

### **RACI Table: Task – Onboarding Process**

Task	IT Supervisor	System Admin	Security Analyst	Support Team
Identify systems to patch	A	R	C	I
Sandbox patch testing	I	R	C	I
Approve release	A	C	R	I
Schedule downtime	R	A	C	I
Notify impacted users	A	I	I	R
Monitor patch results	I	R	A	C
Log outcomes & resolution	R	C	I	A

A RACI chart outlines the tasks of every stakeholder in an onboarding process, thereby eliminating misunderstandings and ensuring the work is completed expeditiously. The Responsible column lists the names of the individuals performing the functions, e.g., IT technicians are responsible for the setup. This process is owned and executed by the responsible person, who is most often the IT Supervisor. Consulted parties offer specific skills or backgrounds, such as the Knowledge Manager, who ensures that training practices are managed within realistic operations. There are Transparency updates for those who are informed that the HR Team constantly updates its policy compliance (Ahmad, 2024). This RACI model enables the division of work and ownership of processes, making the work more accountable across departments. It also contributes to the issue of SLA compliance by ensuring that there is no omission or repetition of any task. Collaboration and documentation settings, as well as apps like Zoho Desk, help increase visibility and promptly refresh information between teams (Lian, 2023). Responsibility is one of the structured approaches to performance in IT environments where training or access lag negatively affects performance.

Structured responsibility results in the preparation, reliability, and professional delivery of onboarding tasks.

### References

- Ahmad, M. (2024). PRACTICAL GUIDELINES FOR APPLYING THE RACI MODEL IN RECRUITMENT PRACTICES. *European Journal of Human Resource Management Studies*, 7(2). <https://oapub.org/soc/index.php/EJHRMS/article/view/1619>
- Lian, S. (2023). *Customer Relation Management (CRM) system for Customer Service Management* (Doctoral dissertation, UTAR). <http://eprints.utar.edu.my/id/eprint/5525>