

# ITIL® Poster Series #2

## The RACI Model

The RACI model or matrix is commonly used across many industries to show the roles and responsibilities for activities and processes. It is a simple to understand, visual summary and clarifies the responsibilities and accountabilities to all stakeholders.

### R Responsible

Those who are defined as responsible are the people who “get the job done” by actually carrying out the task. There must always be at least one person responsible for each task.

### A Accountable

This single individual owns the task, and ensures that the quality of the work carried out meets the required standard. To avoid any confusion there can only be one person accountable for each task, and each task must have an accountable person.

### C Consulted

Where appropriate for the process, there may be people who are consulted for their opinion regarding a process activity. They provide information. This is not a mandatory role like Accountable and Responsible.

### I Informed

These people are updated as to the progress of the activity. As with Consulted, this is not a mandatory role; it would depend on the particular activity.

## Example

The table shows an example of a simple RACI matrix. Each row represents a specific activity, and each column shows the people involved, and their level of involvement.

To build a RACI matrix for an activity, one must first identify the processes or activities, and the roles.

Through discussion with the people involved, agree who is responsible for each activity or process, and their level of involvement.

There may be some activities where this is not clear, for example when many roles have responsibility, or where no-one appears to be responsible. This situation can often be resolved by breaking the activity down into smaller activities.

|                | IT Director | Service Level Manager | Problem Manager | Security Manager | Service Desk Manager |
|----------------|-------------|-----------------------|-----------------|------------------|----------------------|
| Activity One   | AR          | C                     | I               | I                | C                    |
| Activity Two   | A           | R                     | C               | C                | C                    |
| Activity Three | I           | A                     |                 | R                | I                    |
| Activity Four  | I           | A                     | R               | C                | I                    |

