Chapter 13 / Week 12 In-Class Assignment: April 19th
Due by end of today’s class period

PRINT ANSWERS NEATLY / DO YOUR OWN WORK

Question 1 (10 points): List and describe the four project stakeholder management processes.

1) Identification of stakeholders: includes the identification of all persons and/or entities involved in the project or affected by it and determining the best ways to manage relationships with them. The main output of this process is a stakeholder register.

2) Planning stakeholder management: involves the strategies to effectively engage stakeholders in project decisions and activities based on their needs, interests, and potential impact. Outputs of this process include the stakeholder management plan and project documents updates.

3) Managing stakeholder engagement: includes communicating and working with project stakeholders to satisfy their needs and expectations, resolving issues and fostering engagement in project decisions and activities. The outputs of this process are issue logs, change requests, project plan updates, project documents updates, and organizational process assets updates.

4) Controlling stakeholder engagement: includes monitoring stakeholder relationships and adjusting plans and strategies for engaging stakeholder as needed. Outputs of this process are work performance information, change requests, project documents updates, and organizational process assets updates.
Question 2 (10 points): There are generally two types of stakeholders, Internal and External. Define and provide at least one example for each one.

In general, project stakeholders are individuals, groups, or organizations who may affect, be affected by, or perceive themselves to be affected by a decision, activity, or outcome of a project.

1) Internal project stakeholders would generally include the project sponsor, project team, support staff, and internal customers for the project. Other internal stakeholders include top management, other functional managers, and other project managers.

2) External project stakeholders could include the project’s customers (assuming they are external to the organization), competitors, suppliers, and other external groups that are potentially involved in the project or affected by it, such as government officials and concerned citizens.