

RACI Chart – Roles & Responsibilities

The following **RACI matrix** assigns project responsibilities clearly and effectively, a practice emphasized in PMI’s PMBOK Guide (PMI, 2021). This matrix is used to coordinate efforts on IT tasks such as system patching and incident response.

RACI Chart:

Task	Responsible (R)	Accountable (A)	Consulted (C)	Informed (I)
System Patching	IT Support Engineer	IT Supervisor	Security Analyst	End Users
User Onboarding	IT Support Engineer	IT Supervisor	HR Manager	New Hire
Incident Response	IT Analyst	Security Lead	Compliance Officer	Department Heads
Weekly Backup Review	IT Support Engineer	System Administrator	Network Engineer	IT Director

This chart reduces role confusion, encourages ownership, and streamlines team communication. (PMI, 2023).

The RACI chart outlines key responsibilities in a small IT team using a task like “system patching” and “onboarding new users” as an example. It clearly distinguishes the roles:

- **Responsible:** IT Technician or Support Analyst
- **Accountable:** IT Supervisor
- **Consulted:** Network or Security Lead
- **Informed:** End users, Department Heads

This matrix eliminates ambiguity, fosters ownership, and improves workflow communication—principles emphasized by the Project Management Institute (PMI, 2021).

References

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