RACI matrix

Task/Deliverable	Responsible (R)	Accountable (A)	Consulted (C)	Informed (I)
Analysis & Feasibility Study	Project Manager	Project Sponsor	User Representatives	President, CFO
Technology Requirements Assessment	Technology Lead	Project Manager	User Representatives	Technology Steering Committee
Standard Operating Procedures Manual	Project Team	Project Manager	User Representatives	Customer Service Management
Customer Service Training Program	Training Specialist	Project Manager	User Representatives	Customer Service Management
Vendor Selection & Procurement	Project Manager	Procurement Manager	User Representatives	Finance Department
System Integration & Testing	Technology Team	Project Manager	Technology Lead	User Representatives
Project Launch & Rollout	Project Manager	Project Sponsor	User Representatives	Customer Service Management
Customer Feedback Collection & Analysis	Customer Service Team	Project Manager	User Representatives	Marketing & Communications
Project Performance Monitoring & Reporting	Project Manager	Project Sponsor	User Representatives	President, CFO
Risk Management & Issue Resolution	Project Manager	Project Sponsor	All Project Team Members	
Project Documentation & Archiving	Project Manager	Project Sponsor	All Project Team Members	
Project Closure & Evaluation	Project Manager	Project Sponsor	User Representatives	President, CFO