.
- **Internship Office** for bureaucratic purposes and in case of simple problems in using PlaDat.
- **Development Team** in case of problems with using PlaDat.

Since they, along with Lecturers and students, are **the end users of the platform**, they are to be **consulted and kept informed** as the project evolves to gather feedback and incrementally improve it according to their needs. Failure to pay adequate attention to the tastes of HR recruiters and their needs could result in a **subsequent failure of PlaDat**: their non-use of the web application would imply a scarce amount of proposals for students to submit, which would reduce the variety of choice and, cascadingly, dissatisfaction on the part of students with internship proposals, an aspect that should counteract PlaDat. Moreover, HR recruiters, represent **the part of the educational offerings related to private companies**, a lack of them would restrict the part of the market chosen by students whose interest is to make a career in that sector.

- **Data Protection Authority**

The **Data Protection Authority** is an independent Italian administrative authority established to ensure the **protection** of fundamental rights and freedoms and respect for dignity in the processing of **personal data**. It communicates, where appropriate, with:

- **Internship Office** in case of problems with the processing of users' personal data.
- **Development team** in case of problems with the processing of users' personal data.

Since it is a guarantor body and external to the reality in question, it **has no interest in either the failure or success of the project**, it simply ensures that the personal data of users (faculty, hr recruiters and students) are respected. As a result of what has been pointed out, it is not to be consulted for application implementation aspects, but it is to be taken into consideration: should any regulations related to its perimeter be violated, it **could intervene, causing PlaDat to fail**.

- **Development Team**

The **development team** (we) is the stakeholder that provides the **skills for the implementation** of PlaDat. It is responsible for the proper implementation of the application requirements and for meeting all the heterogeneous needs of the stakeholders, however difficult it may be. It communicates with:

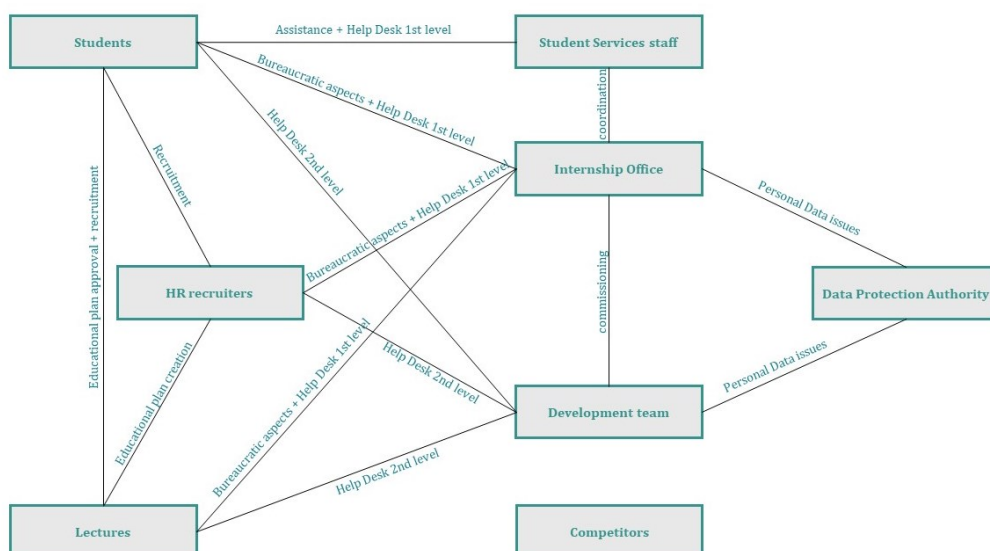
- **Students** to resolve issues as a second-level Help Desk.
- **Lecturers** to resolve issues as a first and second-level Help Desk.
- **HR recruiters** to resolve issues as a second-level Help Desk.
- **Data Protection Authority** in case of issues with users' personal data management.
- **Office stage** for coordination in the implementation of the platform.

Being the stakeholder who designs the application, **it is the basis of its success**, his knowledge and ability to pander to the needs and meet the standards will ensure, or not, its growth. A team composed of junior, creative and innovative, and senior, experienced and meticulous figures could be a good compromise to ensure the success of the application.

- **Competitors**

The **competitors** are **the rivals of our application**, entities that develop competing platforms or that, for some disparate reason, hold back the success of the project. By this term, then, we group all stakeholders who have a stake in the failure of PlaDat. They are neither developers, nor funders, nor users of our project, so, certainly, they are of marginal importance, but they are to be considered: analysing their products or their criticisms **could help PlaDat to grow** and stay ahead of the curve. Importantly, observing their platforms allows us to gain useful information to improve our web app: in the background study of the elicitation plan, some of them will be analysed.

Importantly, at this stage of identifying stakeholders, we did not simply want to highlight their role within PlaDat, but also their **relationship** and the **iteration** they have, which can also positively or negatively influence PlaDat's growth.



Let us go, finally, to analyze stakeholders from a point of view of **importance in the elicitation plan**, going to personalize the **strategy**: considering the interests of stakeholders is onerous, consequently it is good to understand towards which to direct more energy. To **classify** stakeholders we consider:

- Their **power** they have in the project.
- Their **interest** in the success of PlaDat.

Power	Interest	Strategy
High	High	They are the <b>most important</b> and must be highly satisfied.
High	Low	They are to <b>be kept satisfied</b> without filling them with information about operation.
Low	High	They are to be <b>kept informed and need to be consulted</b> regularly to understand how to make the system work.
Low	Low	He will be given <b>general information</b> .

Let us **summarize**, then, in a table the importance of stakeholders extrapolated from the analysis done earlier:

Power/Interest	High	Low
High	Internship Office e Development Team.	Data Protection Authority.
Low	Students, Lecturers e HR recruiters.	Student Services staff.

**Competitors are not summarized** in this table because they are marginal to the pure interests of the project. We can, therefore, move on to the information elicitation stage.

### Introduction to Elicitation process

//Qui breve descrizione del processo

### Our workflow

//Sistemare, dire chi sono gli interessati e perché, vedi tabella priorità

### Stakeholder-driven elicitation

### Artifact-driven elicitation