

# Exercice Stakeholders

## Resum Stakeholders, viewpoints & concerns by Ian Sommerville

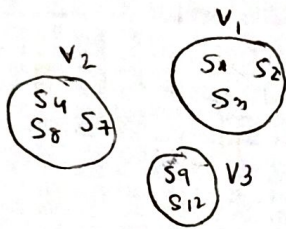
- ⚠ Not only users are the ones that matter.

Def Stakeholders: People or roles affected by the system.

↳ produce or help understand requirements.

↳ they lose something if the system doesn't work.

They are people. Depending on who they are, we can classify them.



stakeholder groups

↓  
help to organise requirements { viewpoints

### Examples of viewpoints

- End-user vp
- Managerial vp
- System administrator vp : how the system is managed, deployed, updated.
- Engineering vp (!)

VP = view point

Def: Systemic requirements : issues that must be paid attention to apply to the system as a whole.  
concerns

↳ they might affect all sys. stakeholders and their requirements.

Socio-technical triangle

differentiate stakeholder's levels.

► Some concerns are : reliability, availability, resilience, security...



## Notes on : Requirements - a Socio technical discipline

• Requirement & communication of requirements needs both sociological and technological abilities.

① The sociological side needs to gather all the appropriate Stakeholders.

↳ We need the most accurate information.

↳ it is hard because they are people : busy, (could be) uninterested

▷ Each stakeholder group wants different requirements.

↳ viewpoints !!!

② After identifying the relevant stakeholders we need to decide how to gather the requirements.

Ways to do that : - data analysis

- Survey

- interviews

- video conferencing

best technique =  
+ understanding  
- time

③ There is constraint requirements. They inhibit technical solutions.

⚠ Be aware that people don't ask for things they think don't exist.

↳ artificial constraints : people don't know they could be changed.

The analyst needs to share knowledge because sometimes the business specialist doesn't know about other options to proceed.

④ Express the requirements consistently, completely and traceable.

↳ Ensures understanding.

# Understanding Project Sociology by modeling stakeholders

most common concerns about stakeholders:

- Commitment: not enough time or budget for requirements.
- Skill
- Discovery: can't find appropriate sh.
- Maintaining: they get uninterested.
- Other

SH: someone that gains or loses something as a result of the project.

sh = stakeholders

product != system

includes people

operational beneficiaries: benefit from the product work in the containing system.

Functional beneficiaries: use the product for own benefit or enjoyment.  
↳ device user

We use onion models: we can place depending on operational involvement, presence or absence.  
You can use it when defining roles of stakeholders. If any role is empty, we ask to fulfill it.  
↳ Not always can this happen.

if a role is filled by many stakeholders

- ↳ fine division of responsibility
- ↳ serious conflicts

After completing an onion model, we can check the metrics to see if perhaps some roles have been overlooked, if there is some who relations... and so on.

SH need to be involved throughout the process!

Indicators on SH involvement:

- Role changes
- Hiring and firing
- Boundary changes
- Missing feedback loops: design feedback



~~most 50,~~

## Julia & Stakeholders

① Identifiquen els SH mencionats i escribiu el nom i una frase curta per les seves motivacions o raons.

- Consulting Company : the ones directing the project, they get direct benefits.  
(Julia & team)

- Cristina : product owner, benefits economically.

- Olaf : engineering owner, benefits economically.

Clients,  
Users {

- Sellers : they get a better service
- Buyers : " " " "

- Competitors : want the service to fail, they lose users and money.

- Laws & regulations : the product, is limited by these.  
service

② Details that can make stakeholders less involved.

- Role changes : Cristina (Product Owner) has been promoted recently.  
Julia herself is new to this project.

- Boundary changes : There is ~~new~~ regulations that affect the level of accuracy.

↳ There is nothing new, then is it an indicator?

- Missing feedback : They need to collaborate with the data team. It is hard to keep them in the loop, even more when they have more than one initiative.