

RACI is an acronym that comes from four classifications of involvement: Responsible, Accountable, Consulted, and Informed. The RACI matrix is one of many ways that companies organize roles and responsibilities. Although you may encounter other structural models, the RACI matrix offers you a lot of information on workplace responsibilities in a simple way. When companies employ the RACI matrix, stakeholders and cross-functional team members have a clearer understanding of involvement throughout the entire project. It is a model that helps to define roles and responsibilities for individuals or teams to ensure work gets done efficiently by listing who is **Responsible**, **Accountable**, **Consulted**, and **Informed** for project tasks.

The matrix identifies and assigns project tasks to one of the following levels of engagement:

Responsible: The cross-functional team members in this role are directly responsible for performing the work necessary or make decisions that are directly related to completing a task within a project. There can be several roles or groups responsible for the task, meaning that the responsibilities are held jointly by more than one classification.

Accountable: Those assigned the accountable role within a task are given the job of approving the work performed by those who are “responsible.” As a general rule there is usually a single person in this role, often a manager or a project lead.

Consulted: This role applies to those assigned to offer input on a task. There should be a clear and open line of 2-way communication between those assigned to “responsible” and “consulted.” There can be several people in this role. In many situations, they are referred to as subject matter experts, or SMEs for short.

Informed: Those in this role need to be kept aware of progress and concerns of those working on a project. These responsibilities tend to be assigned to higher levels of senior leadership. They need to understand the insights from projects rather than the details of how specific tasks are performed.

By labeling someone to one of these four categories, the RACI matrix helps categorize their level of involvement and proximity to each task. When you know who is involved, and at what level, it’s easier to determine who to contact if any concerns arise.