

# TECHNOLOGY

## Phase III: Preparing for Change



### Activity 14: 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

#### 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)

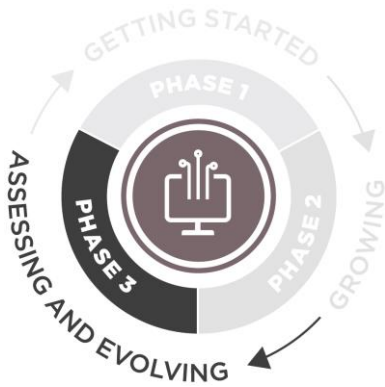
#### Length

90-120 minutes

#### 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.).



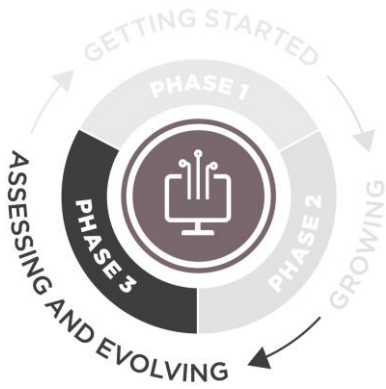
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4. If you have the results from an earlier version of this activity (i.e. undertaken during Phase 1), answer the following questions:
  - What has changed about the stakeholder map? Are there new stakeholders or have some dropped off?
  - How have your program's priorities changed? Have different stakeholder 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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