

RACI Chart: Broker Team vs Campaign Team

Legend

- **R** = Responsible (does the work)
- **A** = Accountable (ensures it gets done, single point of accountability)
- **C** = Consulted (provides input, two-way communication)
- **I** = Informed (kept updated, one-way communication)

RACI Matrix

Activity/Process	Broker Team	Campaign Team	Management
Server Deployment	R	A, C	I
Tooling Deployment	R	A, C	I
Requirements Documentation	C	R, A	I
Technical Conversations/Planning	R, C	R, C	I
High-Risk Plan Approval	C	C	A
Infrastructure Handoff Execution	R, A	C	I
Tool Handoff Execution	R, A	C	I
Post-Deployment Validation	C	R, A	I
Incident Response Leadership	R, A	C	I
Incident Communication	R	C	I
Operation Success Measurement	C	R, A	I
Conflict Resolution	C	A	C

Key Clarifications

Server & Tooling Deployment

- **Campaign Team** is accountable for ensuring deployments meet operational needs
- **Broker Team** executes the technical deployment work
- **Both teams** collaborate on planning and requirements

Handoff Process

- **Broker Team** is responsible and accountable for successful technical handoff
- **Campaign Team** must be consulted and validate the handoff meets requirements

- Clear acceptance criteria should be defined upfront

Decision Authority

- **Campaign Team Lead** has final say on team disagreements
- **Management** approves high-risk plans
- **Campaign Team** owns overall operation success

Communication Flow

1. Campaign Team creates requirements document
2. Both teams have technical planning conversation
3. Broker Team executes deployment/handoff
4. Campaign Team validates and accepts
5. Campaign Team measures operation success

Success Metrics

- **Broker Team:** Successful technical delivery, minimal handoff issues
- **Campaign Team:** Operation success, requirement satisfaction
- **Both Teams:** Smooth collaboration, clear communication