



Stakeholder Approach at the FPS Finance

**Building Digital
Services Together**



Case study



Our approach

1



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

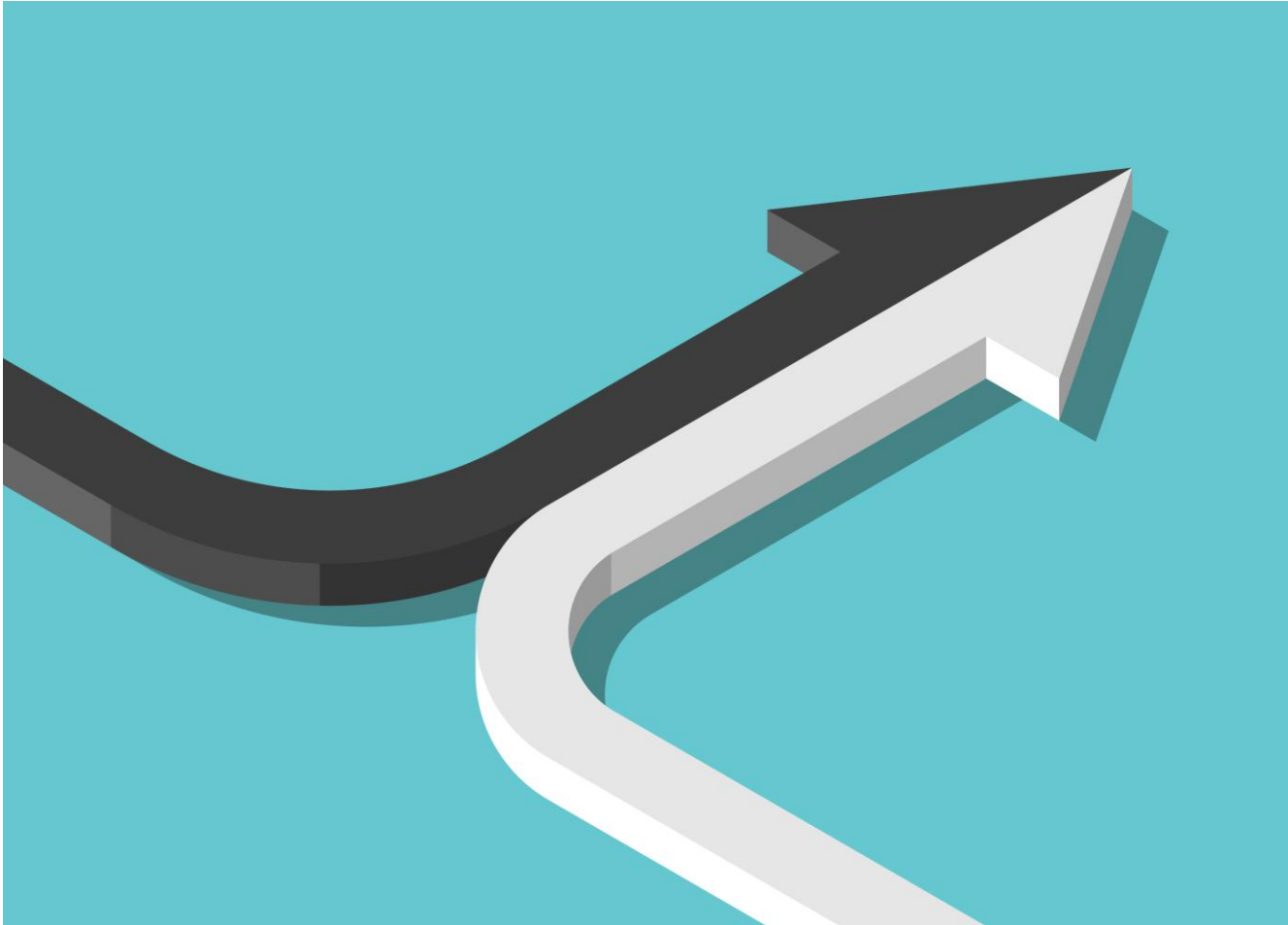


User-friendliness of our digital services



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



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

