

UNILAG TELEHEALTH SYSTEM STAKEHOLDER REGISTER & MAPPING

1. STAKEHOLDER REGISTER

Stakeholder	Category	Role in Project	Interest in Telehealth System	Influence /Power	Impact	Expectations	Communication Needs	Engagement Strategy
University Management (VC, DVC, Registrar)	Executive	Sponsor, Approver	Improved healthcare delivery, reduced student complaints, modernisation	Very High	High	Cost-effective platform, successful rollout, visibility	Monthly briefs, dashboards	Manage Closely
Medical Centre Director (UNILAG Health Centre)	Operational Leadership	Project Champion, Decision Maker	Improved service delivery, reduced congestion, accurate records	High	Very High	Reliable system, reduced workload, improved reporting	Weekly updates	Manage Closely
Doctors & Nurses	Primary Users	Healthcare Providers	Ease of use, efficient consultation workflow, reduced paperwork	Medium	Very High	Fast, reliable, integrated EMR	Training sessions, feedback loops	Engage Closely
Students (Undergraduate & Postgraduate)	End Users	Service Consumers	Faster access, remote consultations, reliable triage, fewer delays	Medium	Very High	Convenience, low wait times, privacy	Awareness campaigns, emails, in-app notifications	Keep Informed
College of Medicine (CMUL Specialists)	Secondary Providers	Referral Recipients	Improved referral accuracy, timely cases	Medium	High	Clear referral notes, secure data	Monthly sync meetings	Keep Informed
ICT/IT Services Department (UNILAG)	Technical Stakeholders	System Integrators, SSO Admin	System uptime, integrations, cybersecurity	High	High	Stable infrastructure, secured data, API compatibility	Technical reports, weekly meetings	Manage Closely
Telehealth Platform Vendor / Developers	External Vendor	Designers, Developers, Implementers	Successful deployment & maintenance	Medium	High	Clear requirements, successful testing, change logs	Weekly status meetings	Manage Closely

Stakeholder	Category	Role in Project	Interest in Telehealth System	Influence /Power	Impact	Expectations	Communication Needs	Engagement Strategy
UNILAG Health Records Unit	Operational Staff	EMR Support	Digital migration, record accuracy	Low	Medium	Clear workflows, training, accurate data	Training, workshops	Engage
Nursing/Clinic Admin Staff	Supporting Users	Scheduling, Booking, Front Desk	Automated scheduling, reduced manual work	Low	High	Easy-to-use interface, reduced workload	Training, job aids	Engage
Student Union Government (SUG)	Influencer	Student Body Representative	System accessibility & fairness	Medium	Medium	Transparency, inclusive communication	Monthly town halls	Keep Informed
Parents/Guardians	External	Indirect Stakeholders	Student safety, health	Low	Medium	Simpler emergency response & reliability	Occasional updates	Monitor
UNILAG ICT Security & Compliance Unit	Governance	Compliance Oversight	GDPR-compliant system	High	High	Strong security frameworks, audit trails	Security reviews	Manage Closely
Finance Department	Support	Budget Approvals	Budget optimization	Medium	Medium	Transparent billing, cost oversight	Monthly reports	Keep Satisfied
Project Manager / Business Analyst (You)	Internal	Planning, analysis, coordination	Project success, requirement clarity	High	Very High	Clear requirements, stakeholder alignment	All channels	Lead & Manage

2. STAKEHOLDER ANALYSIS

Quadrant	Stakeholders	Engagement Strategy
High Power / High Interest <i>(Manage Closely)</i>	University Management, Medical Centre Director, ICT Department, Telehealth Vendor, BA/PM	Frequent updates, deep involvement, weekly meetings
High Power / Low Interest <i>(Keep Satisfied)</i>	Finance Department, CMUL Specialists, ICT Security Unit	Provide summaries only, avoid overwhelming with details
Low Power / High Interest <i>(Keep Informed)</i>	Students, SUG, Nurses, Clinic Admin Staff	Tutorials, broadcasts, feedback forms
Low Power / Low Interest <i>(Monitor)</i>	Parents, General Community	Occasional updates, minimal engagement

3. RACI MATRIX (Responsibility Assignment): This defines who is **Responsible**, **Accountable**, **Consulted**, **Informed**

Activity	VC/Management	Medical Centre Director	Doctors/Nurses	IT Dept	Vendor	BA/PM	Students
Requirements Gathering	I	C	C	C	C	R/A	C
System Design	I	C	C	C	R	A	-
Development	I	C	-	C	R	A	-
Testing/UAT	I	C	C	C	R	A	-
Training	I	A	C	C	R	R	-
Deployment	A	R	-	R	R	A	-
Awareness Campaigns	C	A	-	-	-	R	I
Support Operations	I	A	C	R	C	R	-

4. STAKEHOLDER COMMUNICATION PLAN

Stakeholder Group	Medium	Frequency	Purpose
University Management	Email + Reports	Monthly	Status & ROI
Medical Centre Director	Weekly Sync	Weekly	Progress & decisions
IT Department	Scrum Meetings	Weekly	Integration, SSO, security
Doctors/Nurses	Workshops	Bi-weekly	Workflow alignment
Students	Website + App + SUG announcements	Continuous	Awareness & adoption
Telehealth Vendor	Development meetings	Weekly	Requirements & deliverables
Security/Compliance Unit	Audits	Monthly	GDPR compliance
Support Staff	Training sessions	Monthly	System usage

5. STAKEHOLDER ENGAGEMENT STRATEGY

Stakeholder	Current Engagement Level	Desired Engagement Level	Gap Strategy
University Management	Supportive	Leading	Provide data-driven presentations
Medical Centre Director	Leading	Leading	Maintain close weekly involvement
Doctors/Nurses	Neutral	Supportive	More demos + hands-on training
Students	Unaware → Aware	Supportive	Orientation + marketing
IT Dept	Supportive	Leading	Deep involvement in SSO & infra
Vendor	Leading	Leading	Clear requirements + acceptance criteria
SUG	Neutral	Supportive	Include them in awareness programmes
Parents	Unaware	Neutral	Minimal but transparent communication