

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 A Accountable C must be Consulted I must be Informed	PROJECT										REMARKS											
	1					2	3	4	5													
	STAKEHOLDER					ST	ST	ST	ST													
	Generic role	Generic role	Generic role	Generic role	Generic role	AK	AK	AK	AK													
1-1-1																						
1-1-2						A	R	A														
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	
	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"> • Fill in in left field, not the middle one. • 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]).
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 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 the RACI template.

→ Contact us at enquiry@punkfrog.se



Related Frameworks

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

