

# RACI responsibility matrix

## What is it?

**RACI** is an acronym that stands for **Responsible, Accountable, Consulted** and **Informed**.

It is a simple matrix tool that ensures that everyone involved is clear about roles and responsibilities:

- **Responsible (R):** person who performs an activity or does the work
- **Accountable (A):** person who is ultimately accountable and has Yes/No/Veto
- needs to be **Consulted (C):** person that needs to feedback and contribute to the activity
- needs to be **Informed (I):** person that needs to know of the decision or action

### Benefits at a glance....

- provides a clear picture of who does what and prevents duplication of effort
- ensures that someone is responsible for each process/task
- unearths gaps in responsibility or where too many people are given responsibility for the same thing
- assists with a communication plan

## When to use it?

It works well within teams, between teams, and supports strategic and project management.

It shows the types of relationships that we need to consider when transforming a process. We need to understand the roles that stakeholders play and the **RACI** can help us determine how we inform and engage them in the process change.

## How to use it?

Construct your **RACI** with those who have hands-on experience of the process and with other key stakeholders.

To create a **RACI responsibility matrix**, list the activities as row heading and the stakeholders involved in the process/task as the column headings as shown in the figure below.



	Focus Team			ICT Team						Project Board	Programme Board
<i>Position</i>	Focus Programme Manager	Focus Practitioner	Focus Advisor	DDPO (project sponsor)	DDPO (casework)	DDPO (policy)	DDPO (senior casework officer)	Casework Team	Policy Team		
<i>Name</i>	Anne	Emma	Kate	James	Max	Carole	Ginny				
Deliver project against delivery target	C	R	C	A	C	C	C	C	C	C	I
Project weekly update		R/A	C	C							
Follow the Focus methodology	C	R/A	R	C							
Project Monthly Reports	C	R/A	C	I							I
Document repository (on SharePoint)	I	R/A	I	I							
Diary booking for workshops	I	R/A	I	I							
Gateway review/sign off	C	R	R	C						A	I
Establish baselines	C	R	R	A							
Approve baselines	C	R	C	A						I	I
Track benefits	A	R	R	R							
Risks and issues escalation	A	R	R	R							
Identify and quantify benefits	C	R/A	R	R							
Project sign-off		R									A
Benefit sign-off		R									A

Figure 1: A sample RACI responsibility matrix

- there should only ever be one person or role **Accountable** for a task
- ensure that the person **Responsible** for getting the job done is the person who actually carries out the process or task
- those who are **Accountable** are accountable for the process or task being completed appropriately and those who are **Responsible** are accountable to them directly
- those who are **Consulted** may be a stakeholder or a subject matter expert
- those who are **Informed** may also need to receive output from the process or task