

RACI Chart – IT Onboarding & Patch Management

A RACI (Responsible, Accountable, Consulted, Informed) chart is a critical project management tool for clarifying task ownership and reducing confusion across IT teams. It provides structure for routine operations like onboarding and patching (PMI, 2017).

Scenario: New Hire Onboarding + System Patching

Task	IT Technician	IT Supervisor	HR Manager	New Hire
Provision system hardware	R	A		I
Create credentials and access	R	A		I
Conduct HR onboarding orientation		I	R	A
Schedule OS and software patching	R	A		I
Notify users of maintenance window	C	A		I
Execute patches and test systems	R	A		
Confirm system compliance	R	A		I

Using a RACI model reduces ambiguity and ensures accountability across cross-functional teams (Project Management Institute, 2017).

Key:

- **R** = Responsible: Performs the task
- **A** = Accountable: Ultimately answerable for completion
- **C** = Consulted: Provides input or expertise
- **I** = Informed: Kept in the loop but not directly involved

References

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