

### **TECHNOLOGY**

**Phase I: Laying the Groundwork** 



## **Activity 1: Who Are Your Stakeholders?**

#### Goals

- Identify and prioritize the community's technology stakeholders
- A stakeholder is any individual, group, or organization within or outside the project who is impacted by its outcome or who has an interest in its success
- Create a high-level map of the technology stakeholder's characteristics
- Identify the program's goals for high-priority stakeholder groups

#### **Prerequisites**

CE Activity: Who Is Your Community?

#### Who Should Participate?

Program leadership (strategic thinkers), Program management (tactical thinkers), Program staff (operational experience)

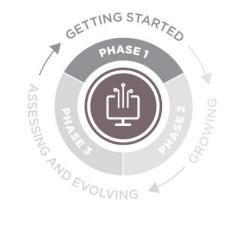
#### Length

60-90 minutes

#### **Activity Instructions**

- On a whiteboard or shared online document, identify your potential technology stakeholder groups. Using sticky notes (real or virtual) works best, as ideas will be moved around in later steps.
  - It's ok to be granular your team will eliminate duplicates / combine stakeholders in the next step.
  - Stakeholder examples: end users, QA testers, code contributors, software engineers, sysadmins/IT staff at institutions using the software, program staff at related OSS programs, functional requirements contributors, etc.
- 2. Move the sticky notes around to categorize your stakeholders into groups.
  - o Group examples: Technical contributors, Service providers, etc.
- 3. Select 3-5 groups to prioritize over the next year. An interest/influence grid or sticker vote may be helpful in prioritizing.
  - An interest/influence grid plots stakeholder groups against two axes: Interest and Power/Influence and then suggests a level of engagement based on their place on the grid. A sample grid is below.
  - In a sticker vote, each participant is assigned a number of stickers these can be physical stickers in an in-person event or a specified piece of text (e.g. +1) in a virtual environment. Participants place their stickers or text alongside the options they're voting for, according to the parameters of the exercise.
- 4. For each prioritized stakeholder group in your diagram, discuss the following questions:
  - o What are our goals for each user group or technology stakeholder group?
  - Are there shared or related goals across stakeholder groups? What are the opportunities and areas of collaboration? How can our community work together to create and achieve things?
- 5. If you have completed Technical Skills Inventory Part 1, you may also answer:
  - What technology skills are required to make our mission a reality? Do our prioritized stakeholder groups have these skills?

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