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RACI
CHARTS &
HOW TO
USE THEM



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1. What is a RACI Chart?



A RACI chart, also known as a RACI matrix or RACI model, is a diagram that identifies the key roles and responsibilities of users against major tasks within a business, organisation or project. RACI charts serve as a visual representation of the functional role played by each person on a team. Creating these charts is also an excellent exercise in balancing workload and establishing the decision-maker.

Many important organisational initiatives begin without agreeing on decision authority. This oversight often becomes a painful discovery process, causing unneeded anxiety and frustration. Kicking off a project or new business initiative by creating a RACI diagram is one of the best possible ways to eliminate this painful discovery process.

What is a RACI Chart is NOT

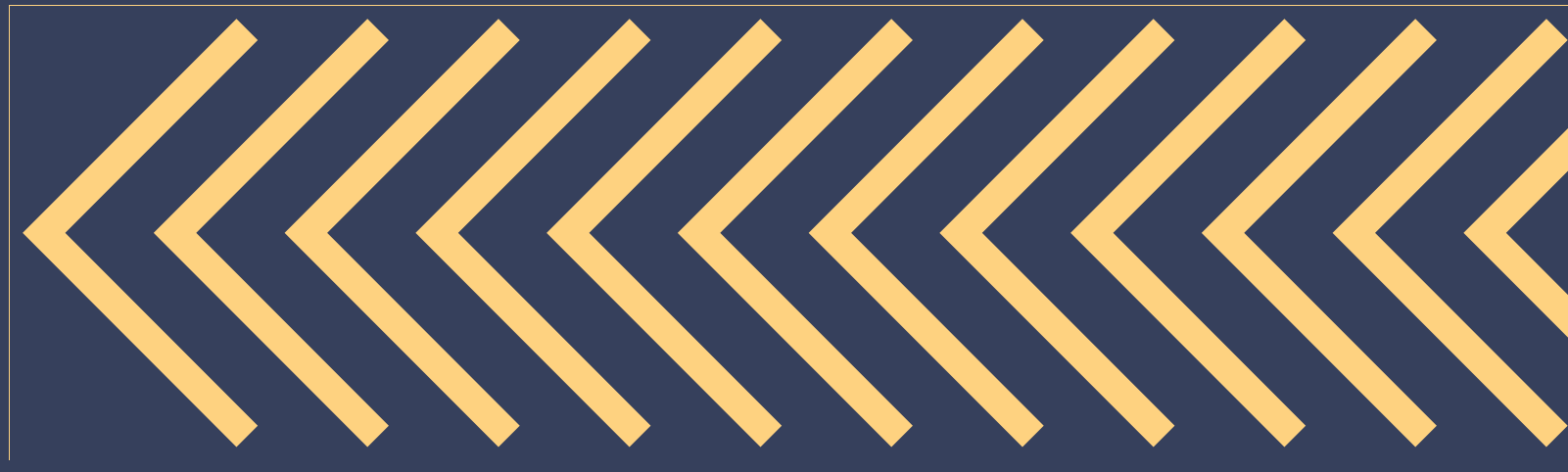
The RACI chart is not meant to replace the project plan. The project plan details every task to be completed, the timeline, and how the project is to be managed. The RACI chart, on the other hand, is only a simple visual of the different roles and responsibilities across major project tasks.

2. What does RACI stand for?

RACI is an acronym for responsible, accountable, consulted, and informed. Each represents the roles and levels of involvement of a stakeholder against the corresponding task/milestone. Let's dive into the definition of each term.

| | |
|---------------------|--|
| Responsible. | Who is responsible for doing the actual work for the project task. |
| Accountable. | Who is accountable for the success of the task and is the decision-maker. Typically the project manager*. |
| Consulted | Who needs to be consulted for details and additional info on requirements. Typically the person (or team) to be consulted will be the subject matter expert. |
| Informed | Who needs to be kept informed of major updates. Typically senior leadership. |

PRO TIP: *This should be one person whenever possible so as to avoid confusion and slow decision-making.



3. Benefits of having a clear RACI Chart



The good news is that a RACI chart can be applied to a whole business and all its activities, within a specific department or for a particular project.

There are many benefits of having a clear RACI chart in place, some of which include:

1. Provides clarity of roles and responsibilities across the whole team.
2. There is no doubt who the ultimate decision maker is by clearly assigning who holds the 'A' of accountable. Ideally there should only be one person accountable, ie who the buck stops with!
3. Aids fast decision making
4. Helps identify inter-dependencies across the team
5. Avoids confusion of who should be consulted for their opinions to be incorporated into decisions and actions and who should just be informed without inputting
6. Allows the whole team to come together
7. Helps identify any gaps of resources or skillsets that may be missing from within the team
8. Informs the appropriate organisational structure design needed to fulfil the business or project needs
9. Allows the team to be involved early in the process in designing the RACI and agreeing who holds which roles within the team
10. Acts as a useful reminder to revert to if roles and responsibilities are getting confused as the project or business initiative progresses
11. Helps avoid conflict within the team as it's all in black and white
12. Brings everyone together under a common purpose and goal



4. How to create a RACI Chart



Below are the six steps you'll need to follow to create your own RACI chart.

Step 1 - Identify the team members.

Examples if this is for a project would include the project manager, executive sponsor, product manager, software developer, and business analyst. If this was a RACI for a department or business then the team members would be aligned with the core functions within the business.

PRO TIP: Use names whenever it makes sense—as opposed to job titles or teams. This helps solidify the commitment of the person in their role on the RACI matrix.

Step 2 - Identify the major milestones in the project.

If we take a project like building a website, the examples are website designing, testing, and client approval. It can often be useful to brainstorm with the team what the major milestones are so that nothing is missed off. This also helps gain 'buy-in' from the main stakeholders.

Step 3 - Draw a matrix with a row for each team member and a column for each particular task/milestone.

You can easily use Microsoft Excel or another software program to create a RACI chart. This is a simple visual representation which doesn't need to be overly complicated

Step 4 - Fill in each box with the corresponding R, A, C, and I to designate the role of each person for every task.

It's critical that there are no gaps. Against every activity there must be at least one R, A, C & I. Often there will be multiple people consulted and informed, and the number of people responsible can be 1 or more. Ideally you should only have one person accountable, who is the ultimate decision maker and who the buck stops with!





Step 5: Discuss, analyse, and get approval from the project team.


Getting the team involved ensures that nothing is missed off the RACI, enables for debate and discussion upfront which can avoid conflict and confusion later down the line and also helps build engagement and buy in.

Step 6: Provide everyone a copy. You can just email the file out to everyone.

Make sure that every person has their own copy so that everyone is on the same page and there is no confusion. It can often be useful to have a RACI printed out and put up on the wall of the project office, acting as a useful reminder to everyone involved.

4. Example RACI Chart

Below is an example of a RACI chart for a simple project, which demonstrates how it should look and the clarity of the roles and responsibilities across the team for the key tasks.

|  RACI Matrix Example | | | | | R | Responsible |
|--|-----------------|------------|-----------|------------|--------|-------------|
| | | | | | A | Accountable |
| | | | | | C | Consulted |
| | | | | | I | Informed |
| Project activity/deliverables | Project manager | Consultant | Architect | Contractor | Client | |
| Define functional and esthetic needs | I | I | C | I | R | |
| Assess risk | A | R | I | C | I | |
| Define performance requirements | A | R | I | I | I | |
| Create design | A | C | R | I | C | |
| Execute construction | A | C | C | R | I | |
| Approve construction work | I | I | C | C | R | |



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