**T32** 

# **EcoTrack Application**

**Project Vision Document** 

Version 1.2 17/01/2024

# **Revision History**

EcoTrack

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#### 1 Introduction

Welcome to the Project Vision Document for Eco Track. This document serves as the foundational blueprint for our project, offering a comprehensive overview of its purpose, objectives, scope, and anticipated outcomes. Within these pages, we will outline the project's vision, mission, and the key stakeholders involved.

The Project Vision Document represents the first crucial step in the project's lifecycle, setting the direction and providing a clear understanding of what we aim to achieve. It will serve as a reference point for all project participants, stakeholders, and decision-makers, ensuring alignment and commitment to our shared goals.

Throughout this document, we will delve into the project's background, identifying the problem or opportunity it addresses, the strategic objectives it pursues, and the expected benefits it will bring. We will also outline the project's scope, including its deliverables, timelines, and resource requirements.

As we embark on this journey, it is our collective aspiration that this project will not only meet its intended objectives but also exceed expectations, making a positive and lasting impact. We invite you to explore this Project Vision Document and join us in our commitment to bringing this vision to life. Together, we will work diligently to turn this vision into a successful reality.

#### 1.1 Purpose

The Project Vision Document serves as a critical foundational document within the project management process, and its purpose is multifaceted:

- 1. Define the Project's Direction: It provides a clear and concise statement of the project's vision and mission, outlining its intended purpose, goals, and objectives. This clarity ensures that all project participants are aligned and understand the project's direction from the outset.
- 2. Stakeholder Alignment: It helps in aligning all key stakeholders, including team members, sponsors, executives, and external partners, by articulating the project's overarching vision and expected outcomes. This alignment is essential for securing support, resources, and commitment throughout the project's lifecycle.
- 3. Scope Definition: The document outlines the boundaries and scope of the project, specifying what is included and excluded. This ensures that everyone involved has a shared understanding of the project's boundaries, reducing the risk of scope creep and project drift.
- 4. Strategic Objectives: It highlights the strategic objectives that the project seeks to achieve, emphasizing how the project aligns with the organization's broader goals and strategies. This ensures that the project is in line with the organization's strategic direction.

- 5. Resource Allocation: The document provides an initial assessment of the resources, including budget, personnel, and technology, required to accomplish the project's objectives. This is crucial for securing the necessary resources and managing budget expectations.
- 6. Risk Identification: By outlining the project's vision and scope, the document also lays the groundwork for identifying potential risks and challenges that may arise during the project. This early identification allows for proactive risk management.

Our organization creates the Project Vision Document for several compelling reasons:

- 1. Clarity and Alignment: It ensures that all stakeholders are on the same page regarding the project's purpose, goals, and expected outcomes, reducing the risk of misunderstandings and conflicts.
- 2. Resource Management: It helps in the effective allocation of resources, both human and financial, by providing a clear roadmap of what needs to be achieved and what resources are required.
- 3. Strategic Alignment: It demonstrates how the project fits into the organization's strategic objectives, helping executives and sponsors understand its relevance and importance.
- 4. Risk Mitigation: Early identification of potential risks and challenges allows the organization to develop strategies to mitigate these risks and increase the project's chances of success.
- 5. Communication: It serves as a communication tool, allowing project managers to convey the project's vision and objectives to team members, stakeholders, and partners.
- 6. Accountability: It establishes a basis for accountability by defining what success looks like, enabling project managers to track progress against the documented vision and objectives.

In summary, the Project Vision Document is a vital tool that provides a clear and structured foundation for successful project initiation, execution, and management, ensuring that the project aligns with the organization's strategic goals and garners the necessary support and resources.

#### 1.2 Scope

It is essential to establish a clear distinction between what is included in the project's scope and what falls outside it to manage expectations, resources, and project boundaries effectively.

#### 1.2.1 In Scope

-System Enhancement: This project encompasses the development and implementation of enhancements to the existing software system, including feature additions, functionality improvements, and performance optimizations as outlined in the project requirements.

- -Database Integration: The project includes the integration of a new database module into the existing system architecture to facilitate efficient data storage and retrieval.
- -User Interface (UI) Revamp: It involves redesigning and enhancing the user interface of the application to improve user experience, usability, and visual aesthetics in line with the project's design specifications.
- -Security Upgrades: The project includes security enhancements to protect against vulnerabilities, with a focus on data encryption, access controls, and compliance with industry best practices.
- -User Training: In-scope activities encompass the development and delivery of user training programs to ensure that end-users can effectively utilize the updated system features.
- -Quality Assurance and Testing: Quality assurance and testing activities, including unit testing, integration testing, and user acceptance testing, are within the project scope to ensure the reliability and functionality of the system.

#### 1.2.2 Out of Scope

- -Third-Party Integrations: This project does not encompass the integration of third-party systems or services. Any integrations with external systems will be considered out of scope and will require a separate project or assessment.
- -Hardware Procurement: The project does not involve the procurement or installation of new hardware components. Existing hardware resources are assumed to be sufficient for the system's requirements.
- -Business Process Reengineering: This project does not include a comprehensive reengineering of existing business processes. Any modifications to business processes will be limited to those directly related to the software system changes.
- -Data Migration from Legacy Systems: The migration of data from legacy systems or platforms is not part of this project's scope. Data migration, if necessary, will be addressed in a separate project.
- -Regulatory Compliance Changes: Any changes required to ensure regulatory compliance beyond the scope of the system's current regulations are considered out of scope and will be addressed separately.
- -Infrastructure Upgrades: Upgrades or changes to the organization's underlying IT infrastructure (e.g., server upgrades, network enhancements) are not part of this project and will be handled independently if needed.

# 1.3 Definitions, Acronyms, and Abbreviations

This section explains all of the terms and abbreviations that are being used in this document, for those who are unfamiliar with them. Not everybody who reads this document will understand all of the terms, so this section is helpful.

Term	Explanation
Project	Refers to the specific initiative described in this document, including all associated tasks, objectives, and deliverables.
Scope	The defined boundaries and objectives of the project, encompassing what is included and excluded from its activities and outcomes.
Stakeholder	Individuals or groups with a vested interest in the project, including project sponsors, team members, and external partners.
Vision	The overarching goal or desired outcome that the project seeks to achieve; the "big picture" of what success looks like.
Mission	The purpose and primary objectives of the project that align with its vision.
In Scope	Activities, components, or processes that are within the defined boundaries of the project and will be addressed or influenced by the project.
Out of Scope	Activities, components, or processes that are explicitly excluded from the project's objectives and will not be addressed or influenced by the project.
UI	Abbreviation for User Interface, referring to the graphical layout and design that enables users to interact with the software or system.
QA	Abbreviation for Quality Assurance, encompassing processes and activities that ensure the quality and reliability of the project's deliverables.
UAT	Abbreviation for User Acceptance Testing, a phase of testing where end-users validate the software or system to ensure it meets their requirements.
Database	A structured collection of data stored electronically for efficient retrieval, modification, and management.
Integration	The process of combining different software systems or components to work together as a unified whole.
Security	Measures and protocols implemented to protect data, systems, and users from unauthorized access, breaches, and vulnerabilities.
Compliance	Adherence to legal, industry, or organizational regulations, standards, and best practices.
Hardware	Physical components of a computer system, such as servers, processors, and storage devices.

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#### 1.4 References

This section also contains links to all other places that were referred to in this document. These may include:

- Web sites
- URLs or network locations
- Research done for similar products

Name	Link
How to Calculate Your Carbon Footprint	https://www.pcmag.com/how-to/how-to-calcul ate-your-carbon-footprint

## 2 Positioning

#### 2.1 Business Opportunity

The "EcoTrack" project seizes the opportunity to tap into the rising demand for sustainable living solutions. It aims to create a valuable platform that enables users to make informed eco-conscious choices, engage in sustainable challenges, discover local green resources, and stay updated on environmental news. This initiative aligns with the increasing consumer interest in sustainability and offers the potential for revenue generation through partnerships with eco-friendly businesses and advertisers looking to reach environmentally conscious audiences.

#### 2.2 Problem Statement

The "EcoTrack" project addresses the growing environmental concerns and the lack of accessible tools for individuals to measure, reduce, and track their carbon footprint and adopt sustainable lifestyles effectively. It aims to provide a comprehensive solution to empower users to make eco-conscious choices by offering carbon footprint calculation, sustainability challenges, local eco-friendly resources, and environmental news, all within a single, user-friendly platform.

#### 2.3 Product Position Statement

#### Intent:

EcoTrack is an innovative Web application designed to empower individuals to lead sustainable lives and make eco-conscious choices. Our intent is to provide a comprehensive platform that fosters environmental awareness, inspires positive behavioral change, and connects users with local eco-friendly resources. EcoTrack's mission is to reduce carbon footprints, promote sustainable living, and contribute to a greener, more sustainable future for all.

#### Importance:

In a world where environmental concerns are paramount, the importance of the EcoTrack project cannot be overstated:

- 1. Environmental Impact: EcoTrack addresses the pressing global need to reduce carbon emissions and mitigate climate change. By enabling users to calculate and reduce their carbon footprints, the app contributes directly to environmental sustainability.
- 2. Consumer Demand: Consumer preferences are shifting toward eco-friendly and sustainable products and lifestyles. EcoTrack caters to this growing demand by providing users with the tools and information they need to make sustainable choices.

- 3. Community Building: The app fosters a sense of community by connecting like-minded individuals, local eco-friendly businesses, and organizations. This sense of community encourages collective action and strengthens the impact of sustainability efforts.
- 4. Information Access: Keeping users informed about the latest environmental news and sustainability trends is crucial. EcoTrack serves as a valuable resource for environmental education and awareness.
- 5. Business Opportunities: EcoTrack also presents business opportunities, as it can attract partnerships with eco-conscious businesses and advertisers looking to reach a dedicated and environmentally aware user base.

In summary, EcoTrack is not just an app; it's a catalyst for positive change. It addresses environmental challenges, meets consumer demands, builds communities, provides essential information, and opens doors to potential partnerships. This project holds immense importance in today's world, where sustainability is not just a choice but a necessity for a better future.

#### 2.4 SWOT Analysis

Strengths	Weaknesses
Comprehensive Sustainability Platform: EcoTrack offers a wide range of features, including carbon footprint tracking, sustainability challenges, local resource mapping, and environmental news, making it a one-stop-shop for eco-conscious users.	Market Competition: The sustainability app market is competitive, with several established players. EcoTrack must differentiate itself to gain a significant user base.
User-Friendly Interface: The app prioritizes user experience, with an intuitive and visually appealing interface that encourages engagement and ease of use.	Resource Intensive: Developing and maintaining a feature-rich app like EcoTrack can be resource-intensive, both in terms of development and ongoing updates.
Community Engagement: EcoTrack fosters a sense of community among environmentally conscious users, encouraging them to share experiences, challenges, and tips for sustainable living.	User Adoption: Encouraging users to adopt eco-friendly behaviors can be challenging, and the app's success depends on users' willingness to change their habits.
Opportunities	Threats
Growing Eco-Consciousness: As environmental concerns continue to rise, there is a growing market of individuals interested in adopting sustainable lifestyles, presenting a substantial growth opportunity.      Corporate Sustainability: Partnerships with eco-conscious businesses interested in promoting their products and services can provide a revenue stream and enhance the app's offerings.	Changing Regulations: Evolving environmental regulations can impact the app's functionality and data handling requirements, leading to compliance challenges.  User Data Privacy: The collection of user data for carbon footprint calculations and targeted advertising may raise concerns about data privacy and security.

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**Data Monetization**: Aggregated data on user behaviors and sustainability trends can be valuable for research and analysis, potentially leading to monetization opportunities.

**User Engagement**: Sustaining user engagement and commitment to eco-friendly behaviors over the long term can be challenging, and user attrition is a potential threat.

## 3 Stakeholder and User Descriptions

This section provides a profile of the stakeholders and users involved in the project, and the key problems that they perceive to be addressed by the proposed solution. It does not describe their specific requests or requirements as these are captured in a separate stakeholder requests artifact. Instead, it provides the background and justification for why the requirements are needed

#### 3.1 Stakeholder Summary

**Project Sponsors**: These are individuals or entities providing financial support and resources for the project. They are interested in the successful development and launch of EcoTrack and may have specific objectives tied to the project's outcomes.

**Project Managers:** Project managers and their teams are responsible for the planning, execution, and monitoring of the project. They ensure that it stays on track, within scope, and on budget, meeting the goals and requirements set by stakeholders.

**Developers and Designers:** The development and design teams are responsible for creating the app. Their goal is to build a functional and user-friendly application that aligns with project requirements and design specifications.

**Marketing and Sales Teams:** These teams are interested in promoting EcoTrack to reach a broad user base. They aim to attract users, create partnerships with eco-friendly businesses, and monetize the app through advertising and other revenue streams.

**End-Users**: The primary users of EcoTrack are individuals interested in sustainable living. They are the app's target audience and have a direct stake in its usability, features, and effectiveness in helping them adopt eco-conscious behaviors.

**Local Eco-Friendly Businesses:** Businesses that are listed on EcoTrack's sustainability map have a stake in the app's success. They benefit from increased visibility and potential customer engagement through the app.

**Environmental Organizations**: Environmental organizations may have an interest in collaborating with EcoTrack to promote their initiatives, share environmental news, and encourage their members to use the app.

**Regulatory Bodies:** Depending on the app's geographic reach, regulatory bodies may have an interest in ensuring that EcoTrack complies with data privacy, environmental reporting, and other relevant regulations.

**Investors:** Investors in the project may include venture capitalists, angel investors, or crowdfunding backers. They have a financial interest in the app's success and the return on their investment.

**Competitors:** Other sustainability and eco-conscious apps in the market may view EcoTrack as a competitor and may monitor its development and market impact.

**Data Partners:** If EcoTrack collaborates with data partners for information such as local resource mapping or environmental data, these partners have a stake in the app's effectiveness and reach.

**Educational Institutions:** Schools and universities may be interested in using EcoTrack as an educational tool to promote environmental awareness and sustainable living among students.

**Community Leaders:** Local community leaders and organizations that promote sustainability and green living may support and promote EcoTrack within their communities.

Each of these stakeholders has specific interests and expectations related to the development and success of EcoTrack. Effective stakeholder management and engagement are essential to ensure that the project aligns with their interests and objectives.

### 3.2 User Summary

#### 1. End-User (Individual User)

- Description: Individuals who download and use the EcoTrack app for various sustainability-related purposes, such as tracking their carbon footprint, participating in challenges, and accessing sustainability resources.
- Responsibilities: Captures personal data, sets sustainability goals, tracks carbon footprint, participates in challenges, engages with the community, consumes environmental news.
  - Stakeholder: Directly represented.

#### 2. Local Eco-Friendly Business

- Description: Small and large businesses that are listed on EcoTrack's sustainability map, offering eco-friendly products and services.
- Responsibilities: Provides business information, updates listings, engages with users, offers sustainable products and services.
  - Stakeholder: Local business owners or representatives.

#### 3. Environmental Organizations

- Description: Non-profit or advocacy organizations focused on environmental causes.
- Responsibilities: Collaborates with EcoTrack, shares environmental news and initiatives, encourages members to use the app.
  - Stakeholder: Representatives of the environmental organizations.

#### 4. Regulatory Bodies

- Description: Government agencies or organizations responsible for overseeing data privacy, environmental reporting, and compliance.
- Responsibilities: Ensures that EcoTrack complies with data privacy regulations, environmental reporting standards, and relevant laws.
  - Stakeholder: Government representatives or legal compliance officers.

#### 5. Investors

- Description: Individuals or entities that have invested in the development and success of EcoTrack.
  - Responsibilities: Monitor project progress, assess ROI, provide financial support.
  - Stakeholder: Financial advisors or representatives of the investing entities.

#### 6. Marketing and Sales Teams

- Description: Teams responsible for promoting EcoTrack, attracting users, and forming partnerships with eco-friendly businesses and advertisers.
- Responsibilities: Develop marketing strategies, reach out to potential partners, advertise eco-friendly products and services.
  - Stakeholder: Marketing and sales team members.

#### 7. Developers and Designers

- Description: The development and design teams responsible for building and maintaining the EcoTrack app.

- Responsibilities: Develop app features, maintain technical infrastructure, ensure user-friendly design.
- Stakeholder: Project managers and team leads representing the development and design teams.

#### 8. Community Leaders

- Description: Leaders of local community groups or organizations that promote sustainability and green living.
- Responsibilities: Encourage community members to use EcoTrack, promote sustainable behaviors.
  - Stakeholder: Representatives of community organizations.

These identified users represent a diverse range of stakeholders with varying roles and responsibilities related to EcoTrack. Understanding their needs and interests is essential for the successful development and adoption of the system.

# 4 Stakeholder Requirements

#### **User Engagement and Growth:**

- 1. BR001: The application should facilitate user engagement through gamification elements, challenges, and rewards.
- 2. BR002: Implement features that encourage users to invite friends and expand the user base.
- 3. BR003: Develop a marketing strategy to promote the app and attract partnerships with eco-friendly businesses.

#### **Monetization and Revenue Generation:**

- 4. BR004: Explore and establish advertising partnerships with environmentally conscious brands.
- 5. BR005: Implement in-app advertising spaces while ensuring they do not disrupt the user experience.
- 6. BR006: Investigate potential revenue streams, such as premium features or subscription models.

#### **Data Security and Privacy:**

- 7. BR007: Ensure compliance with data privacy regulations (e.g., GDPR, CCPA) and implement strong data security measures.
- 8. BR008: Develop a transparent privacy policy and consent mechanisms for data collection and usage.

#### Partnerships and Business Listings:

- 9. BR009: Create a user-friendly process for eco-friendly businesses to list their products and services.
- 10. BR010: Establish mutually beneficial partnerships with businesses interested in advertising through the app.

#### **System Maintenance and Updates:**

- 11. BR011: Plan for regular app updates and maintenance to address user feedback, fix bugs, and introduce new features.
- 12. BR012: Develop a feedback mechanism to gather user suggestions for improvements and new features.

## **User Requirements:**

#### **User Registration and Profiles:**

- 1. UR001: Users should be able to create profiles with customizable avatars and personal information.
- 2. UR002: Provide options for users to link their profiles to social media accounts for easier engagement with friends.

#### **Carbon Footprint Tracking:**

- 3. UR003: Users must input data related to transportation, energy consumption, and dietary choices for accurate carbon footprint calculations.
- 4. UR004: Allow users to view their carbon footprint over time and set reduction goals.

#### **Sustainability Challenges:**

- 5. UR005: Offer a variety of sustainability challenges with clear instructions, objectives, and deadlines.
- 6. UR006: Track user progress in challenges and reward completion with virtual badges or points.

#### **Local Resource Mapping:**

- 7. UR007: Users should be able to search for eco-friendly businesses and resources based on location, category, and user reviews.
- 8. UR008: Provide detailed information, including hours of operation, contact information, and directions to listed businesses.

#### **Environmental News Feed:**

- 9. UR009: Curate a diverse feed of articles and news on environmental topics and sustainability.
- 10. UR010: Allow users to share interesting articles and news with their community.

# 5 System Features

ID	Feature	Stakeholder Requirement ID
Feature 1	Carbon Footprint Calculator: This feature enables users to calculate their carbon footprints based on various inputs, such as transportation choices, energy consumption, and dietary preferences. Users can view their environmental impact and track changes over time.	SR001 (End-Users)
Feature 2	Sustainability Challenges: EcoTrack offers a selection of sustainability challenges and goals for users to participate in. These challenges encourage users to adopt eco-friendly behaviors, such as reducing single-use plastics, conserving water, or using public transportation.	SR002 (End-Users)
Feature 3	Local Resource Mapping: The app includes a mapping feature that allows users to discover eco-friendly businesses, zero-waste stores, farmers' markets, and other sustainable resources in their local area. Users can access business information, reviews, and directions.	SR003 (End-Users)

ID	Feature	Stakeholder Requirement ID
Feature 4	Environmental News Feed: EcoTrack curates an environmental news feed, providing users with up-to-date articles and reports on environmental issues, climate change, conservation efforts, and sustainability trends. This feature promotes ongoing learning and awareness.	SR004 (End-Users)
Feature 5	User Profile and Progress Tracking: Users can create profiles to track their progress, and participate in challenges.	SR005 (End-Users)
Feature 6	Business Listings and Partnerships: Eco-friendly businesses can list their services and products on the app, providing users with access to sustainable choices. The app also supports partnerships with businesses interested in reaching an eco-conscious audience.	SR006 (Local Eco-Friendly Businesses)
Feature 7	Data Security and Privacy: The app ensures robust data security and privacy measures to protect user information, including carbon footprint data and user profiles. Compliance with data privacy regulations is a priority.	SR007 (Regulatory Bodies, End-Users)

ID	Feature	Stakeholder Requirement ID
Feature 8	User Education and Tips: EcoTrack offers educational resources and tips to help users make informed choices and adopt sustainable behaviors. This feature provides guidance and encourages positive environmental actions.	SR008 (End-Users)
Feature 9	FAQ: This will help users to know how the website works and general information.	
Feature 10	Educational Videos: Discover the EcoTrack feature where you can learn all about living sustainability. Explore a variety of videos, quizzes, and interactive content that will help you understand and improve how we take care of the environment. It's a fun and easy way to boost your knowledge about protecting our planet.	
Feature 11		

**Table 6 System Features** 

# 6 Assumptions

Here are some assumptions made about the content provided in this document, which are applicable to various aspects of the "EcoTrack" project:

# Scope:

- 1. The project scope assumes that the existing infrastructure and technology stack can accommodate the development and deployment of EcoTrack without major architectural overhauls.
- 2. The scope assumes that user data collected for carbon footprint calculations will be handled securely and in compliance with applicable data privacy regulations.

#### **Desired Solution:**

- 3. It is assumed that the desired solution, including the user interface and feature set, aligns with the preferences and expectations of the target user base interested in sustainability.
- 4. The desired solution assumes that the app's features, such as carbon footprint calculations and local resource mapping, can be developed and integrated successfully without significant technical limitations.

#### Requirements:

- 5. The requirements outlined in the document assume that users are willing to actively engage with the app, complete sustainability challenges, and adopt eco-friendly behaviors.
- 6. Requirements related to data sources for carbon footprint calculations and environmental news assume the availability and reliability of these data sources.

#### **Business Process:**

7. The document assumes that partnerships with eco-friendly businesses and advertisers are feasible and can be established to generate revenue and support the app's sustainability.

#### Stakeholders:

- 8. It is assumed that stakeholders, including sponsors, developers, and marketing teams, are aligned with the project's goals and are committed to its success.
- 9. Stakeholders, particularly end-users, are assumed to value the educational and community-building aspects of the app and are motivated to participate actively.

These assumptions are made based on the information available at the time of document creation and may need to be revisited and validated as the project progresses and new information becomes available. Clear communication and ongoing monitoring will help address and adjust for any discrepancies between assumptions and reality during the project lifecycle.

Eco Track - Project Vision Document

#### 7 Constraints

Here are some potential process constraints, external constraints, and dependencies that could affect the development and deployment of the EcoTrack app:

#### **Process Constraints:**

- 1. Budget Constraints: Limited financial resources may constrain the scope of the project and the extent of features and resources available for development and marketing.
- 2. Time Constraints: Meeting project deadlines and launch dates is crucial, and delays can impact the app's success, especially if it's tied to specific events or environmental campaigns.
- 3. Resource Availability: Availability of skilled developers, designers, and other team members may influence the pace of development and the project's overall progress.
- 4. Scope Changes: Frequent changes to project scope can introduce constraints by affecting project timelines, budgets, and the ability to meet user expectations.

#### **External Constraints:**

- 1. Regulatory Compliance: Compliance with data privacy regulations (e.g., GDPR, CCPA) and environmental reporting standards may impose constraints on data handling and reporting practices within the app.
- 2. Data Sources: The availability and accessibility of data sources required for features like carbon footprint calculations, local resource mapping, and environmental news can be external constraints.
- 3. Third-Party Integrations: The willingness and ability of third-party services (e.g., mapping services, environmental news providers) to integrate with EcoTrack may influence the app's functionality.
- 4. Market Competition: Competition from existing sustainability apps and platforms can be an external constraint, impacting user acquisition and market penetration.

#### **Dependencies:**

- 1. API Integration: Dependencies on external APIs (e.g., weather data, environmental databases) for certain app features, such as carbon footprint calculations and local resource mapping, can affect app functionality.
- 2. User Feedback: Dependencies on user feedback and testing results are critical for refining the app's features and usability.
- 3. Data Providers: EcoTrack may depend on external data providers for real-time environmental data and news updates. The reliability of these providers can affect app accuracy and timeliness.
- 4. Marketing Partnerships: Partnerships with eco-friendly businesses and organizations for marketing and advertising can be dependencies for expanding the app's user base and monetization.

Identifying and managing these constraints and dependencies will be crucial for successful project planning and execution, ensuring that the app can meet its objectives and deliver value to users and stakeholders.