

RACI Chart Overview

Responsibility charting

The RACI technique has been designed to identify functional areas, key activities and provides management with decision points where ambiguities exist.

The approach enables management to actively participate in the process of systematically describing:

- activities
- decisions to be accomplished
- clarity of responsibilities

Guidelines

RACI defined:

A – accountable The buck stops here – yes/no authority

R – responsible The doer – working on the activity

C – consult In the loop – involved prior to decision/action

I – Inform Keep in the picture – needs to know of the decision/action

- Place accountability (A) and responsibility (R) at the level closest to the action
- There can only be one accountability (A) per activity
- Authority must accompany accountability
- Minimise the number of consults (C) and informs (I)
- All roles and responsibilities must be documented and communicated

RACI chart template

Action/Task	Responsible	Accountable	Consulted	Informed

RACI chart sample - simple

Action/Task	Responsible	Accountable	Consulted	Informed
Verify that the daily database update ran successfully and act as the main point of contact/ liaison for questions, problems, suggestions for improvement.	Program Analyst	Program Analyst		All Users/OSS (only if not updated)
Use database to review and act upon daily available items list.	Sales Staff	Sales Staff		Sales Managers
Research errors/problems reported ,engage OSS for assistance if needed, and communicate status to sales staff and managers, as applicable.	Program Analyst	Program Analyst	OSS	Sales Managers
Monitor reports for workload and/or performance issues	Sales Managers	Sales Staff		Director
System Admin Functions: Update Assignment Tables and reassign work in the system if/when needed.	Program Analyst	Sales Managers	Sales Staff	Director

RACI chart sample - complex

Process	Phase	CSC Director	AOD Director	CAR Director	Project Manager	Contracting Officer	Business Manager	Regional Commr.
Internal Management and Oversight	Annual Planning	R, A	R, A, C	R, C, I	C, I	C, I	R, A, C	A, I
	Financial Management	A, C	C, I	C, I	I	I	R, A	I
	Human Resources	R, A	R, A, C	C	R, C, I	R, C, I	C	C, I
	Internal Improvement	R, A	R, A	I	C, I	C, I	R, A	
Business Development	Offering Management	R, A	R, A	C, I	C, I	C, I	I	C, I
	Customer Management	R, A, C	R, C	R, A, C, I	R, C, I	R, C, I	C, I	C, I
Opportunity Processing	Receive Request	R, A, C	R, A		C	C		
	Facilitate Request	R, A	R, A					
	Negotiate Fee	R, A	R, A		I	I	C	
Order Fulfillment	IAA	R, A	R, A					
	Pre-Award	C	A, C		R, C	R, A, C	C	
	Contract Award				R, A, C	R, A		
	Post-Award	C, I	C, I		R, A, C	R, A, C, I		A
	Close-Out				R	R, A	C	

Key

R: Responsible for the completion of an activity

C: Contributes to the completion of an activity

A: Accountable for the completion of an activity
(signs off on the work of the responsible party)

I: Informed after a decision or action is taken to
facilitate awareness

Vertical analysis

- Lots of R's – Can the person actually be effective with all of this responsibility?
- No empty spaces – Does the individual(s) need to be in so many activities? Are they the “gatekeeper”? Can C's be reduced to I's or left to individuals discretion when something needs an action?
- No R's or A's - Should this functional role be eliminated? Have processes changed to a point where resources should be re-aligned?
- Too many A's – Is there a proper segregation of duties? Should other groups be accountable for some activities to ensure accurate decision making throughout the process? Is this a bottleneck in the process – are people waiting for decisions or direction?

Horizontal analysis

- No R's – Is the job getting done? Some roles may be waiting to approve, be consulted or informed. No one sees their role to take the initiative.
- Too many R's – Is this a sign of “Just get it off my desk ASAP”
- No A's – There must be an A. Accountability should be delegated down to the most appropriate level.
- Too many A's – Is there confusion? “I thought you were handling this” It also creates confusion between every person with an A has a different view of how the task should be done.

Horizontal analysis

- Too few A's and R's – The process must slow down while the activity is performed on an “ad hoc” basis. The procedure may be outdated and can be streamlined if needed.
- Lots of C's – Do all the functional roles really need to be consulted? Are there justifiable benefits in consulting all the roles?
- Lots of I's – Do all the roles need to be routinely informed or only in certain circumstances?
- Every box filled in – They shouldn't be. If they are then too many people are involved, usually too many C's and I's

Expanding a RACI to a RASCI Chart

RASCI is an expanded version of RACI in which the Responsible role from the RACI chart is broken into two separate roles:

R - Responsible

Responsible for ensuring the task is done

S - Support

Assigned to support the “Responsible role” in order to help them complete the task

RASCI chart template

Action/Task	Responsible	Accountable	Support	Consulted	Informed