

## RACI Chart – Roles & Responsibilities

The RACI chart is a widely recognized tool used in project and operations management to clarify team responsibilities, reduce confusion, and increase efficiency during collaborative tasks. For IT supervisors managing support teams, this tool ensures clarity in operational tasks like patching systems, onboarding new hires, and handling escalated tickets.

The four RACI roles are defined as:

- **Responsible (R):** The individual(s) who perform the work.
- **Accountable (A):** The person ultimately answerable for the correct completion of the task.
- **Consulted (C):** Subject-matter experts who provide input before or during the work.
- **Informed (I):** Those who are kept updated on progress or decisions.

This tool ensures clear division of labor and eliminates role ambiguity—a key concern in IT environments with high task interdependence. For instance, during system patching, having both an accountable supervisor and a consulted security analyst ensures quality and compliance. The chart below represents three critical tasks in an IT support environment:

### ◆ RACI Chart – Sample for IT Team Tasks

Task	Responsible (R)	Accountable (A)	Consulted (C)	Informed (I)
System Patching	IT Support Tech	IT Supervisor	Security Analyst	All Staff
New Employee Onboarding	HR Coordinator	IT Supervisor	HR Manager	Team Members
Ticket Escalation	Tier 1 Support Agent	IT Supervisor	Service Desk Lead	Escalation Manager

#### Why It Matters:

A well-defined RACI chart fosters accountability, boosts productivity, and minimizes project delays caused by miscommunication. It also enhances performance reviews by aligning tasks to roles, making individual contributions more measurable (PMI, 2023).

## References

Project Management Institute (PMI). (2017). *A Guide to the Project Management Body of Knowledge (PMBOK® Guide)* (6th ed.). PMI.

