

# Handout 3-1

## Stakeholder Exercise - Participant Handout

### Case Study Character 1

#### World Gymnastics Games Project - Chief Accountant

**Level of influence = Medium (reports to CFO + represents the CFO on the WGGP Committee)**

**Support for the Project = Opponent. She / he sees no tangible benefits (only sees the cost of the project). Thinks IBM is expensive.**

**Cooperation desirable since she /he approves the bills & is responsible for the day-to-day financial management of the project from the client side of WGGP. Neither the CFO nor Chief Accountant will accept budget increases or overspends.**

#### Need to move

Support for the project, opponent to follower

#### Character:

A bottom-line person. She / he is a pessimist who doesn't smile very often. She / he will approve payment of the consultant's invoices. Thinks the project is a waste of money and that IBM is expensive. She / he is not happy to talk to the consultants but does respond well if the consultants try to make his / her life easier by asking for the requirements / needs of his / her role.

There are no Key Requirements to offer that will influence the overall solution of the project but **the following will encourage him / her to move from opponent to at least being a follower:**

1. Return On Investment data from similar previous projects (some form of Cost Benefit analysis demonstrating that the benefits will outweigh the costs).
2. Being asked about what information requirements would she/he need to assist in the payment of invoices from the consultants (plus what format, timing, distribution, supporting documentation, etc.)
3. Being asked what information requirements would she / he like to see as part of progress reporting (such as Earned value metrics for example)

#### Success Criteria / Business Benefits

- To be convinced that the benefits outweigh the costs of the project
- For the project to come be completed in time & on / under budget – costs have been committed on the games in December – need to be on time for the event to go ahead & revenues to be earned from attendance / sponsorship, advertising, etc...
- For the consultants invoices to fit in with his / her current payment process

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### Case Study Character 2

Wanda A Matthewson, IBM Director, Worldwide Marketing Standards, IBM Global Business Services

**Level of influence = Low to medium (either is acceptable).** Her only influence is through her International Gymnastics Committee friend, Felipe Kondrake, who is not directly involved in the project. Wanda is not directly involved in the project either.

**Level of support for the project = Enthusiast (is an IBM'er)**

Need to move?

Keep as enthusiast – will help promote the project to her customer contacts  
Either reduce her level of influence or maintain with careful management of any future discussions with the client.

Character

Wanda is very bubbly / happy, outgoing. Ambitious, keen to please her customer contacts on this project since it may open up more sales opportunities for her & IBM which would increase her chances of promotion in IBM & also improve her year end review / bonus. She will be very resistant to the consultants trying to exclude her from the project.

Requirements

She recently had dinner with Felipe Kondrake, a member of the International Gymnastics Committee. He's an old friend. Felipe mentioned that it would be nice for **IBM to provide a full-motion video capability for the Commentator Information System**. With such a capability, mini-documentaries of gymnasts and their previous performances could be provided for all TV commentators. Felipe thought this would enhance the quality of TV commentary worldwide. Wanda agreed with him on this.

Also, to promote IBM's standing as a truly global corporation, wouldn't it be nice to **enable the systems so they can provide results in more than just English and French. How about adding Spanish, Swahili, German, Italian, Japanese, and Arabic** to the list?

Success Criteria

- To be able to go back to her Friend, Felipe & tell him that his suggestions for the project have been taken on board & added to the specification of the solution.
- Being briefed on the project enabling her to promote the successes of the project & IBM to WGPP with a view to developing more sales opportunities.

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### Case Study Character 3

#### WGGP Director of Gymnastics Competition

Level of influence = High

Support for the project = Enthusiast since she / he is the key sponsor

No need to move but will need to be maintained at current position.

Character: Key Sponsor, very senior & does not appreciate any informality from consultants, especially junior consultants. Will not answer poor questions such as marathon questions, multiple questions, etc.

On a personal note, the Director is being considered for a position on the WGGC committee & is keen to make this project a success to improve his / her chances of selection.

#### Key requirements to share with the consultants

1. The Results Management System must generate 4 output types
  - Commentator Information System feed
  - Scoreboard output
  - Gymnastic Event Broadcast Television feed
  - Printed Reports
2. Results to be in the hands of the broadcasters within **3** minutes after the finish of the event. (The Director realizes that this may be an unrealistic expectation, especially for judged events, in which a judge has the right to change a score or result any time after an event ends). So, push the consultants for this one to see if they agree. They might!! Eventually, accept 5 minutes if they push back
3. Results to be available in English and French.
4. The World Gymnastics Games Committee has scheduled the Gymnastics competitions as follows:  
Men's and Women's Events - 6-13 December. These dates cannot move, so the project must work with these end dates in mind.

#### Success Criteria

Project completed on time & budget while meeting the agreed requirements of the WGGP as captured below. Promotion to the Olympic committee based on the project success.