Stakeholder Register -- Error Handling for The Exchange Overview Tab	
By implementing Error Handling in the Exchange we will bring the benefit of decreasing costs and time wasted on manual support and bringing a more seamless and enjoyable experience to internal customers, which aligns with the strategy of hitting a deadline of getting every team registered by 2021.	
Stakeholder Name and Title:	**End User - Senior Manager John Tan**
Organization name	*Capital One - Card Tech*
Reports to	*Director - Evelyn Tucker*
# Reports	*10 people*
Key Responsibilities	*Requires onboarding to the Exchange of approximately 300+ datasets and will work closely with the product.*
Key Project Goals	*- Have an easy to follow intuitive Error Handling Capability to onboard in a quick manner* *- Make sure that there're KTs in place to learn about new functionality*
Key Project Concerns	*- Making sure that functionality delivery stays within discussed timeframe and doesn't slow down the process of onboarding* *- Have office hours in place with Support team to ask questions* *- Having a fully tested functionality so that it does not crash while onboarding*
Constraints	*- Must be completed within the next 2 PIs (2 month)*
Stakeholder Name and Title:	**Individual contributor/ Software Developer - Layla Smith**
Reports to	Senior Manager - Sarah McDonald
# Reports	0 reports
Key Responsibilities	Develop design and implementation of the Project
Key Project Goals	- Develop a design and an implementation of the Error Handling with given requirements - Create a project within a given scope with fully tested capabilities
Key Project Concerns	- incoming new feedback and consistency changing requirements coming from support and end users - Have enough time dedicated to the successful fully implemented project
Constraints	- Have a total of 5 Senior and associate developers on the team to distribute work - Complete work within 2 PIs
Stakeholder Name and Title:	**VP of The Exchange - Adam O'Connel**
Reports to	Senior VP - Claire Smith
# Reports	300 people
Key Responsibilities	- Make sure The Exchange hold it's position as a very reliable and helpful internal product to Capital One - Communicate valuable achievements to the upper management and a board
Key Project Goals	- Validate the scope and a timeframe for the project - Have bi-weekly updates on the progress that can be communicated with upper-management - Act as a guide for the project to follow the business strategy
Key Project Concerns	- Make sure to have a clear communication of the progress of the project - Staying within a given timeframe
Constraints	*- Must be completed within the next 2 PIs (2 month)*
About this Template	
This stakeholder register has information distributed over multiple tabs	
On this tab, record general information about a key stakeholder, such as a sponsor, senior leader, or customer.	
The info should be safe to share with any other stakeholder.	
Do your best to get specific information for the register. It is your chance to record what they want to achieve as a result of the project.	
Superficial information => poor requirements, poor support, and poor stakeholder satisfaction	

Error Handling for The Exchange— Impact Analysis

Stakeholder Name and Title:	**End User - Senior Manager John Tan**		
Impact on People	**Description**	**How will we manage the impact?**	**Comments**
New guidelines on how to use Exchange	Need of KTs to help users understand new functionality	Create office hours twice a week for users to ask questions	
New Communication with Support	New style of asking for support with less Support involvement	Communicate on slack channels what Support team is here to help with and keeping communication channels clear of their job	
Faster/more automatic onboarding	Spend less time onboarding per a dataset on average, quicker deadlines	Still suggest adding buffer to all stories to create a lag room for questions that can arise	
Impact on Processes	**Description**	**How will we manage the impact?**	**Comments**
Process of solving errors by users not Support	Learning on what new errors mean and how to find solutions efficiently	Create a detailed documentation on errors and their meaning	
Only reach out for complex issues	Individual user will need to do extra research on their own before reaching out with questions	Provide a guide on issues that is accessible to all customers	
Impact on Technology	**Description**	**How will we manage the impact?**	**Comments**
The way errors are displaying in UI	New way of seeing errors and where to expect them in the application	Share documentation	
Stakeholder Name and Title:	**Individual contributor/ Software Developer - Layla Smith**		
Impact on People	**Description**	**How will we manage the impact?**	**Comments**
New hires at the team to work on the new project	Team needs to have 5 engineers for development and requires additional engineers for the project	Start early with making sure all engineers are ready to start working on the new functionality by beginning of the time frame	
Miscommunication on work assignment and distribution	Distribute work fairly based on experience and knowledge of certain technologies	Make sure the team have regular retros where they can express their concerns regarding work distribution	
New requirements coming from upper management during development	Team is worried that management will keep adding new requirements that will make it hard to achieve in time	Have clear agile methodology where work gets assigned during spring planning and cannot be adjusted until next sprint	
Impact on Processes	**Description**	**How will we manage the impact?**	**Comments**
Distribution with new engineers	Process of new talent joining the team, and the whole team learning how to work as one	Create conversations about how people like to work and bond over outside of work activities	
Impact on Technology	**Description**	**How will we manage the impact?**	**Comments**
A new architecture for Error Handling	Develop a new design for Error Handling	Create a series of design meetings to swarm with all developers on the best approach	
New way of pulling information from AWS	Create a new solution that overwrites previous one	On the call include engineers who create the original code to go over their findings and collaborate on the improvement	

About this Tab

- During your interview, spend time discussing with your stakeholder, the potential impact of the project on people, process, and technology.
- The requirements you identify to manage the impacts should become part of your projects.
- They are change management requirements that relate to alignment, adoption, and benfits realization.
- What kinds of enagement and communications will help manage these impacts?

Impact on people - for each stakeholder, try to understand in detail the impact the project will have on people

- How will people in the stakeholder's organization be impacted?
- Does the stakeholder have sufficient human resources available to deliver the project? If not, will they hire temporary workers, outsource work to a firm, or hire new people?
- What roles are impacted? Will their job roles change? Will they need new skills? Will there be a reorg? What might they experience emotionally as result of the project?
- How can the stakeholder, impacted managers, or other leaders assist in leading these changes? Assuring adoption, alignment, and benefits delivery?
- How will you manage the impact on the project? This could include updates to their job title and description, salary compensation, or reporting structure. It could also include training.
- What types of interventions to manage conflict and anxiety may be needed?
- What other forms of help does the stakeholder need?

Impact on processes

- What processes will be impacted by the project?
- Create a list of the processes. Describe the impact the project will have.
- Identify efforts to manage the impact -- processes analysis, process roles and responsibilties, process quality management updates, process documentation and training updates.
- Define how to manage and measure the process improvement -- how will performance be measured? who will monitor performance? how will future improvements be implemented?
- How can the stakeholder, impacted managers, or other leaders assist in leading these changes? Assuring adoption, alignment, and benefits delivery?
- What other forms of help does the stakeholder need?

Impact on technology

- How will technology be impacted by the project?
- Identify the full range of technology that may be needed -- databases and information systems, security, workflow management, user access management, communications tools, content management, content development tools, etc.
- Define the types of new or updated technology will be required to enable the project, to enable the proposed solution.
- Discuss resource requirements to acquire and enable the technology.
- Begin to explore strategies to update or acquire the technology. It can include upgrading existing systems, acquisition of new technologies, procuring services to implement new technology.
- How can the stakeholder, impacted managers, or other leaders assist in leading these changes? Assuring adoption, alignment, and benefits delivery?
- What other forms of help does the stakeholder need?

Project Name -- Stakeholder Requirements ***See guidance below for how to complete this tab.***				
Stakeholder Name and Title:	**End User - Senior Manager John Tan**			
Requirement #	**Requirement Name**	**Description**	**Intended Benefits**	**Comments**
REC10-90	Clear Error Pop-up at the submit Button	Generate an AWS log error or success message when reaching submission	Clear guidelines at what field failed at submission	
REC10-91	Publishing page - block submission	Blocking submission on the form if a filed is wrong	No false positive submissions	
Stakeholder Name and Title:	**Individual contributor/ Software Developer - Layla Smith**			
Requirement #	**Requirement Name**	**Description**	**Intended Benefits**	**Comments**
REC10-92	Direct upload of the error from logs	Pull logs directly from AWS with the clear error	Have a direct error with a specific field that’s wrong. Removes more confusion in the future	
REC10-93	Error nicely formatted in the UI	Have a clear and easily readable error message	Less confusion in the future by End users and less support in the future	
REC10-94	Re-usable block	Ability to reuse the design over for new functionality in the future	Cuts down on time for future development	
Stakeholder Name and Title:	**VP of The Exchange - Adam O’Connel**			
Requirement #	**Requirement Name**	**Description**	**Intended Benefits**	**Comments**
REC10-95	Have all Capital one teams onboarded by 2021	Keep CEO’s strategy to have a uniform place for data under The Exchange.	Look good in front of CEO and reach goal of consistency in C1	
REC10-96	Keep a strong brand for Exchange	Advocate The Exchange as the best solution for all C1 teams	Keep a strong brand within the company	
About this Tab				
This tab tracks specific stakeholder requirements related to this project or initiative				
Requirement #	*Give the requirement a number. If possible, use a WBS number*			
Requirement name	*Give the requirement a short name for easy reference*			
Description	*Describe the requirement. This should not be a design of specification. Just a short description of the stakeholder's needs.*			
	Be specific. You want your stakeholder to look at this and say, "That's exactly what I need the project to deliver for me."			
	Project milestones are not stakeholder requirements.			
Intended benefits	*What are the intended benefits of the requirement to the organization. If necessary, review the concept of intended benefits in Module 1.*			

Error Handling in The Exchange -- Stakeholder Management Strategy ***See guidance below for how to complete this tab.***		
Stakeholder Name and Title:	**End User - Senior Manager John Tan**	
Power/Interest Assessment	*Low/High*	
Communciations and engagement strategies	- Have monthly meetings on the progress (office hours) and send out an email with updates - Share documentation - Schedule training / KT sessions	**Types of communications** *List the types of communications you will use* *Examples: Training, Status Reports, 121 Communications, Gate Reviews, Newsletters, Town Halls, Roadshows, Surveys, Workshops and Working Sessions*
Increase support	*- Make sure they have an access to documentation* *- Create office hours for them to express their questions and concerns* *- Have dedicated slack channels*	
Decrease resistance strategy	*- Have an open conversation about scope and what requirements we are working on*	
Increase adoption	*- Schedule KT sessions and share documentation*	
Increase alignment	*- Send email on the consistent basis with all updates on the functionality*	
Measure performance	*- Have feedback questionnaires about what Users think needs to be done and if we're align with their interests*	
Conflict Management	- Have correct reliable channels of communication and feedback sessions - Make sure user feel heard by including them in original conversations about requirements	***Provide a brief summary of how you will manage the conflict***
Stakeholder Name and Title:	**Individual contributor/ Software Developer - Layla Smith**	
Power/Interest Assessment	*High/High*	
Communciations and engagement strategies	- Have weekly meetings with Management, PM and Sponsor to align on requirements and progress - Have retros at the end of each sprint - Have standup meeting daily with PM	
Increase support	- Have an opportunity to reach out to PM with any development questions during work hours - Create a clear timeline and communicate deadlines accordingly	
Decrease resistance strategy	- Make sure new work isn't added mid-sprint	
Increase adoption	*Do not need to adapt to new project*	
Increase alignment	Make sure that requirements are coming from one source and are specific and detailed	
Measure performance	By Sprint reviews at the end of each sprint	
Conflict Management	- create retros to communicate feedback within a team	
Stakeholder Name and Title:	**VP of The Exchange - Adam O'Connel**	
Power/Interest Assessment	High/Low	
Communciations and engagement strategies	- Update management bi-weekly on the progress and what was accomplished	
Increase support	- Communicate how these new updates are benefiting strategy for Capital One and The Exchange	
Decrease resistance strategy	- Bi-weekly meetings	
Increase adoption	*Not needed*	
Increase alignment	*Not needed*	
Measure performance	*Not needed*	
Conflict Management	- Make sure to prioritize feedback and requirements coming from management or communicate ahead of the time how it's not possible and why	

About this Tab

This tab focuses on how to maintain or gain stakeholder support while mitigating resistance.

It is not enough to inform stakeholders to get and keep their buy in. You have to engage them frequently. Validate their needs. Get their feedback. Communicate directly to what they want out of the project.

Review the stakeholder management plan spreadsheet in module 3 for ideas

In fact, during the life of the project you may need to adjust requirements, budgets, and schedules to meet their needs.

It is not satisfactory to merely list "status reports" here. That indicates that you think you know everything the stakeholder needs, that they are passive, and that at the end of the project they will magically support the project's outcome.

This kind of assumption is bound to lead to doom.

Think of the following kinds of communications: Status reports, 121 meetings, gate reviews, newsletters, townhalls/road shows/events, workshops, surveys and polls