

# RACI

## ***This document is for guidance only***

This document outlines the approach and best practice to assigning responsibility and accountability for delivery of activities and tasks.

### Who should use a RACI?

Organisations with many people involved in the planning and delivery of the transition to Street Manager might benefit from using the RACI framework to allocate responsibility for the completion of activities and tasks.

Organisations with only few people involved in the planning and delivery of the transition to Street Manager might benefit from familiarising themselves with the framework and its benefits, but depending on the number of people involved in delivery, these organisations might only need to use certain elements of it or not use it at all.

### What is a RACI?

A RACI is a matrix for managing responsibility and levels of sign-off required within a project. It allows you to keep track of who is owning certain element and who needs to be informed of key decisions. You allocate all tasks in line with the definitions listed below, allowing you to allocate levels of responsibility accordingly. There will always be an A (accountable) in each row of the RACI diagram as someone must be accountable for all tasks but this can be different to the person who is responsible and thus delivering the work.

### Definitions

**Responsible:** those who deliver the work.

**Accountable:** those who are ultimately accountable for the completion of the work and its sign off

**Consulted:** those who provide input and/or output as needed (two way conversation)

**Informed:** those who want to be kept up to date on the progress of a particular phase (one way conversation)

## What is the benefit of a RACI?

The key benefit of the RACI is to help set clear expectations around project roles and responsibilities therefore ensuring that you don't have multiple people working on the same task at the same time.

It also encourages people to take responsibility for content as ownership is public knowledge for the project team. It also means you can easily identify who owns what when looking for certain information, thus encouraging collaborative working.

From a Street Manager perspective, the RACI may look something like this:

- R - Team member
- A - Project manager
- C - IT department
- I - Finance director

## What does it look like?

A RACI can be easily created following three steps:

1. Enter all project roles/team members across the top row
2. List all of the key tasks/milestones/decisions down the first column
3. For each task, assign a responsibility value to each role/team member

It will look something like the table below:

Activity	Team Member 1	Team Member 2	Team Member 3	Team Member 4	Team Member 5
Task One	A	R	C	I	I
Task Two	A	R	C	I	I
Task Three	I	C	C	A	R
Task Four	C	A	R	I	C
Task Five	I	I	I	R	R

**Definitions**

- Responsible: Those who do the actual work.
- Accountable: Those who are ultimately accountable for the completion of the work.
- Consulted: Those who provide input and/or output as needed.
- Informed: Those who want to be kept up to date on progress of the particular phase.