

Team Structure & RACI Matrix

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Project: EE HH Recommendation System

Purpose: Define team composition, roles, and decision-making authority

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Team Organization Chart

Steering Committee

Reporting to Steering Committee (parallel roles):

- **Product Owner** (Business)
 - Owns backlog and business priorities
 - Approves deliverables
- **IT Project Manager**
 - Manages delivery execution
 - Coordinates teams below:

Teams reporting to IT Project Manager:

- **Development Team**
 - CC&B Developers
 - Portal Developer
 - Mobile Developer
- **IT Specialist** (Key Role)
 - Bridge between business and technical
- **Support Functions**
 - QA Engineer
 - DevOps Engineer
 - UX Designer

Decision Authority

IT Project Manager

Can Decide: Sprint scope, resource allocation, risk mitigation, daily operations

Must Escalate: Budget overruns, timeline extensions >8 weeks, major scope changes

Product Owner

Can Decide: Backlog priority, story acceptance, business rules

Must Escalate: Scope changes requiring budget/timeline impact

IT Specialist

Can Decide: Bug severity, test coverage, acceptance criteria

Must Escalate: Requirement conflicts, major blockers, quality risks

Core Team Roles

1. IT Project Manager

Reports to: Steering Committee

Key Responsibilities:

- Overall delivery (scope, schedule, budget, quality)
- Stakeholder management and communication
- Risk/issue management and escalation
- Cross-team coordination
- Sprint planning and retrospectives

2. Product Owner

Reports to: Business Sponsors, collaborates with IT PM

Key Responsibilities:

- Prioritize product backlog
- Accept/reject completed work
- Define business value and success metrics
- UAT approval and go-live sign-off

Collaboration: Daily alignment on priorities, weekly sprint ceremonies

3. IT Specialist (Key Technical Role)

Reports to: IT Project Manager

Core Function: Bridge between business and technical teams

Key Responsibilities:

- **Requirements:** Translate business needs to technical specs
- **Testing:** Create test cases, coordinate UAT, triage bugs
- **Integration:** Ensure CC&B, Portal, Mobile work together
- **Documentation:** API docs, runbooks, user guides

Phase-by-Phase Activities:

Phase	Focus
Requirements	User stories, acceptance criteria
Design	Test strategy, API contracts
Development	Clarifications, validation
Testing	UAT coordination, bug triage
Deployment	Smoke testing, rollback planning

See: *IT_Specialist_Role_Definition.md* for details

4. Development Teams

CC&B Team (2-3 devs): Backend billing system

Portal Team (1-2 devs): Elektrum.ee web portal

Mobile Team (0.5-1 dev): Android/iOS apps

Coordination: Daily stand-ups with IT Specialist for requirements clarification

5. Support Functions

QA Engineer: Test execution, automation, bug tracking

DevOps Engineer: CI/CD, deployment, monitoring

UX Designer: UI design, usability testing

Scrum Master: Agile ceremonies (may be IT PM)

RACI Matrix

Key Project Activities - Who Does What

Activity	IT PM	Product Owner	IT Specialist	Developers	QA	DevOps
Requirements Definition	C	A	R	C	I	I
Backlog Prioritization	C	A/R	C	I	I	I
Sprint Planning	A/R	C	C	C	C	I
Technical Design	I	I	A	R	C	C
Development	I	I	C	R	I	C
Integration Testing	I	I	A/R	C	R	C
UAT Coordination	C	R	A	I	C	I
Bug Triage	C	C	A/R	C	R	I
Deployment	A	C	C	C	I	R
Go-Live Decision	A/R	A	C	I	I	I

Legend:

- R = Responsible (does work)
- A = Accountable (approves)
- C = Consulted
- I = Informed

Team Capacity

Role	FTE	Notes
IT Project Manager	1.0	Full-time
Product Owner	0.3	Part-time
IT Specialist	1.0	Full-time
CC&B Developers	2.0	2 developers
Portal Developer	1.0	Sprints 2-4
Mobile Developer	0.5	Shared resource
QA Engineer	1.0	Full-time
DevOps Engineer	0.3	Setup + deployment

Total: ~8.5 FTE across 8 weeks

Communication Rhythm

Daily: Stand-ups (15 min), IT Specialist Developers clarifications

Weekly: Sprint review/planning, IT PM → Stakeholder status email

Ad-hoc: Critical blockers escalated immediately to IT PM

Key Takeaways

1. **IT Project Manager** orchestrates overall delivery and stakeholder management
2. **IT Specialist** ensures business-technical alignment and quality
3. **Product Owner** drives business value and priorities
4. **Development teams** build features across CC&B, Portal, Mobile
5. **Clear decision authority** prevents bottlenecks and delays
6. **RACI matrix** eliminates confusion on who does what

This structure supports the delivery plan in task1_agile_plan.md.