



RACI Model

ITILv3 Foundations

<http://www.JasonDion.com>

RACI Model

- A generic tool for reviewing and assigning four key roles to any activity
- Each activity can have many roles who are responsible, consulted, and informed, but...
- Each activity can only have one role who is accountable!
- RACI provides the linkages between roles, their responsibility and accountability for a given tasks in a process



RACI Matrix

- **R (Responsible)**
Executes or performs the activity
- **A (Accountable)**
Owns the activity and must answer for its outcomes (can only be one person)
- **C (Consulted)**
Reviews and provides advice and authorization for the activity
- **I (Informed)**
Receives updates on activity's progress



Example RACI Matrix

Incident Management Process

	End User	Service Desk Analyst	Incident Response Team
Detect	R	I	R, I, C
Log	C	R	R, A
Categorize	C	R	R, A
Investigate	C	R, I	R, A

- Responsible
- Accountable

- Consulted
- Informed

