**Stakeholder Analysis :**

The aim of this project is to develop an electricity, gas or water meter reading system that involves the use of a smartphone to take a photo of the meter and image processing software to extract the meter reading from the photo of the meter. Also having two variants one that will be used by the customer that will provide the customer with his/her utility consumptions, analytical graphs and other billing information as well a version for the meter reading person employed by the utility provider. On the basis of this our key stakeholders are as follows

**Client / Supervisor :** The Project Smartphone Meter Reading System undertaken by our group is supervised by **Dr. Koren Ward.** She remains the key stakeholder for this project as the idea of using the smartphone for meter reading belongs to her, we being the group are accomplishing and implementing the idea as per the requirements and briefings given by **Dr. Koren Ward.**

**Customer :** The aim of this project is to develop an electricity, gas or water meter reading system that involves the use of a smartphone to take a photo of the meter and image processing software to extract the meter reading from the photo of the meter. As a result it is important to consider customer as another important primary stakeholder as customer is the one who will be using the application to carry out the mentioned tasks. Failure to consider the customer as a stakeholder may result in failure of the application

**Utility Service Providers :** Another version of the app will be used by the electricity , gas or water distributor as they employ employee to carry out task of meter reading and then sending the data to the retailers. Ideally the minutes spend by the employee to read a meters is approx. 2 to 3 mins per meter as he is required to enter all the reading manually and then he submits it to the database. Thus the retailer version of the application includes utility service providers like electricity , gas and water distributors as one of the key stakeholder as implementation of the idea / application has an impact on their productivity.

The following matrix provides overview about the mentioned stakeholders and their impacts on the project.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ***Stakeholder Name*** | ***Contact Person*** | ***Impact – How much the project impact them ?*** | ***What is important to the stake holder ?*** | ***How could stakeholder contribute to the project?*** | ***Influence – How much influence they have over the project?*** |
| Client | Dr. Koren Ward | High | The Requirement of the project must meet her expectations.  The application should be reliable , secure , and efficient in use as well as user friendly | By providing feedback and reviewing the implemented ideology and module.   By Providing hints on how to achieve the required task.  By stating the requirements of the system | High |
|  |  |  |  |  |  |
| Customer | Friends , lecturers and group members | Customer Version – High  Retail Version - High | An application which is quality build.  Providing Accurate readings , and having user friendly GUI for ease of use. | By providing feedback on his/her usage.  Providing user experiences about the app.  Reviewing the customer version of the app and providing feedback regarding the changes that need to be done | Customer Version – High  Retail Version - Low |
|  |  |  |  |  |  |
| Utility Service provider | Electricity , Gas and water distributors | Customer Version – Medium  Retail Version - High | Secure connection to the database.  Accurate readings of the meter along with right GPS co-ordinates.  Easy to use and fast processing of the image. | By providing feedback on the app.  By raising certain viewpoint that may be company standard and may not be known to the developer. | Customer Version – Medium  Retail Version - High |
|  |  |  |  |  |  |