TECHNOLOGY
Phase III: Preparing for Change

Activity: Technology Stakeholders: Does the Shoe Still Fit?

Goals

1. Re-identify and re-prioritize the community’s technology stakeholders
2. Create a high-level map of the technology stakeholder’s characteristics
3. Support program team’s work developing strategies to advance technology sustainability

Activity Instructions

NB: If you have recently (<18 months) completed the activity Who Are Your Technology Stakeholders, gather the results and skip to Step 4.

1. 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, potential home organizations
2. Move the physical/virtual sticky notes around to categorize your stakeholders into groups.
   - Group examples: Technical contributors, Non-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/Availability and Influence and then suggests a level of engagement based on their place on the grid. A sample grid is on page 3.
   - 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 (e.g. most important, most likely, most interesting, etc.).

Prerequisites

Program Mission and Vision, Results of Tech Activity: Who Are Your Technology Stakeholders? (if available)

Who Should Participate?

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

Length

90-120 minutes

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4. If you have the results from an earlier version of this activity (i.e. undertaken during Phase 1), answer the following questions:
   - What has changed about the stakeholder map? Are there new stakeholders or have some dropped off?
   - How have your program’s priorities changed? Have different stakeholders groups become more or less important?
   - If there are changes, what effect might they have on the program’s priorities?

5. If time allows, for each prioritized stakeholder group in your diagram, discuss the following questions:
   - What are the goals for each user group or technology stakeholder group? Are we clear on what those are? Have they changed over the last 12-24 months?
   - 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?
   - What technology skills are required to make our mission a reality? Which stakeholder groups have these skills?
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