

# Stakeholder Approach at the FPS Finance

Building Digital  
Services Together



## Case study



# Our approach

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The FPS Finance aims for a uniform, coordinated, and structured approach to the development of its digital services.



In addition, the FPS Finance is increasing consultation with its external stakeholders to better understand their needs.



## Our vision

Our digital services are inclusive, secure, and user-oriented.

All administrative obligations with FPS Finance can be fulfilled digitally.

## Our three goals



Digitalizing interactions

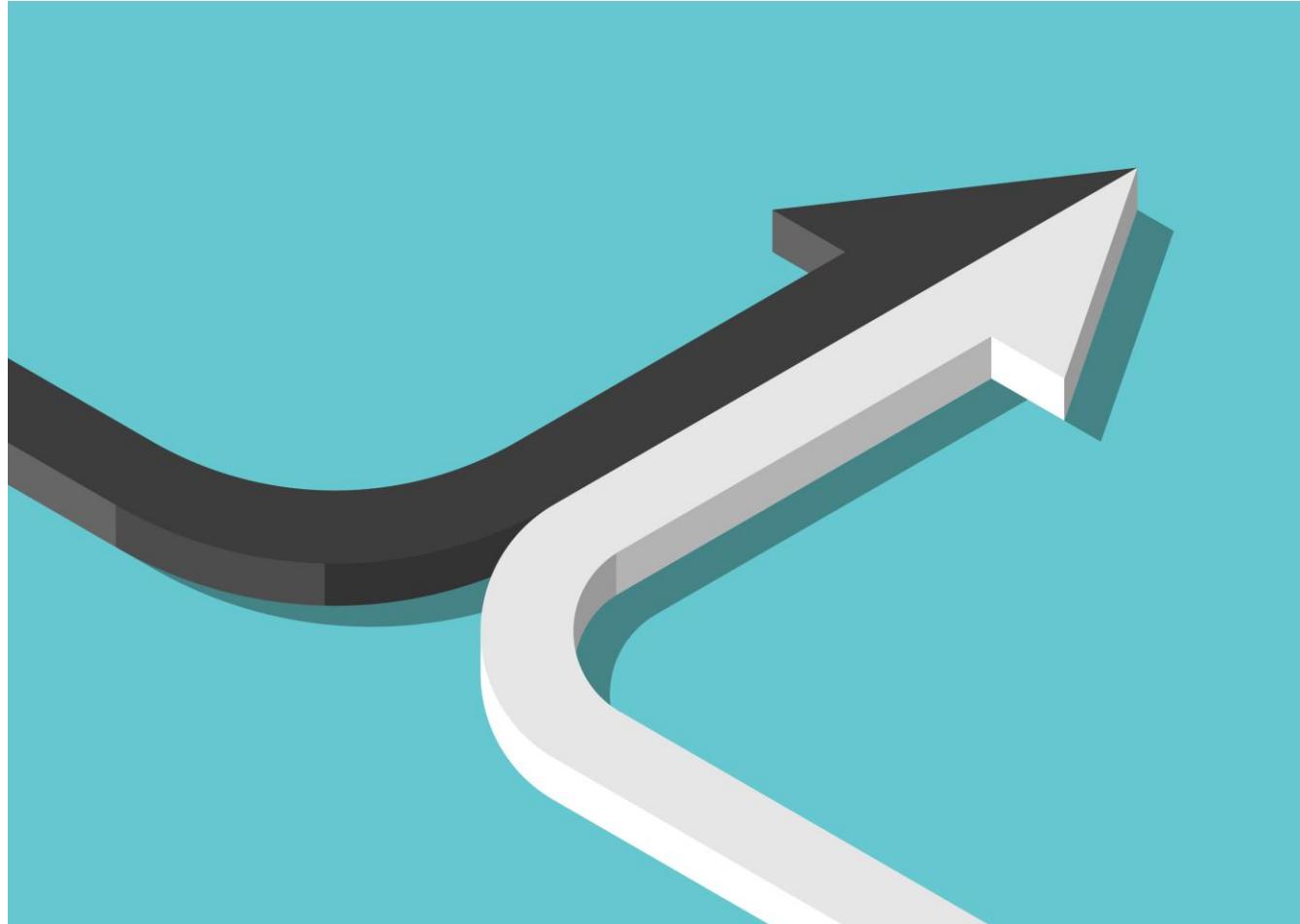


User-friendliness of our digital services



Improving information about our digital services

# Collaboration FPS Finance - ITAA



## Creating partnership:

- Getting to know our users
- Listening to their needs

## Customised approach:

- To involve them from the beginning
- Userpanel
- Participation at their annual conference
- Clear and timely communication

## Collaboration with other federations





## Stakeholder management: strategic vs operational

# Strategic vs operational stakeholder management

Strategic	Operational
<ul style="list-style-type: none"><li>• Focus on long-term objectives</li><li>• Building relationships and securing strategic support</li><li>• Ensuring stakeholder alignment</li><li>• Vision-driven engagement and lasting relationships</li></ul>	<ul style="list-style-type: none"><li>• Focus on short-term goals and day-to-day operations</li><li>• Problem-solving and interaction management</li><li>• Ensuring smooth project execution and resolving operational challenges</li><li>• Communication and transparency</li></ul>



## Steps in strategic stakeholder management

1. Stakeholder identification
2. Influence and interest analysis
3. Communication planning
4. Engagement and participation
5. Monitoring and evaluation



## Collaboration between strategic en operational stakeholder management

- Knowledge-sharing and experience exchange sessions
- Coaching
- Shared SharePoint environment
- Reporting templates
- Needs assessments and satisfaction/ADKAR measurements

**Q&A**

