

# Responsibility Chart (RACI)

A clear framework for assigning roles  
and accountability



# Introduction

- ▶ The Responsibility Chart is most often called a "RACI" based on the four symbols used to denote roles within a project: **R**esponsible, **A**ccountable, **C**onsulted, and **I**nformed.
- ▶ This document presents a flexible template with instructions how to use it; it is not meant to be a guide for how to create a RACI.



# Excel template

Download at <https://Punkfrog.se>

## Responsibility Matrix (RACI)



| R Responsible<br>A Accountable<br>C must be Consulted<br>I must be Informed | PROJECT      |              |              |              |              |              |              |              |              |          | REMARKS |          |          |          |  |  |  |  |  |  |  |  |  |
|---|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|----------|---------|----------|----------|----------|--|--|--|--|--|--|--|--|--|
|   | 1            |              |              |              |              | 2            | 3            | 4            | 5            | ST<br>AK |         | ST<br>AK | ST<br>AK | ST<br>AK |  |  |  |  |  |  |  |  |  |
|   | STAKEHOLDER  |              |              |              |              | AK           | AK           | AK           | AK           |          |         |          |          |          |  |  |  |  |  |  |  |  |  |
|   | Generic role | Generic role | Generic role | Generic role | Generic role | Generic role | Generic role | Generic role | Generic role |          |         |          |          |          |  |  |  |  |  |  |  |  |  |
| 1-1-1   |              |              |              |              |              |              |              |              |              |          |         |          |          |          |  |  |  |  |  |  |  |  |  |
| 1-1-2   |              |              |              |              |              |              |              |              |              |          |         |          |          |          |  |  |  |  |  |  |  |  |  |
| 1-1-3   |              |              |              |              |              |              |              |              |              |          |         |          |          |          |  |  |  |  |  |  |  |  |  |
| 1-1-4   |              |              |              |              |              |              |              |              |              |          |         |          |          |          |  |  |  |  |  |  |  |  |  |
| 1-1   | MAJOR TASK   |              | MAJOR TASK   |              |              |              |              |              |              |          |         |          |          |          |  |  |  |  |  |  |  |  |  |
| 1-2   | MAJOR TASK   |              | MAJOR TASK   |              |              |              |              |              |              |          |         |          |          |          |  |  |  |  |  |  |  |  |  |
| 1-3   | MAJOR TASK   |              | MAJOR TASK   |              |              |              |              |              |              |          |         |          |          |          |  |  |  |  |  |  |  |  |  |
| 1   | SUB-PROJECT  |              | SUB-PROJECT  |              |              |              |              |              |              |          |         |          |          |          |  |  |  |  |  |  |  |  |  |
| 2-1   | MAJOR TASK   |              | MAJOR TASK   |              |              |              |              |              |              |          |         |          |          |          |  |  |  |  |  |  |  |  |  |
| 2-2   | MAJOR TASK   |              | MAJOR TASK   |              |              |              |              |              |              |          |         |          |          |          |  |  |  |  |  |  |  |  |  |
| 2-3   | MAJOR TASK   |              | MAJOR TASK   |              |              |              |              |              |              |          |         |          |          |          |  |  |  |  |  |  |  |  |  |
| 2   | SUB-PROJECT  |              | SUB-PROJECT  |              |              |              |              |              |              |          |         |          |          |          |  |  |  |  |  |  |  |  |  |

| METRICS                   |             |             |                   |                  |
|---------------------------|-------------|-------------|-------------------|------------------|
| Accountable & Responsible | Accountable | Responsible | must be Consulted | must be Informed |
| 0                         | 0           | 0           | 0                 | 0                |
| 1                         | 2           | 1           | 1                 | 1                |
| 0                         | 0           | 0           | 0                 | 0                |
| 0                         | 0           | 0           | 0                 | 0                |

| METRICS | Accountable & Responsible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
|---------|---------------------------|---|---|---|---|---|---|---|---|---|---|---|---|
|         | Accountable               | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
|         | Responsible               | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
|         | must be Consulted         | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
|         | must be Informed          | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |



# Template Description

## Configuration

- ▶ The template has been designed flexibly to manage a large project consisting of several sub-projects, and multiple groups of stakeholders who have key roles in the project.
- ▶ For simpler projects, delete unnecessary parts, or hide them if you might need them later.
- ▶ For larger projects, add rows, columns, groups of stakeholders, or sub-projects as necessary.

## Tips

- ▶ When you write "AR", "A", "R", "C", or "I" into the chart cells, they are conditionally formatted to highlight the key roles Accountable and Responsible.
- ▶ Sections of information are grouped so they can be collapsed, and support focus on one area at a time.
- ▶ Note that grouped data in Excel collapses down to it's heading. This is because Excel is a spreadsheet, and this function is used to hide detail and show the sum of a column. This means that section "Headings" are actually "Footings".



# Setting the RACI Scope

| Title        | Description  | Usage   |
|--------------|--|---|
| Project      | Name of the highest level of the project or area which needs to be organised, in order for all key stakeholders to understand their roles. | If the project name is random like "Dynamo Project", consider including a tag line which explains for everyone what it is about.  |
| Sub-project  | If the PROJECT is large enough, or already organised that way, name the SUB-PROJECTS.  | <ul style="list-style-type: none"> <li>• Fill in in left field, not the middle one.</li> <li>• If the sub-projects are called "Red", "White" and "Blue", not all stakeholders may understand. Consider using self-explanatory terms (e.g. Requirements [red], Coding [white], Testing [blue]).</li> </ul> |
| Major Task   | As for a project Gantt chart, define the MAJOR TASKS for each SUB-PROJECT.   | Not all tasks - just the major ones necessary to assure control over the project.   |
| Key Activity | List each KEY ACTIVITY for each MAJOR TASK.  | Not all activities - just the key activities necessary to assure control over the project. Sometimes, small activities can be very important.   |
| Remarks      |  | Use only if more clarification is necessary to avoid misinterpretation. Don't add new information which changes the meaning of the activity.  |
| Stakeholder  | This is a grouping name used to gather roles and people from a particular function.  | Divisions, departments (e.g. Legal, Sales, Operations).   |
| Generic Role | A person in the organisation who is directly involved in the PROJECT.  | Start by naming a generic role (e.g. PM), and later naming the actual person involved. If not every knows who Sarah is, name the role PM - Sarah C.   |



# Assigning the RACI Roles

| Title        | Description   | Usage   |
|--------------|---|---|
| RACI<br>body | R - Responsible: the person responsible for completing or implementing the task.  | R - there must be one, and only one "R" associated with each activity. If several people are actually doing the work, one must be responsible for the others (e.g. PM). |
|              | A - Accountable: the person with the authority and ability to say "yes" or "no", making them ultimately accountable for the success or failure of the task. | A - there can be zero or one "A" for an activity. Not all activities are significant enough to need someone accountable; use "A" only when it is important to know.     |
|              | C - Consulted: any person who must be consulted prior to taking a final decision or action.   | C - can be multiple for an activity. Note it is not "was" or "can", but "must" be consulted, or the decision will not be valid.   |
|              | I - Informed: any person who must be informed after decisions or actions are taken so that they may fulfil their duties.                                    | I - can be multiple for an activity. It doesn't mean everyone in the project that will hear this at a meeting, but those who "must" be informed of the decision/action. |



# RACI Metrics

The metrics are not part of the RACI, but can be used to track characteristics, and see if some guidelines are violated.

| Title            | Description  | Usage   |
|------------------|--|---|
| Metrics (footer) | Automated filled for all rows in current chart.    | See how loaded each role is.  |
| Metrics (right)  | Automated filled for all columns in current chart. | See if a task has conflicting roles (e.g. A >1), R is missing or >1 |



# Get Clear Roles and Accountability with RACI

→ Get started or learn more: [enquiry@punkfrog.se](mailto:enquiry@punkfrog.se)

*(Please cite Punkfrog AB when using or referencing these materials)*



# Related Frameworks

- ▶ Effective Meeting Culture
  - ▶ Structuring meetings to produce decisions, alignment, and action.

