

RACI Model

RACI is a practical way to clarify who does what in a piece of work. It helps teams avoid confusion, duplicated effort, and tasks that fall through the cracks. You can use it for projects, ongoing processes, group assignments, committee work, events, and classroom teamwork.

Tip: Keep RACI lightweight. It is most useful when there is real uncertainty about ownership or decision-making.

The 4 RACI roles

Responsible (R)	The person or group that carries out the task. They produce the deliverable or complete the task. Every task should have at least one Responsible so it is clear who will make it happen.
Accountable (A)	The single person who owns the outcome and approves the result. They make sure the task is understood, scoped, and completed to the required standard and deadline. Accountable is the final decision-maker for that task.
Consulted (C)	People who provide input, advice, or expertise. They are involved before or during the task to help shape the result. Consulted roles are useful when you need specialist knowledge or when buy-in is important.
Informed (I)	People who need updates, but do not directly contribute to the task. They are kept in the loop with the right level of information at the right time.

***Responsible** does the work. **Accountable** approves and owns the outcome. **Consulted** gives input. **Informed** receives updates.*

Rules of thumb that make RACI work

- Always assign Responsible and Accountable for each task. Consulted and Informed are optional and should be used only when they add value.
- Use one, and only one, Accountable person per task. This is the most important RACI rule because it removes decision confusion.
- It is fine to have more than one Responsible if the task genuinely needs multiple people. If you see too many Responsible roles, split the task into smaller tasks.
- Keep the model current. If roles, ownership, or scope changes, update the chart and tell the people affected.
- Avoid “everyone is consulted”. If too many people are Consulted, decisions slow down. Be deliberate about who truly needs to shape the task.
- Make the communication expectation explicit. Informed does not mean involved. Decide what updates look like (for example weekly summary, meeting notes, or a single sign-off message).

When to use a RACI

- When tasks cross teams, or departments and ownership is unclear.
- When decisions are getting stuck because nobody knows who can approve.
- When tasks are duplicated or missed because responsibilities are assumed.
- When you are onboarding new team members and need a quick clarity map.
- When you are planning an event, a shared assignment, or a multi-step process.

When a RACI is not the best tool

- When the work is very small and obvious (a quick chat is faster).
- When tasks change daily and the model would need constant editing.
- When the team is using RACI to control people instead of clarifying work.

Responsible does the work. *Accountable* approves and owns the outcome. *Consulted* gives input. *Informed* receives updates.

How to build a RACI in 10 minutes

1. List the key tasks or deliverables down the left side. Keep it to the essentials.
2. List people (or roles) across the top. Use roles if the team changes often.
3. For each task, assign one Accountable person and at least one Responsible person.
4. Add Consulted and Informed only where it is helpful.
5. Review as a team. Check for missing Accountable roles, unclear ownership, and overloaded people.
6. Agree how updates and approvals will happen, then use the model during the work.

Example

Task / Deliverable	Person/Role 1	Person/Role 2	Person/Role 3	Notes (optional)
Define goal and success criteria	A/R	C	I	Agree what "done" looks like
Draft the first version	C	R/A	I	Create initial draft
Review and improve	A	R	C	Apply feedback
Final approval and share	A	R	I	Send, publish, or present

Legend: R = Responsible, A = Accountable, C = Consulted, I = Informed.

Responsible does the work. **Accountable** approves and owns the outcome. **Consulted** gives input. **Informed** receives updates.