

## **RACI Chart – IT Support Project**

**Project:** ServiceNow Implementation

*This RACI chart defines roles and responsibilities for implementing the ServiceNow ITSM platform across the IT support team.*

<b>Task/Activity</b>	<b>IT Supervisor</b>	<b>Senior Technician</b>	<b>Junior Technician</b>	<b>IT Director</b>	<b>End Users</b>
Project Planning & Requirements	R	C	I	A	C
System Configuration	A	R	R	I	–
User Training Development	R	R	C	A	I
Testing & Quality Assurance	A	R	R	I	C
Go-Live & Deployment	A	R	R	I	I
Post-Implementation Support	A	R	R	I	C

### **RACI Legend**

- **R – Responsible:** Does the work
- **A – Accountable:** Owns the outcome
- **C – Consulted:** Provides input
- **I – Informed:** Kept updated