STAKEHOLDER REGISTER

Core Digital Transformation for Retail Banking

Enterprise Architecture & Regulatory Compliance Initiative

Project Title	Core Digital Transformation for Retail Banking
Date	February 17, 2026
Prepared By	Project Manager / CIO
Version	1.0 – Initial Release
Total Stakeholders	13

Purpose

This Stakeholder Register identifies all individuals, groups, and organizations with a stake in the Core Digital Transformation for Retail Banking project. It captures each stakeholder's role, attitude, influence, impact, interest level, communication preferences, availability, success criteria, and work hours. The register is a living document and will be updated throughout the project lifecycle as stakeholder engagement evolves.

Color Legend & Field Definitions

Field	Definition
Attitude	Supportive (green) – actively supports the project. Neutral (yellow) – neither supports nor opposes. Resistant (red) – opposes the project.
Influence	The stakeholder's ability to affect project decisions or outcomes. High / Medium / Low.
Impact	The degree to which the project affects the stakeholder. High / Medium / Low.
Interest	The level of interest the stakeholder has in project outcomes. High / Medium / Low.
Comm. Preferences	Preferred frequency, format, and channel for receiving project communications.
Availability	When and how much the stakeholder can engage with the project team.
Success Criteria	What the stakeholder considers a successful project outcome.
Work Hours	Estimated weekly hours dedicated to the project.

Stakeholder Register

ID	Stakeholder	Role	Department / Group	Attitude	Influence	Impact	Interest	Comm. Preferences	Location	Availability	Success Criteria	Work Hours
S-01	**Chief Executive Officer (CEO)**	Project Sponsor / Executive Champion	Executive Leadership	Supportive	**High**	**High**	High	Monthly executive summary reports; escalations as needed	Head Office	Limited – strategic decisions only	Regulatory compliance achieved; revenue growth; reduced operational risk	As required for approvals and escalations
S-02	**Chief Information Officer (CIO)**	Project Manager / IT Lead	Information Technology	Supportive	**High**	**High**	High	Weekly project status reports; daily stand-up during critical phases	Head Office / Remote	Full-time project involvement	On-time, on-budget delivery; stable production systems post go-live	Full-time (40 hrs/week)
S-03	**Chief Compliance Officer (CCO)**	Regulatory Advisor / Approver	Regulatory Affairs & Compliance	Supportive	**High**	**High**	High	Bi-weekly compliance updates; immediate alerts for regulatory risks	Head Office	Available for reviews and milestone sign-offs	Zero compliance violations; KYC, AML, PCI-DSS, GDPR fully satisfied	Approx. 10–15 hrs/week
S-04	**Enterprise Architect**	Solution Designer / Technical Governance	IT Architecture Team	Supportive	**High**	**High**	High	Weekly architecture review meetings; technical design documentation	Head Office / Remote	Full-time during design; part-time in later phases	Scalable, secure, and maintainable architecture approved by all stakeholders	Full-time (40 hrs/week) – Phases 1–2; 20 hrs/week thereafter
S-05	**Chief Information Security Officer (CISO)**	Security Lead / Risk Advisor	Information Security	Neutral	**High**	**High**	High	Bi-weekly security review; incident alerts immediately	Head Office	Available for security reviews and approvals	Zero security breaches; encryption and RBAC fully operational	15–20 hrs/week
S-06	**Data Engineering Lead**	Data Pipeline & Warehouse Developer	Data & Analytics	Supportive	**Medium**	**High**	High	Weekly sprint reviews; technical	Remote / Head Office	Full-time during data migration phases	Real-time pipelines operational; data integrity	Full-time (40 hrs/week)

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								documentation updates			validated post-migration	
S-07	**Business Analyst**	Requirements Lead / UAT Coordinator	Operations	Supportive	**Medium**	**Medium**	High	Bi-weekly requirements updates; UAT progress reports	Head Office	Full-time during requirements and UAT phases	All business requirements documented and validated; UAT passed with sign-off	Full-time (40 hrs/week) – Requirements & UAT phases
S-08	**Customer Experience / UX Lead**	UX Designer / Customer Advocate	Customer Experience	Supportive	**Medium**	**Medium**	High	Bi-weekly UX review sessions; prototype walkthroughs	Head Office / Remote	Part-time; full-time during onboarding design phase	Improved customer onboarding NPS; intuitive dashboards approved by business	20 hrs/week (40 hrs/week during UX sprints)
S-09	**Retail Banking Operations Manager**	Business Process Owner	Retail Banking Operations	Neutral	**Medium**	**High**	Medium	Monthly progress briefings; change management communications	Branch Network / Head Office	Available for workshops and milestone reviews	Minimal operational disruption; staff adapted to new systems	10 hrs/week
S-10	**External Auditor (Third-Party Firm)**	Independent Compliance Validator	External / Third Party	Neutral	**Medium**	**High**	Medium	Formal reports at milestone gates; ad hoc meetings as needed	Remote / On-site visits	Engaged at compliance review milestones	Clean audit opinion; no material findings at final review	Engagement-based (milestone reviews)
S-11	**Cloud Infrastructure Vendor**	Technology Partner / Service Provider	External Vendor	Supportive	**Medium**	**High**	Medium	Monthly service reviews; SLA reports quarterly	Remote	Available per SLA and support contract	99.9% uptime SLA met; scalable infrastructure delivered on schedule	Per contract SLA
S-12	**Bank Staff / End Users**	End User / Change Adoption Group	All Business Units	Neutral	**Low**	**Medium**	Low	Change management newsletters; training sessions	Head Office / Branches	Available for training and feedback sessions	Proficient use of new systems; reduced error rates in	Training sessions as scheduled

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											daily operations	
S-13	**Regulatory Bodies (e.g., FCA, CFPB, PCI Council)**	External Regulator / Compliance Authority	External / Government	Neutral	**High**	**High**	Low	Formal regulatory submissions; compliance reports	External	As required by regulatory schedule	Full compliance with all mandated standards; no enforcement action	N/A – external engagement only