

RACI Matrix

Framework: RACI (Responsible, Accountable, Consulted, Informed)

Use for: Cross-functional clarity — defining who does what for each decision, task, or work area on a project or recurring process.

Time required: 30–60 minutes to draft. Expect at least one round of stakeholder review before locking.

How to use this template

The four roles:

Role	Meaning	How many per row
R — Responsible	Does the work; executes the task	One or more
A — Accountable	Owens the outcome; signs off; answers if it goes wrong	Exactly one per row
C — Consulted	Asked for input before or during; two-way communication	As needed
I — Informed	Told after a decision is made or a milestone is reached	As needed

The cardinal rule: Every row must have exactly one **A**. Shared accountability is no accountability. If two people are both "accountable," neither is.

Common mistakes: - Too many Rs and Cs (signals unclear ownership and too many cooks) - No A (the most dangerous pattern — nothing will ship or decide) - A and R always on the same person (fine, but consider whether the right people are doing the work) - Putting everyone in every row (this means you haven't actually made clarity decisions)

Project / process being mapped

Project or process name: __

Scope (what period or deliverables does this RACI cover): __

Date: __

Prepared by: __

Stakeholder key

List the people or roles involved. Use short names or initials in the matrix.

Abbreviation	Full name / role

RACI Matrix

Instructions: For each task/decision row, enter R / A / C / I in the appropriate column. Every row needs exactly one A.

Task / Decision / Work Area	—	—	—	—	—	—	—	—
PLANNING								
Define project scope and success criteria								
Set timeline and milestones								
Approve budget								
Identify stakeholders								
EXECUTION								

Task / Decision / Work Area	—	—	—	—	—	—	—	—
[Add task]								
[Add task]								
[Add task]								
[Add task]								
[Add task]								
DECISIONS								
[Decision area]								
[Decision area]								
[Decision area]								
COMMUNICATION								
Status reporting to leadership								
External stakeholder communication								
Final sign-off / launch approval								

Clarity check

After filling the matrix, run through these questions:

- ☐ Does every row have exactly one **A**? (Fix any rows with zero or multiple As)
- ☐ Does every row have at least one **R**? (Work without an executor won't happen)
- ☐ Are there any people who appear in every row as **C**? (May indicate bottleneck or over-involvement)
- ☐ Are there any people who appear in no rows? (They may not need to be in the stakeholder list)
- ☐ Does each person's **A** load seem reasonable? (If one person is accountable for everything, you may have a single-point-of-failure problem)

Issues to resolve before sharing:

RACI is a widely used project management framework with origins in the 1950s and popularized in project management literature. Covered in the Frameworks & Mental Models Guide on biztechprimer.com.

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