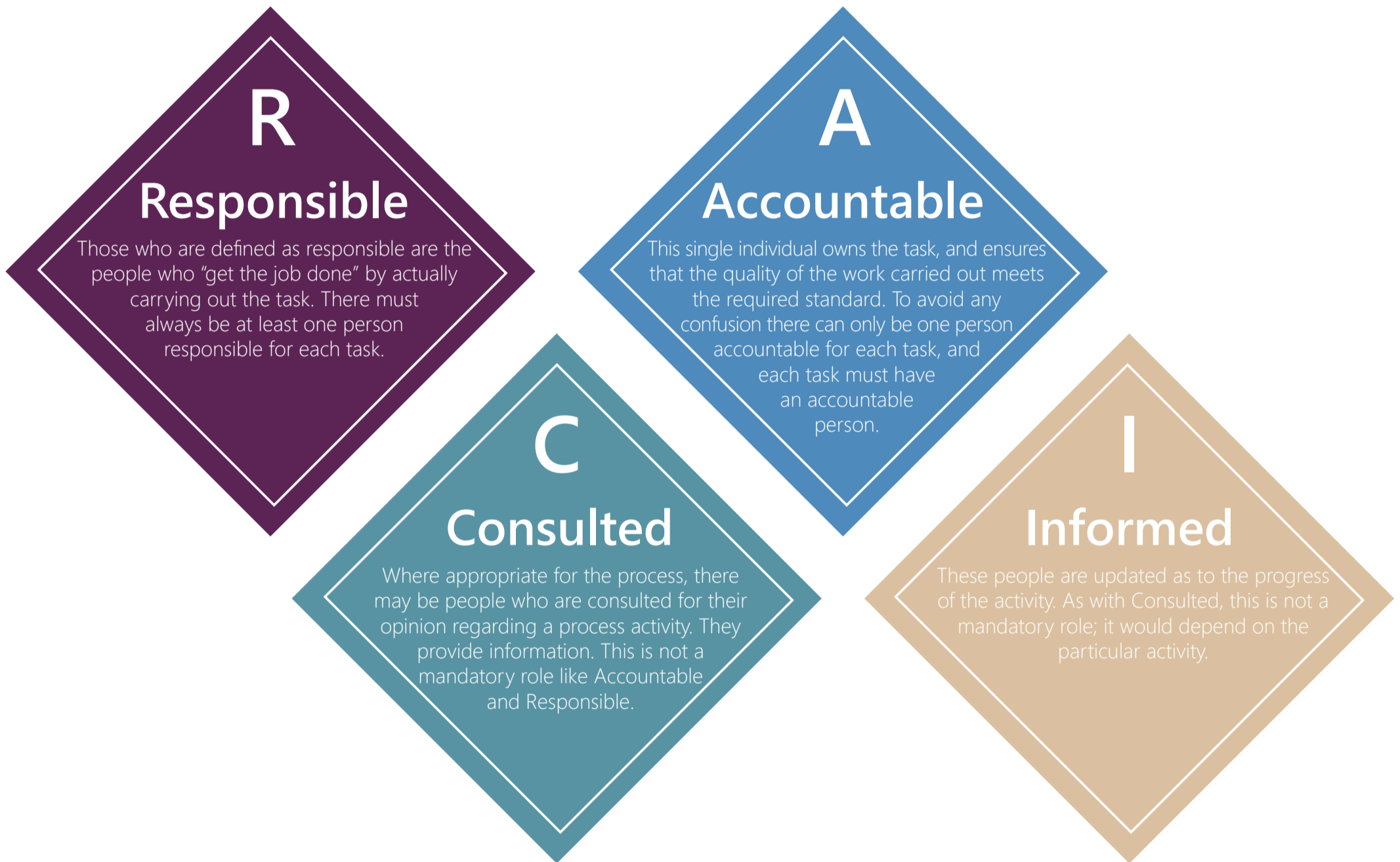


# The RACI Model

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.



## 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
<b>Activity One</b>	AR	C	I	I	C
<b>Activity Two</b>	A	R	C	C	C
<b>Activity Three</b>	I	A		R	I
<b>Activity Four</b>	I	A	R	C	I