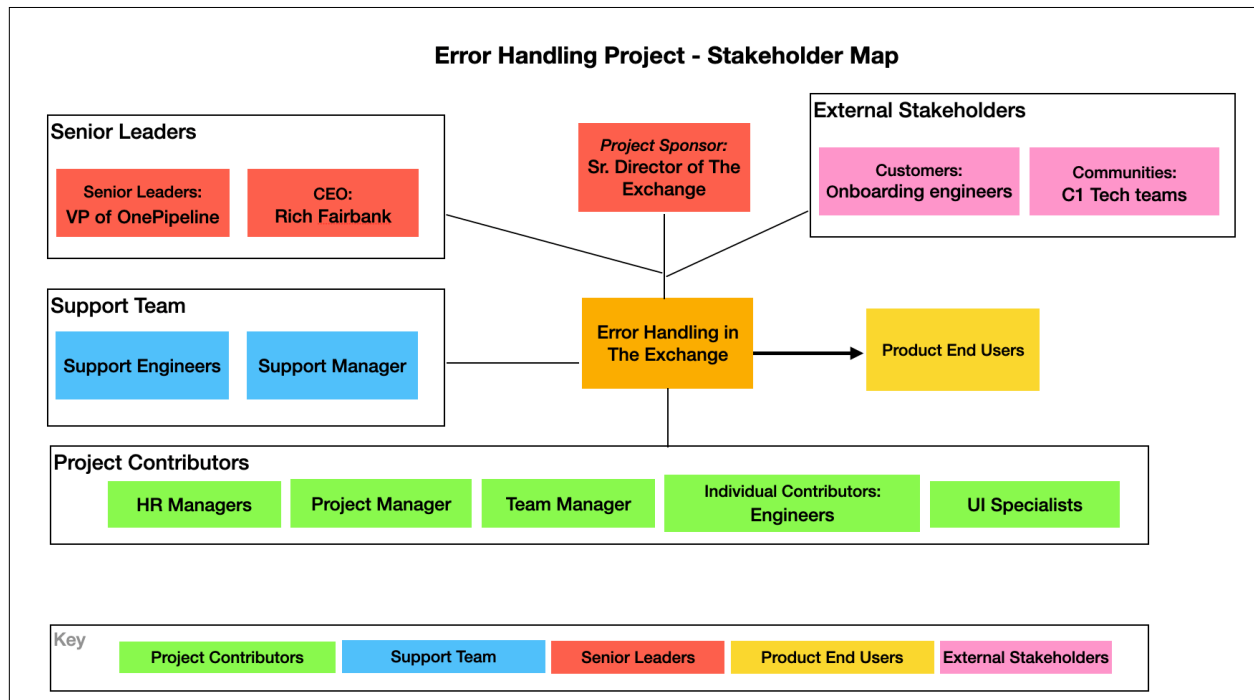


The Exchange adding Error Handling Stakeholder Map

Capital One's new product for one pipeline control called The Change is looking to improve their Error Handling Solution to cut down on support the and help individual teams with fast and seamless registration. This document will outline all major stakeholders for the project and their value to the process.



Senior Leaders

Senior Leaders team consists of VP of OnePipeline, CEO of Capital One, and a Project Sponsor, VP of the Exchange. This specific project doesn't require a Steering Committee due to a smaller scale of work.

The Project Sponsor is responsible for communicating the intent to higher Senior Leaders and pass their feedback and vision down to individual teams. Senior Leaders' task is to have a larger vision of the product and make sure that the project's functionality and progress are aligned with the current vision and strategy.

Support Team

The support Team includes individual support engineers and a support manager. They are very valuable to this project due to their first-hand experience with end-users and fully understanding what they are currently lacking. Additionally, this project directly affects their work and the way The Exchange supports internal teams in the future. Support engineers are in charge of day to day communication with current customers of The Exchange and Support manager is in charge of guiding these engineers and communicating with the rest of stakeholders on the desired outcomes and requirements.

External Stakeholders

External Stakeholders are current and future users of the Exchange and their direct teams within Capital One. They have a direct influence on what the project should look like as a group of stakeholders who is using the application on the daily basis. Additionally, this is the group of people we will use to measure success or failure (by the speed of onboarding and general feedback). Customers are individual engineers that are going through the process of onboarding to The Exchange while their teams are communities that are directly impacted by the process.

Project Contributors

The project contributors group includes stakeholders who have a direct influence on the final project and how it will be implemented and delivered. These stakeholders include HR Managers, the project manager, the team manager, Individual Contributors, and UI Specialists. They are in charge of bringing the project to life by hiring correct resources, creating an architectural solution, and implementing it within the scope and requirements of other stakeholders.

- *HR Managers*: hire and distribute correct resources for the project and fill out gaps with the workforce
- *Project Managers*: they are in charge of communicating the project, deadlines, and requirements. They are responsible for all stakeholders to be on the same page and are onboard with the new project.
- *Team Manager*: a manager who is responsible for making sure that individual contributors on the team are heard and acknowledged for their work and design.
- *Individual Contributors*: software engineers of different levels who are responsible for design and implementation of the project.
- *UI Specialists*: specialists that are responsible for the front end view of the product and create a sustainable and easy to follow design for error handling based on customer's feedback.