# TELEHEALTH SYSTEM DEPENDENCY RACI MATRIX

**Stakeholder Legend**

**ICT** – UNILAG ICT Department

**MED** – Medical Centre (Doctors, Nurses, Admin)

**CMUL** – College of Medicine Specialists

**MGMT** – University Management / Directorate

**LEGAL** – Legal & Compliance Unit

**PROC** – Procurement Unit

**VENDOR** – Telehealth Technology Provider

**STUDENT AFFAIRS** – Student Affairs & Orientation Team

**PMO/BA** – Business Analyst / Project Manager Team

**FACILITIES** – Power & Infrastructure Unit

**RACI Matrix Table**

**Legend**

**R – Responsible:** executes the work

**A – Accountable:** final decision-maker, owner of the outcome

**C – Consulted:** provides input, subject matter expertise

**I – Informed:** must be kept up to date

| Dependency | ICT | MED | CMUL | MGMT | LEGAL | PROC | VENDOR | STUDENT AFFAIRS | PMO/BA | FACILITIES |
|---|---|---|---|---|---|---|---|---|---|---|
| D1. Single Sign-On (SSO) Integration | R/A | C | I | I | - | - | C | - | C | - |
| D2. Network & Bandwidth Infrastructure | R/A | I | I | C | - | - | C | - | C | R |
| D3. Hosting / Cloud Environment Setup | R/A | I | I | C | C | - | C | - | C | R |
| D4. Device Compatibility (Mobile, Desktop) | C | I | I | I | - | - | R/A | I | C | - |
| D5. EMR-lite Integration | R | A | C | I | - | - | R | - | C | - |
| D6. Notification System (SMS/Email Gateways) | R/A | I | I | C | - | - | C | - | C | - |
| D7. Video/Audio Teleconsultation API | C | I | I | I | - | - | R/A | - | C | - |
| D8. Medical Staff Availability | I | R/A | C | I | - | - | - | - | C | - |
| D9. Staff Training for Telehealth Tools | C | A | C | I | - | - | R | - | R | - |
| D10. Helpdesk & Support Operations | R/A | C | I | I | - | - | C | - | R | - |
| D11. Clinical Triage Workflow Approval | - | R/A | C | I | C | - | - | - | C | - |
| D12. Awareness & Orientation Campaigns | I | I | I | C | - | - | C | R/A | C | - |
| D13. Digital Referral Workflow | I | R | A | I | - | - | C | - | C | - |
| D14. Budget Approval & Funding | I | I | I | R/A | C | C | - | - | C | - |
| D15. Human Resource Allocation | I | C | I | A | - | - | - | - | R | - |
| D16. Vendor Capacity & Delivery | I | I | I | C | C | A | R | - | R | - |
| D17. Telecom Partnerships for Data | C | I | I | A | - | R | C | C | R | - |

| Dependency | ICT | MED | CMUL | MGMT | LEGAL | PROC | VENDOR | STUDENT AFFAIRS | PMO/BA | FACILITIES |
|---|---|---|---|---|---|---|---|---|---|---|
| D18. SMS/Email Gateway Providers | R/A | I | I | C | - | C | C | - | R | - |
| D19. Power Supply & Backup Systems | I | I | I | C | - | - | - | - | C | R/A |
| D20. NDPR Compliance | C | C | I | C | R/A | - | - | - | R | - |
| D21. Medical Ethics & Standards | - | R/A | C | I | C | - | - | - | C | - |
| D22. Data Retention & Privacy Policies | C | C | I | C | R/A | - | - | - | R | - |
| D23. Accessibility Standards | R | I | I | C | C | - | C | - | A | - |
| D24. Completion of AS-IS Analysis | I | C | C | I | - | - | - | - | R/A | - |
| D25. Requirements Sign-Off | C | C | C | A | C | - | - | - | R | - |
| D26. Vendor Selection | I | I | I | A | C | R | - | - | R | - |
| D27. Pilot Rollout Dependency (Training + Infrastructure) | C | R/A | C | I | - | C | R | - | R | C |
| D28. Full Deployment After Pilot Evaluation | C | R/A | C | C | - | C | R | - | R | C |
| D29. Student Portal Upgrade Dependency | R/A | I | I | C | - | - | C | - | R | - |
| D30. Campus WiFi Expansion Project | A | I | I | C | - | - | - | - | R | R |
| D31. Future Digital EMR Project | C | A | C | C | C | - | - | - | R | - |
| D32. Smart Campus Initiative Dependency | C | I | I | A | C | - | - | - | R | - |