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| **Stakeholder** | **Elicitation techniques** | **Reason for choice** |
| Programme Manager  (Emma Schwarz) | Interview | Build up a good relationship, receive information from that single source |
| Representatives from Investment Services  (Daniel Brett and Anna Rot) |  |  |
| Customers | Survey | Understand what customers expect from the new app and what their current complaints are |
| IT Service Desk  (Steve Brown) |  |  |
| Development Team Manager  (Adrian White) |  |  |
| Business Analyst  (Amelia Green) |  |  |