

WP06

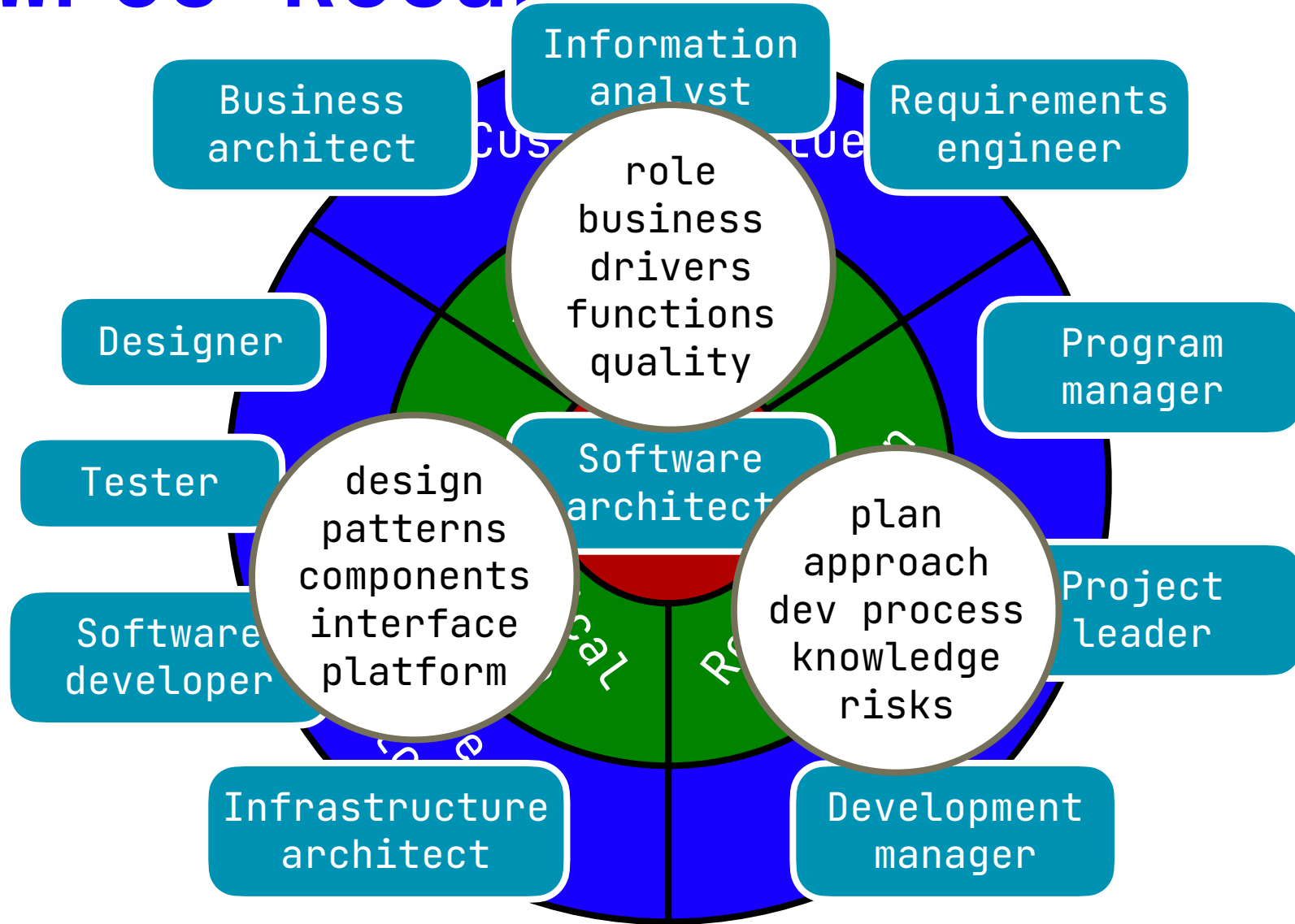
Stakeholders

Design of Software Architectures

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WP04/WP05 Recap



Role of the software architecture



to provide
solution direction
for
most important properties
that are
the most difficult to realise



What do you do with stakeholders?

- prioritise
- ask about their interests
- examine their concerns
- address their concerns
- satisfy
- inform
- ask for feedback
- search for information
- keep informed
- check project's realisability
- keep expectations in check
- ignore
- resist
- terminate collaboration

What do you do with stakeholders?

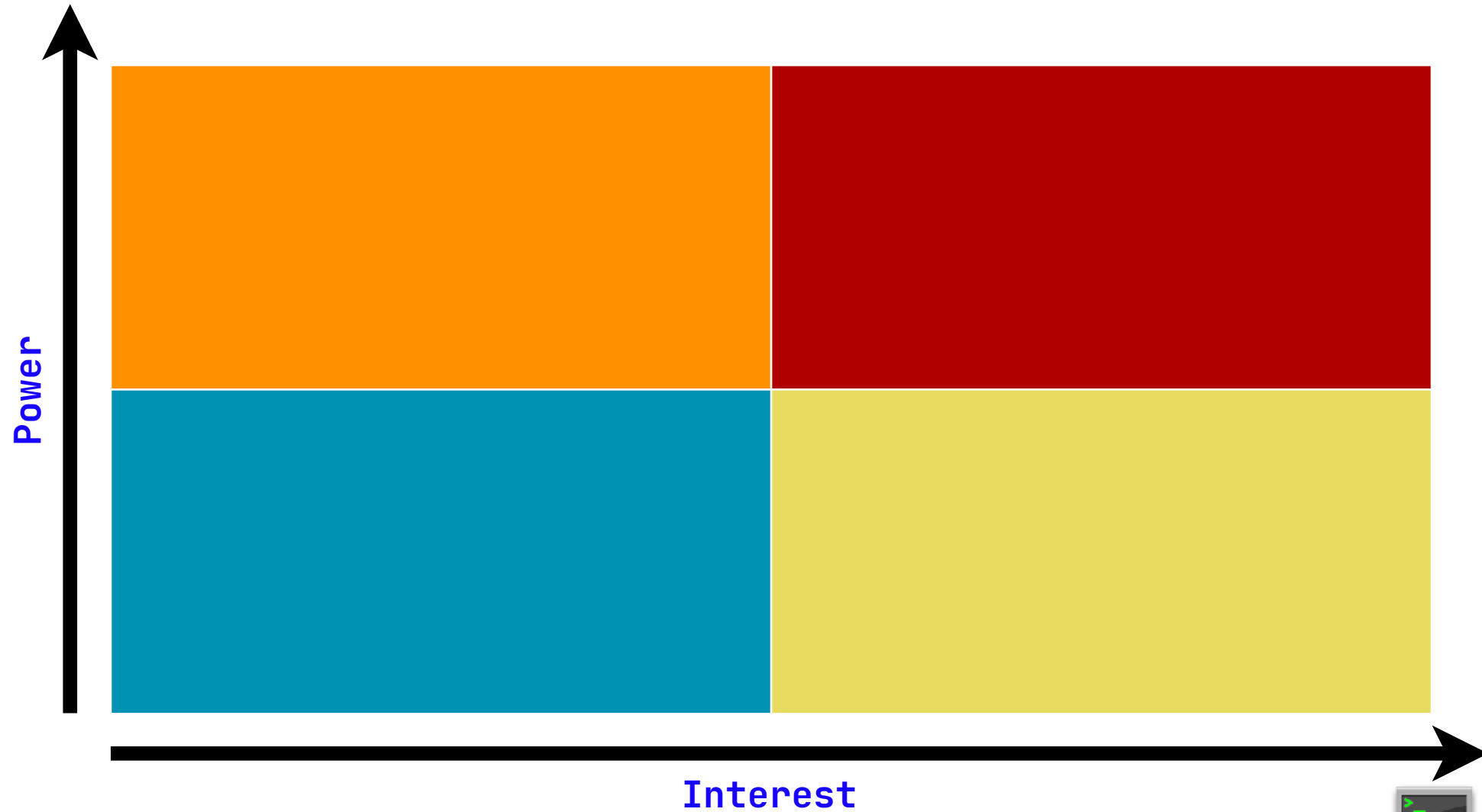
- Find concerns
- Find aspects
- Elicitate knowledge
- Negotiate requirements
- Negotiate priorities
- Validate your understanding
- Inform about progress
- Advocate your design
- Ignore / avoid / mislead



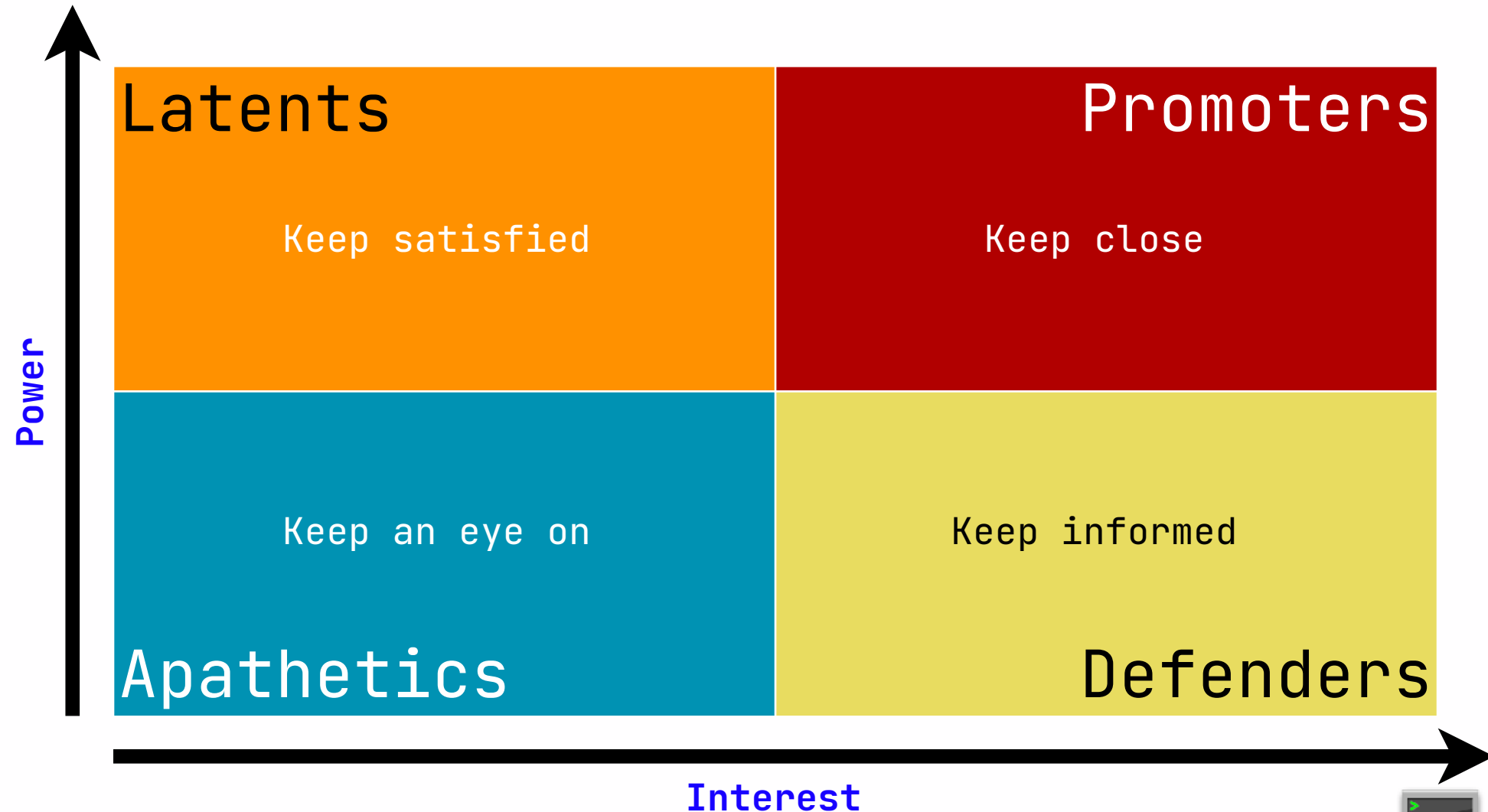
How to find stakeholders?

- **Direct** actions with the system
 - develop, buy, use, ...
- **Indirect** actions
 - finance the development, motivate buyers, train users, ...
- Actions on a **common** environment element
 - budget, market, resources, society, ...
- Competitors, government, other projects, ...

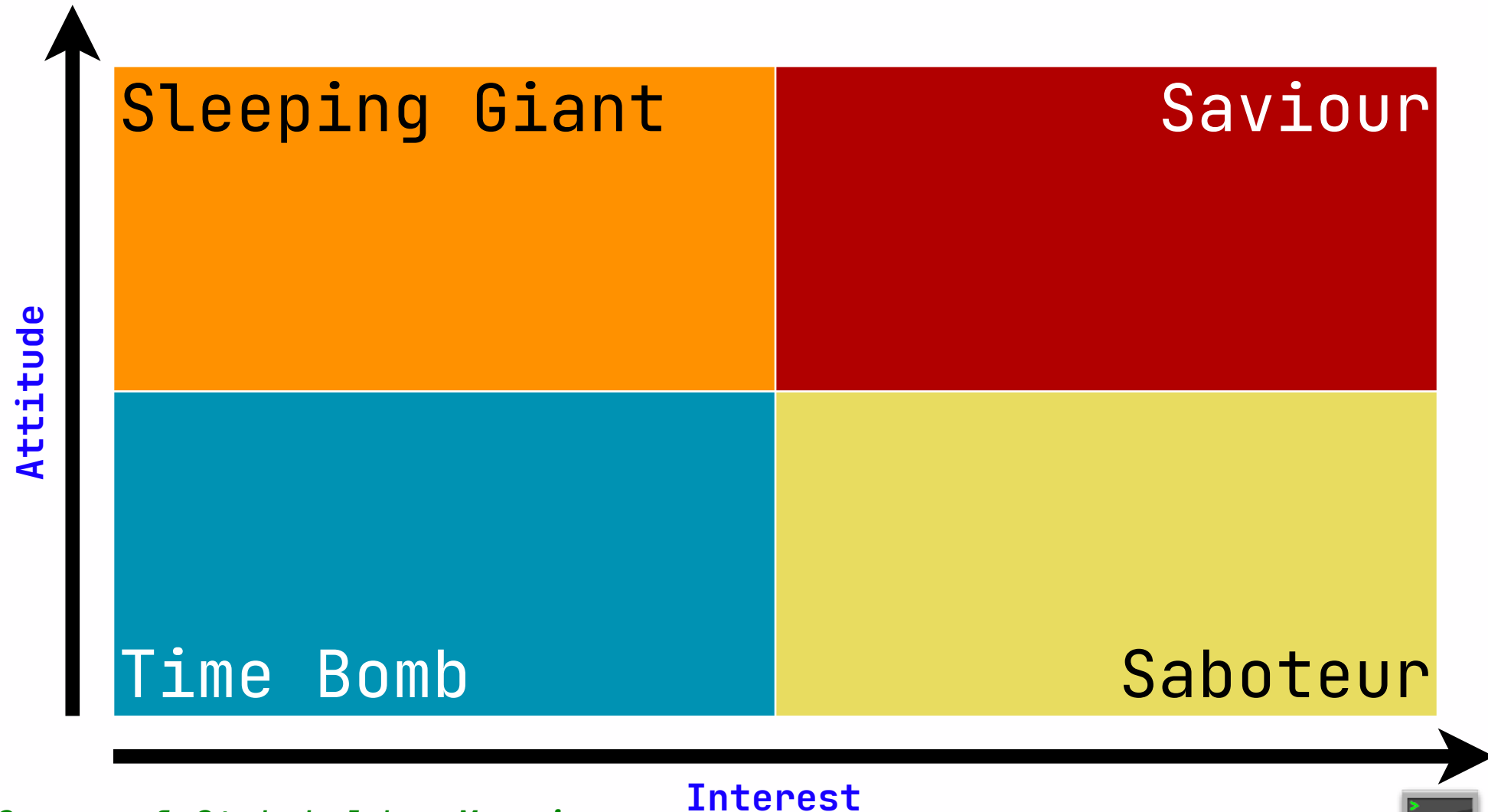
Power-interest matrix



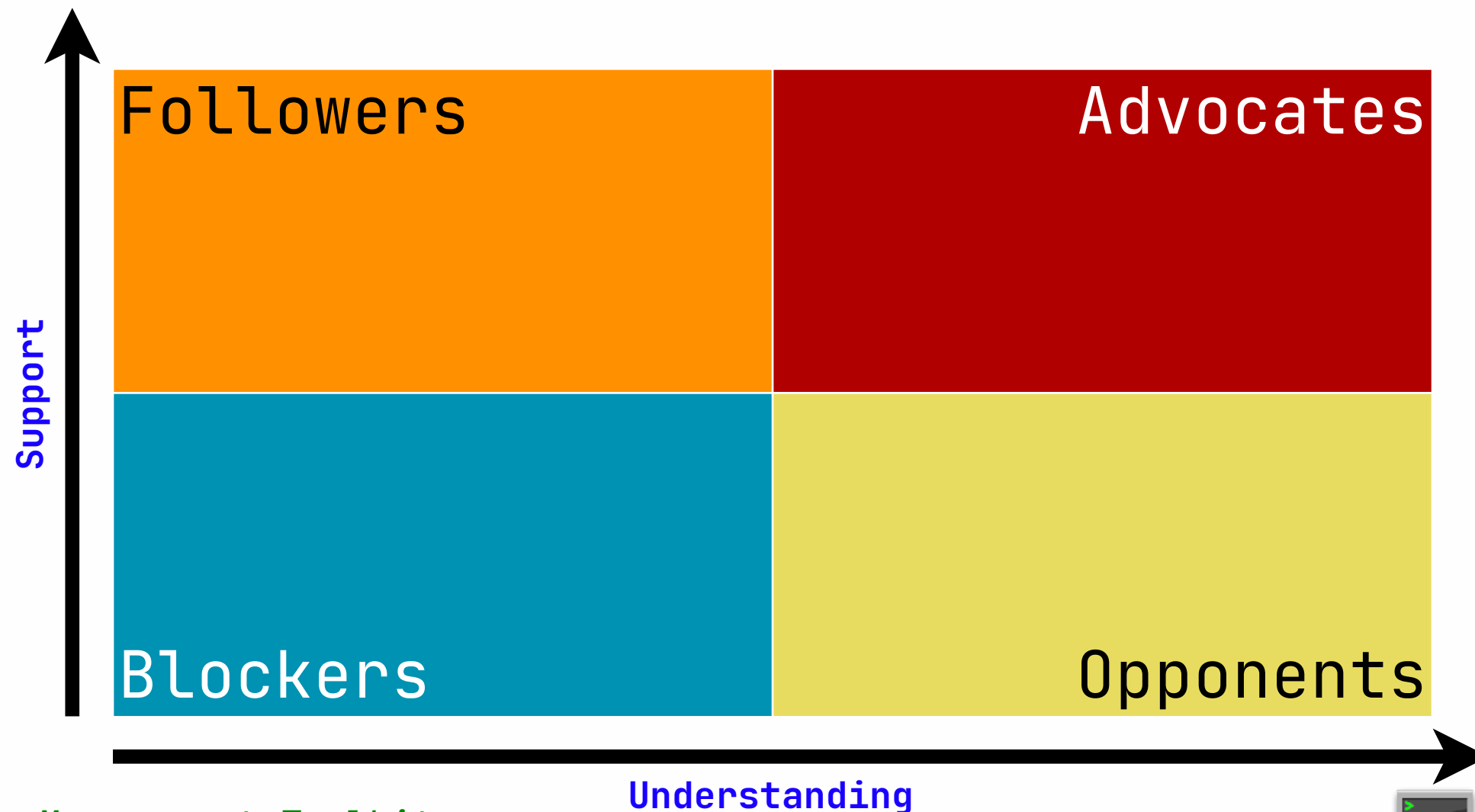
Power-interest matrix



Attitude-interest matrix



Support-understanding matrix



Communication plan

- Which activities/decisions **involve** an architecture?
 - which **architecture information** is needed?
- Communication can be **implicit** or **indirect**
- **Decisions** need to be communicated ASAP
- Need for info **=** concern?
- Choose a **plan** suitable
 - for the stakeholder
 - for the concern

Communication matrix

Who	Stakeholder (group/individual)
Why	What do you want to achieve (inform/think/decide)
About what	Topic of the communication (proposal/decision/...) Which view(point)?
When	At which moment (once/periodically/milestones)
With what	Format (presentation/workshop/meeting/email/call)
By whom	Who is doing it (manager/project leader/architect)

Identify your stakeholders

- What is their **mission**? (Why do they exist?)
- What is their **relationship** with the system? (UCD?)
- What is their **relation** to the architecture?
- How are they **involved** in the dev't/usage of the architecture?
- How do you **communicate** with them?
- Position your stakeholders in the **matrix**
- Decide how you will **involve** each stakeholder
 - (**No** involvement is also a decision)
 - **Frequency** and **type** of of communication?
 - Around which **view(points)**?