

RACI Matrix - Mobile Banking App Onboarding Improvement

RACI Definition:

- RESPONSIBLE
- ACCOUNTABLE
- CONSULTED
- INFORMED

RACI Matrix:

Activity	Business Sponsor	Product Owner	Project Manager	Business Analyst	Dev Team	QA / UAT	Compliance	OPS	Supports
Defines business problems	A	R	C	R	I	I	C	C	I
Approves business objectives	A	A	C	C	I	I	C	I	I
Requirement elicitation	I	C	C	R	C	I	C	C	I
BRD approval	A	A	C	R	I	I	C	I	I
Requirement baseline & sign-off	I	A	R	C	I	I	C	I	I
Functional requirement definition	I	C	C	R	R	C	C	C	I
Test scenario preparation	I	I	C	C	C	R	I	I	I
UAT execution and sign-off	I	A	C	R	C	R	C	I	I
Compliance Validation	I	I	C	C	C	I	R	I	I
Production deployment	I	I	R	C	R	C	I	I	I

User confirmation & feedback calls	I	I	C	C	I	I	I	C	R
Application maintenance & post go-live support	I	I	C	I	C	I	I	R	R