

# RACI Guidelines

## Purpose of This document

1. To bring a common understanding of RACI across the Enerji Group
2. To define the basic terms and ensure the application of RACI is uniform across all units

## Notes

1. This document does not intend to provide a fool-proof solution to arrive at the RACI matrix for any process.
2. The context and role players will also determine assignment of R and A

## Benefits of the RACI Approach

1. The RACI approach provides a consistent and accurate understanding of the roles and responsibilities of the stakeholders in a project, process, or organization.
2. Everyone involved in the project, process, or organization knows their role and what is expected of them.
3. This approach helps to improve communication, collaboration, and overall success of a project, process, or organization..

## RACI Approach

The RACI model, also known as the Responsibility Assignment Matrix (RAM), is a tool used to clarify roles and responsibilities within a project or process. It can be an effective to ensure that everyone knows their tasks, identifies the roles and responsibilities of the stakeholders involved, and who they should collaborate with within a project, function, or organization

~~#~~RACI stands for **R**esponsible, **A**ccountable, **C**onsulted, and **I**nformed. The key guidelines for using the RACI model are:

1. Identify the tasks or deliverables that need to be completed within the project, process, or organization.
2. Determine the specific roles and responsibilities of each team member or stakeholder.
3. Assign a RACI designation to each task or deliverable based on the role and responsibility of each team member or stakeholder.
  - a. **Responsible:** This person is responsible for completing the task.
  - b. **Accountable:** This person is ultimately responsible for the task being completed and will be held accountable for any issues that arise.

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- c. **Consulted:** These people need to be consulted during the task as they have expertise or knowledge that is relevant.
- d. **Informed:** These people need to be kept informed about the task but do not need to be involved in its completion.
- 4. Use the RACI designations to create a matrix that clearly illustrates the roles and responsibilities of each team member or stakeholder.
- 5. Review and refine the RACI matrix as needed at periodic intervals to ensure that roles and responsibilities are clearly defined and understood.
- 6. Key guidelines to be considered while preparing RACI
  - a. For any process or project or organization, there cannot be more than 1 (ONE) R or A. If one encounters such a situation, it implies that the task in question should be broken down into two or more tasks
  - b. R and A need not follow a seniority or hierarchy order. While A is generally assigned to a senior member, there can be exceptions. It is possible that in a given situation, a junior person is accountable and the senior person is only responsible. An example would be “if an Employee X needs to get an approval from Manager Y, Employee X is Accountable and Manager Y is responsible”
  - c. The Responsible person must have the necessary skills and resources to complete the task.
  - d. It is OK to have more than one role / individual in C or I. However, it is important to note that
    - i. more Cs could also mean more delay in completion of task
    - ii. more Is could mean the info and data is potentially getting circulated to more people than required

## Potential Pitfalls

S No	Potential Pitfalls	Mitigation
1	The model can be too rigid if not made compatible to ecosystem and related changes	The RACI must be reviewed periodically and as and when there are changes in the Process, People, and System
2	Can create conflict if the roles are not defined appropriately.	This potentially happens as the members who are assigned the role C could be powerful enough to believe that they can have command over the outcome. Often the conflict is between C and R or A A periodic review and open communication among the stakeholders involved can help reduce or eliminate

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		such communication gaps.
3	Establishing the RACI grid can be time consuming, particularly in a new process or system.	Knowing that the model is dynamic and can be updated as and when the need arises, can help reduce the time spent in arriving at the RACI grid.
4	It would be difficult to create a RACI in a complex project or process	Break down the project or process into manageable components. The best way to break down will be to identify 7 key steps (can be less than 7) that fall within the scope of members who fall in a similar ecosystem or group.
5	Overuse of RACI	Using the RACI model for obvious and trivial routines will render the model itself getting trivialized. For example, one may not need to define RACI for activities that can be managed using a simple checklist or to-do list.
6	Too many Cs and Is	Too many Cs may lead to a delay. The decision on C assignment should be taken after considering the expertise of the individual, not the experience and position of the individual in the organization. Too many Is can be a potential information security risk. I should be only based on "Need to Know"