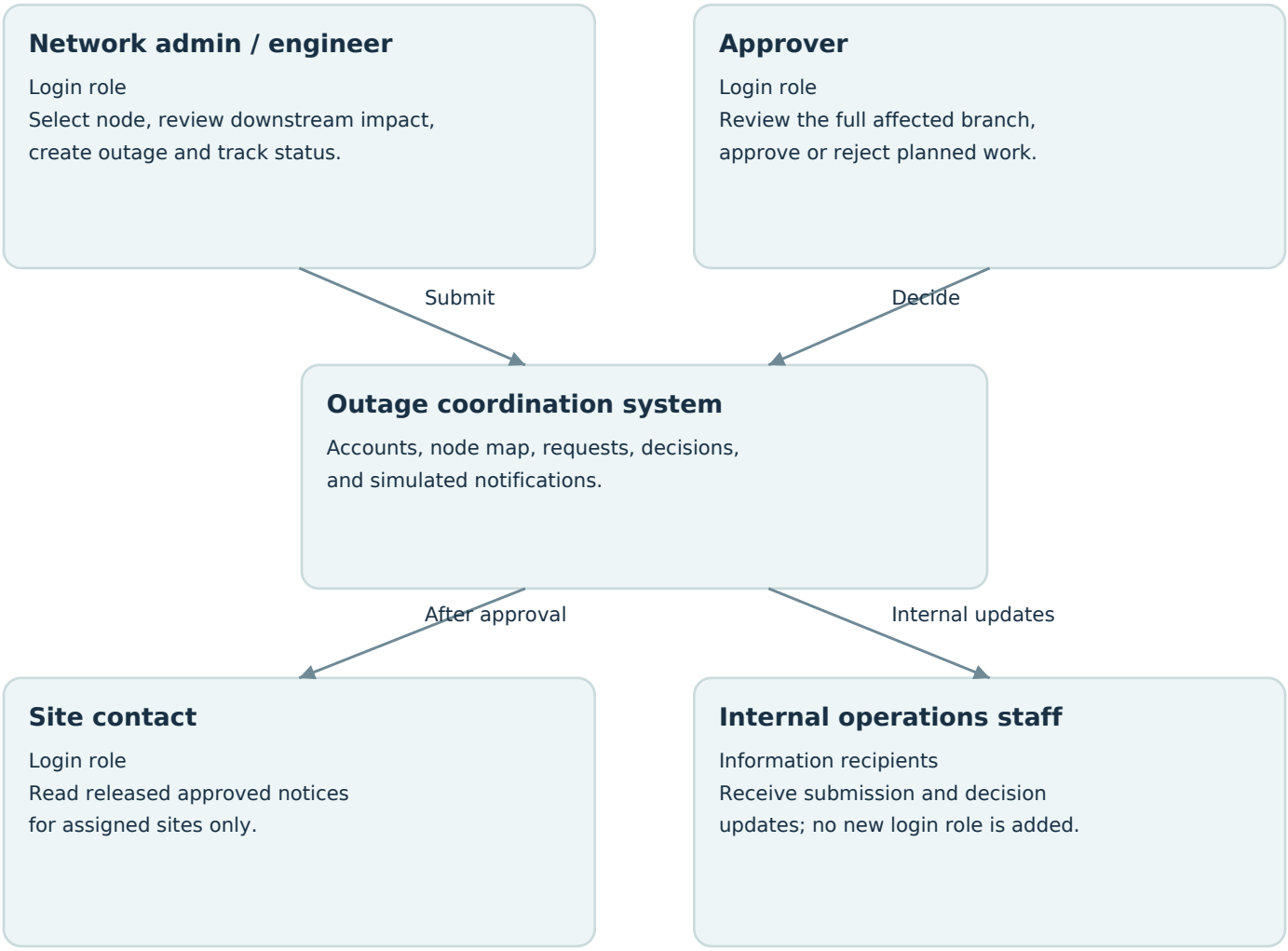
Stakeholder Map

Malcom Daggett | Mercer University
Network Outage Coordination and Automated Notification System

This map separates the people who use the system from those who receive updates or support the capstone. Login roles are marked below.



Account and setup manager

A trusted setup permission lets a designated manager activate accounts, approve roles and site access, and maintain nodes, dependency links, services, and notification groups. This is not a fourth self-selected registration role and does not grant outage approval rights.

What each stakeholder needs

Stakeholder	Needs
Network admin / engineer	Clear login, scope choice, a selectable node map, impact list, UTC guidance, accurate recipients, and request history.
Approver	Separate sign-in, a review queue, the saved branch impact, urgent reason, and one clear decision action.
Site contact	Separate sign-in and only approved, released notices relevant to assigned sites.
Internal operations staff	Simulated submission and decision updates before approved customer notices.
Account / setup manager	Controlled role assignments, site access, accurate node relationships, and consistent sample information.
Malcom Daggett	Develop the system, maintain fictional data, test each role, document results, and explain changes.
Dr. Feng Liu	Review academic deliverables and whether the work meets course expectations. This is separate from approving outage requests.

How the map relates to the project

Jordan Reed represents the network engineer, Aisha Grant the approver, Elena Torres the site contact, and Daniel Brooks internal operations. Their portraits and stories are fictional design aids, not research participants.

The site-contact login and node-impact map are included in the revised scope. I will perform all walkthroughs myself with fictional accounts. No interviews or recruited testing are planned.

Internal operations receive information without being given broad access to customer or approval screens. Real messages and employer-system connections remain outside the demonstration.