

Project: Digitalization of the Know Your Employee (KYE) Process

RACI Matrix

Purpose

The RACI Matrix defines roles and responsibilities for each stakeholder identified in the KYE Digitalization project. It clarifies who is Responsible, Accountable, Consulted, and Informed for every major activity across the project lifecycle ensuring accountability, communication efficiency, and role clarity. This delivery supports BABOK Task: Define Roles and Responsibilities under the Business Analysis Planning and Monitoring knowledge area. It complements the Stakeholder Analysis by translating engagement insights into actionable accountability.

Project Activity	CHRO	HR Manager	HR Assistant	Employee	Compliance Officer	IT Administrator	Data Protection Officer (DPO)	Finance Officer	Internal Audit	Vendor Partner	Change Management Lead
1. Define Business Objectives & Project Charter	A	R	C	I	C	C	C	I	I	C	I
2. Requirements Gathering & Process Analysis	I	A/R	C	C	C	C	C	I	I	C	C
3. Design Digital KYE Form & Workflow	I	A	C	C	C	R	C	I	I	R	C
4. Define Validation Rules & Data Governance	I	C	C	I	A/R	C	A	I	C	C	I
5. System Configuration & HRIS Integration	I	C	I	I	C	A/R	C	I	I	A/R	I
6. Data Migration & Security Testing	I	C	I	I	C	A/R	A	I	C	A	I
7. User Acceptance Testing (UAT)	I	A	R	R	C	C	C	I	C	R	C
8. Change Management & Training	I	A	C	C	I	C	C	I	I	C	R/A
9. Go-Live Approval & Implementation	A	R	I	I	C	C	C	I	C	R	I
10. Post-Implementation Monitoring & Audit Review	C	A/R	C	I	A	C	C	C	R	C	I

Legend

R	Responsible – Performs the task
A	Accountable – Owns the outcome / decision
C	Consulted – Provides input or expertise
I	Informed – Must be kept updated

Notes

- **HR Manager** is accountable for most business and implementation outcomes.
- **Compliance Officer** and **DPO** ensure alignment with regulatory and data privacy requirements.
- **IT Administrator** and **Vendor Partner** share responsibility for system development and integration.
- **Change Management Lead** drives user adoption and training.
- **CHRO** sponsors the project and provides executive oversight.