

# Stakeholders & requirements

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# Introduction

- Always ask for requirements.
- Always ask why. (Five whys)
  
- Requirements are incomplete, sometimes incorrect and always changing.
  - Otherwise, software development would be too easy.

# What The Customer Really Wanted

Create your own cartoon at [www.projectcartoon.com](http://www.projectcartoon.com)



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

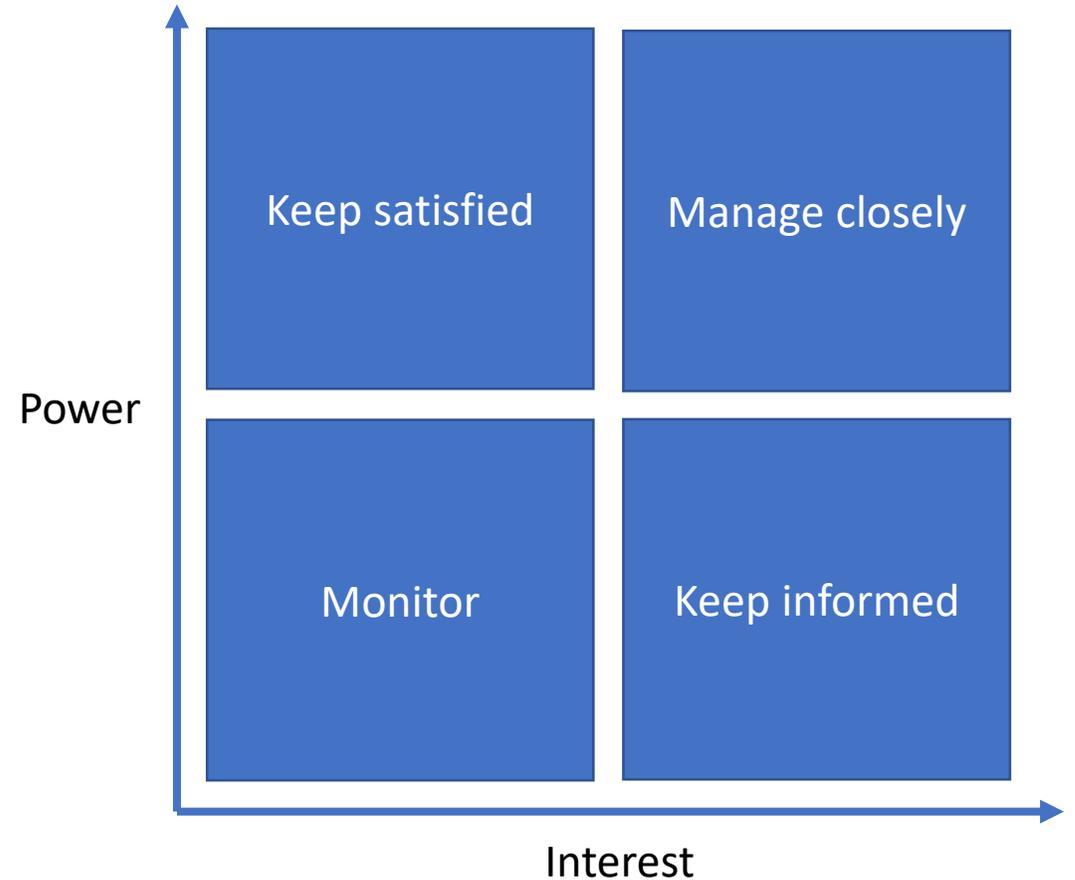
- A stakeholder is either an individual, group or organization who is impacted by the outcome of a project. They have an interest in the success of the project, and can be within or outside the organization that is sponsoring the project.

<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.



# Stakeholders which are usually forgotten

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

# Requirements

- Functional
- Non-functional
  
- Maybe they are both just different form of qualities.