

Stakeholder Analysis

Purpose

The purpose of this Stakeholder Analysis is to identify all key individuals and groups involved in or affected by the Know Your Employee (KYE) Digitalization Project within the banking institution.

This analysis outlines their roles, interests, levels of influence, and engagement strategies to ensure alignment between business, compliance, and IT objectives.

This deliverable aligns with BABOK Knowledge Area: Stakeholder Analysis and Collaboration, supporting informed decision-making and Change management across the project lifecycle.

Stakeholder Analysis

Stakeholder	Role / Department	Interest	Influence	Key Expectations / Concerns	Engagement Approach
Chief Human Resources Officer (CHRO)	Executive Sponsor / HR Leadership	High	High	Strategic oversight: ensure project aligns with HR digital roadmap and regulatory compliance.	Executive briefings; progress dashboards; formal approvals at milestones.
HR Manager (Project Owner)	HR Operations	High	High	Timely implementation; reduced administrative burden; data consistency across branches.	Weekly project syncs; decision-making authority on HR processes.
HR Assistant / Officer	HR Operations	High	Medium	Simplified workflow for reviewing and approving submissions; minimal manual data entry.	UAT participation; user training; ongoing feedback loops.
Employees (All Branches)	End Users	Medium	Medium	Simple, intuitive digital form; clarity on data privacy and security.	Communication campaigns; training guides; support helpline.
Compliance Officer	Risk & Governance	High	High	Assurance of data integrity; full audit trail; regulatory compliance adherence (AML, HR data retention).	Early involvement; compliance checkpoints; audit access validation.
IT Administrator	IT Infrastructure / HRIS Team	Medium	High	System integration, security, and uptime. Needs clear functional specs and testing scope.	Joint working sessions with HR and vendor; technical documentation.
Data Protection Officer (DPO)	Risk & Legal / Data Privacy	High	High	Ensure personal and sensitive data handling meets privacy and information security policies.	Policy alignment workshops; regular compliance audits.
Finance Officer	Payroll & Finance	Medium	Medium	Access to verified employee KYE data for payroll setup and background validation.	Coordinated integration of approved records; limited access rights.

Stakeholder	Role / Department	Interest	Influence	Key Expectations / Concerns	Engagement Approach
Internal Audit Team	Risk Assurance	Medium	High	End-to-end traceability of KYE submissions and approvals for internal control reviews.	Access to audit logs; reporting dashboard access.
IT Vendor / Implementation Partner	Technology Solution Provider	High	Medium	Deliver solution per requirements; maintain timeline and technical compliance.	Agile ceremonies (demo, sprint reviews); issue resolution meetings.
Branch Managers	Line Management	Medium	Medium	Visibility of employee KYE status within their branch; ensure 100% compliance rate.	Inclusion in reporting dashboards; informed during rollout.
Training & Change Management Lead	HR Transformation Office	Medium	Medium	Smooth adoption; minimal disruption to daily HR operations.	Design communication and training materials; feedback collection.

Stakeholder Influence–Interest Matrix

Category	Stakeholders	Engagement Strategy
High Influence, High Interest	CHRO, HR Manager, Compliance Officer, DPO	Manage closely: key decision-makers; involved in planning, validation, and approvals.
High Influence, Medium Interest	IT Administrator, Internal Audit, Executive Leadership	Keep satisfied: provide strategic updates and performance metrics.
Medium Influence, High Interest	HR Assistant, Branch Managers	Keep informed and involved through training and feedback loops.
Medium Influence, Medium Interest	Employees, Finance Officer, Training Lead, Vendor Partner	Regular communication and updates during implementation.