Stakeholder Management for Successful Software Projects

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Abstract : An alarming number of software projects fail to deliver the required functionalities within the provided budget and timeframe and with the required qualities. Some of the main reasons for this problem include bad stakeholder management, poor communications and informal change management. Informal processes to identify, engage and control stakeholders lead to these reasons. Recently, to emphasize its importance, the Project Management Institute (PMI) updated the Project Management Body of Knowledge (PMBoK) to explicitly include the stakeholder management knowledge area. This knowledge area consists of four processes to identify stakeholders, plan stakeholder management, and manage and control stakeholder engagement. The use of appropriate techniques for stakeholder management in software projects will definitely lead to higher quality and successful software. In this paper, we describe some of the proven techniques that can be used during the execution of the four processes for stakeholder management. Development of collaboration tools for automating these processes are recommended and need to be integrated in available software project management tools.