Stakeholders & requirements

Radim Göth

Requirements

- Always ask for requirements.
- Always ask why. (Five whys)

- Requirements are incomplete, sometimes incorrect and always changing.
  - Otherwise, software development would be to easy.

What The Customer Really Wanted

How the customer explained it

How the business consultant described it

How the project leader understood it

How the analyst designed it

How the programmer wrote it

What the beta testers received

How it performed under load

How the project was documented

How the customer was billed

When it was delivered

How it was supported
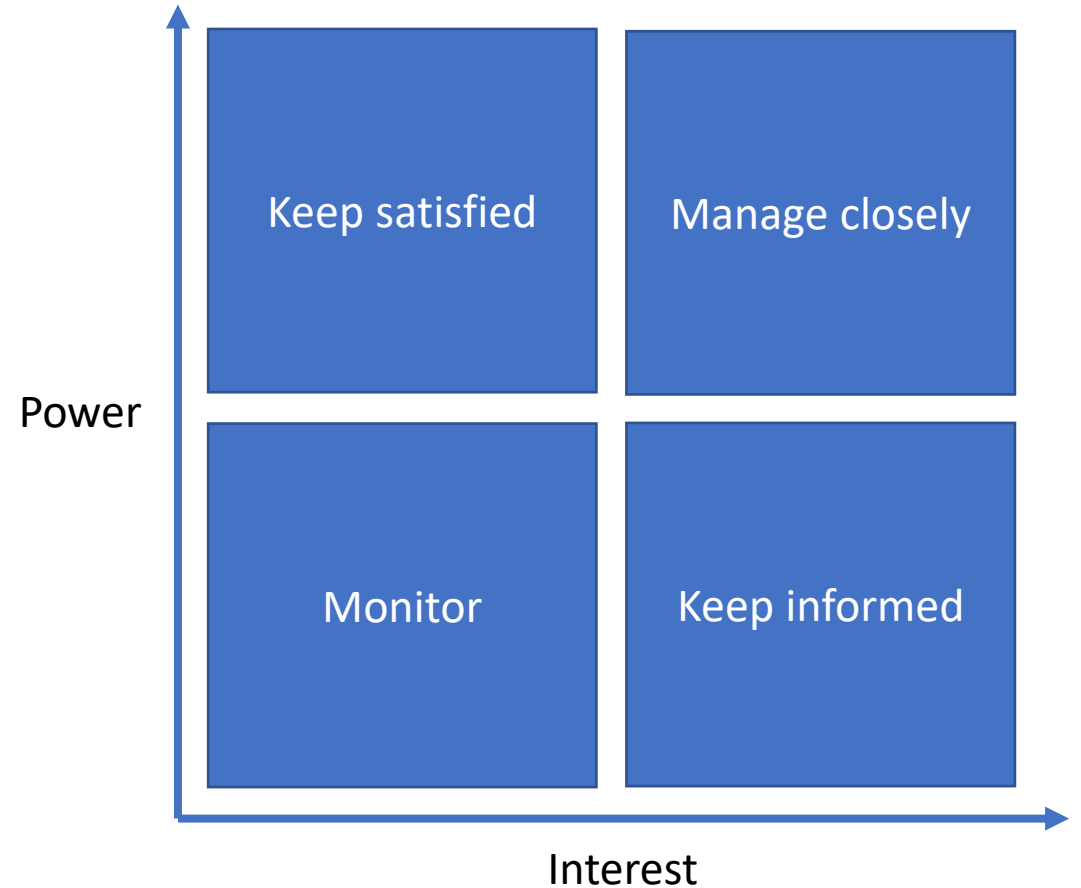
What the customer really wanted

Stakeholders

- A stakeholder is either an individual, group or organization who is impacted by the outcome of a project. They have an interest in the success of the project, and can be within or outside the organization that is sponsoring the project. https://www.projectmanager.com/blog/what-is-a-stakeholder

- Example: Mobile banking
  - Customers, bankers, marketing, sales…
- Exercise:
  - Define stakeholders of is.muni.cz (5 min.)

Stakeholder analysis

- Brainstorm stakeholders.
- Divide them into four categories.
- Set a communication with each group.

- Do not forget on your stakeholders during the product backlog prioritization.
- Keep the key stakeholders satisfied.

Power	Keep satisfied	Manage closely
	Monitor	Keep informed
		Interest

Stakeholders which are usually forgotten

- Government
  - law, restrictions, standards,…
- Developers
  - software architecture, automated test, ease of deployment,…
- Operators / customer support
  - monitoring, troubleshooting, internal documentation,…
- Executive sponsors
  - People that often not directly using the software, but paying for it.

Requirements

- Functional
- Non-functional

- Maybe they are both just different form of qualities.