Team 3

Stakeholders

SITUATION

2022 - Thomas Steiner, immotour ltd – semi-donut designed by presentationgo.com
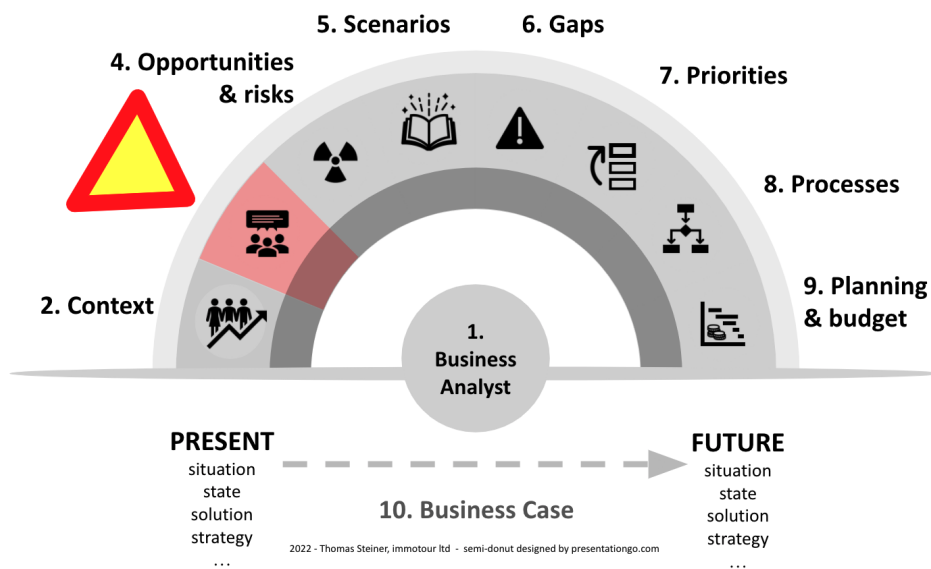
ASSIGNMENT

Your team is responsible for the phase 3 of the business analysis and requirements engineering process. During this phase, business analysts gain understanding of the project's stakeholders. Remember the core course *focus*: deliver a business case and a functional prototype for a tourism IT solution. Your explanations and illustrations *must* be applied to the course case study "Hotel check-in: from paper to mobiles".

DELIVERABLES

Your team produces a flashlearn (30-minutes online micro-learning) about your topic with the support of two specialists from Cyberlearn. They will explain you the production process in detail, help you structure the flashlearn and will put together all your productions to publish it online. They will *not* produce the content for you. Your flashlearn *must* cover all learning objectives according to the celebration criteria below. Be funny and creative but don't deviate from the objectives!

CELEBRATION CRITERIA

After following your flashlearn, all students of the class

1. understand stakeholders, (babok 2.4)
2. follow rules to gain stakeholder understanding and engagement, (babok 3.1.4.6)
3. understand stakeholder analysis, (babok 3.2.4.1)
4. have basic knowledge of stakeholder collaboration, (babok 3.2.4.2)
5. have basic knowledge of identifying stakeholder communication needs, (babok 3.2.4.3),
6. follow rules to plan an effective approval process, (babok 3.3.4.4)
7. understand stakeholder preparation for elicitation activity, (babok 4.1.4.5)
8. understand determining objectives and format of communication, (babok 4.4.4.1)
9. understand gaining stakeholder agreement, (babok 4.5.4.1),
10. understand monitoring stakeholder engagement, (babok 4.5.4.2)
11. understand collaborative stakeholder relationships, (babok 4.5.4.3)
12. understand stakeholder roles and authority levels, (babok 5.5.4.1)
13. know how to apply the business activity diagram[1].
14. know how to apply the power-interest grid, and
15. know how to apply the stakeholder-trend matrix.

DEADLINE

The flashlearn must be accessible for all students on the Cyberlearn platform latest *march, 30th 2022 18.00* This is a strict deadline because your colleagues will need to follow your flashlearn to prepare their business case during the second part of the semester. Consequently there will be no extension possible to this deadline.

EVALUATION

After publication, your flashlearn will be evaluated by the professor together with your team captain and a representative of the Cyberlearn team. If the flashlearn fulfills the evaluation criteria, all members of the team get the "topic expert" badge[2]. The evaluation criteria are:

1. The flashlearn is fun and instructive.
2. It covers **_all_** learning objectives (from the celebration criteria above)

---

[1] or simplified: a system context diagram

[2] remember that each student needs to obtain three badges to validate this part of the course: "topic expert", "broad vision" and "proven practice". Additional tasks will be assigned to students who might not attain all three levels.

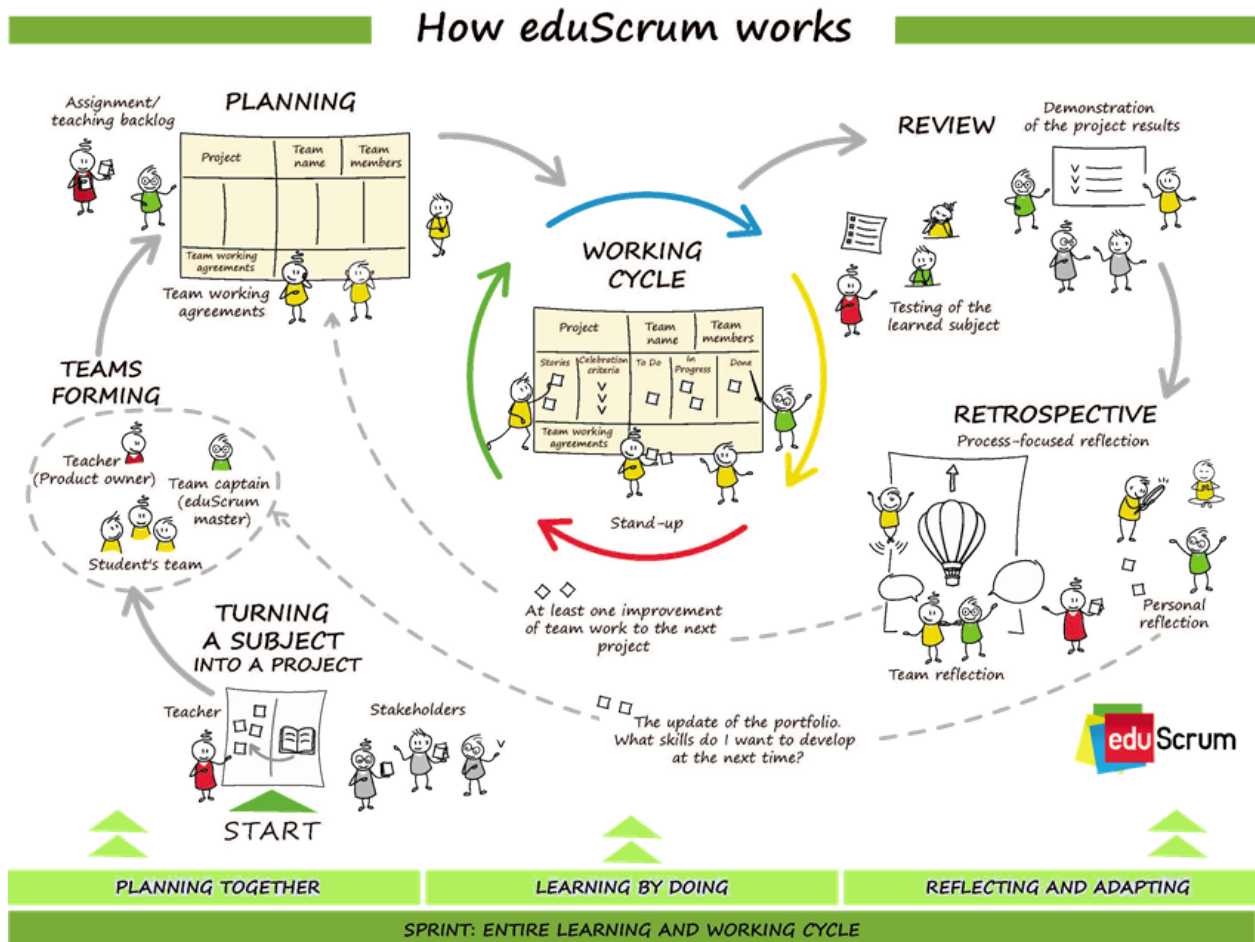3. It has been delivered on time (respecting the strict deadline)

SUPPORT

- Topic expert and course owner: Thomas Steiner, thomas.steiner@hes-so.ch
- Flashlearns: Louise Bretz, louise.bretz@hevs.ch
- Video and media productions: nadege.kohler@hevs.ch

BOOKS (optional)

- **Cradle, J., Paul, D. & P. Turner. Business Analysis Techniques - 99 essential tools for success. BCS 2014.**
- Ebert, Ch. Systematisches Requirements Engineering - Anforderungen ermitteln, dokumentieren, analysieren und verwalten. dpunkt.verlag 2019.
- Gerstbach, I. & P. Gerstbach. Basiswissen Business-Analyse - Probleme lösen, Chancen nutzen. Redline Verlag 2019.
- **Hass, K.B. The Business Analyst as a Strategist - Translating Business Strategies into Valuable Solutions. Management Concepts 2008.**
- **Hass, K.B., Wessels, D. & K. Brennan. Getting it right - Business Requirements Analysis Tools and Techniques. Management Concepts 2008.**
- Hanschke, I., Giesinger, G. & D. Goetze. Business Analyse - einfach und effektiv. Geschäftsanforderungen verstehen und in IT-Lösungen übersetzen. Hanser 2016.
- **Hossenlopp, R. & K.B. Hass. Unearthing Business Requirements - Elicitation Tools and Techniques. Management Concepts 2008.**
- Hruschka, P. Business Analysis und Requirements Engineering - Produkte und Prozesse nachhaltig verbessern. Hanser 2019.
- **International Institute of Business Analysis. BABOK V3 - a guide to the Business Analysis Body of Knowledge. IIBA 2015.**
- Naumann, A.-B. Business Analyse - systematisches Anforderungsmanagement für nutzerorientierte Lösungen. Verlag Dr. Götz Schmidt 2018.
- **Paul, D. & J. Cradle. Business Analysis. BCS 2020.**
- Project Management Institute. Business Analysis for Practitioners: a Practice Guide. PMI 2015.
- Robertson, J. & S. Robertson. Business Analysis Agility - solve the real problem, deliver real value. Addison-Wesley 2019.
- Rupp, C. & die Sophisten. Requirements Engineering und -management - Das Handbuch für Anforderungen in jeder Situation. e-book.

- Unterauer, M. Workshops im Requirements Engineering - Methoden, Checklisten und Best Practices für die Ermittlung von Anforderungen. dpunkt.verlag 2020.

Source: https://eduscrum.org/de/how-eduscrum-works/