**ITIL RACI Matrix**

To illustrate the participation of the ITIL roles in the various ITIL processes, the ITIL Process Map includes a complete responsibility matrix, following the familiar RACI (Responsible, Accountable, Contribution, Informed) model.

**Highlights: The ITIL RACI matrix**

Our ITIL RACI matrix comes in different formats, depending on the product platform: The Visio™ and iGrafx® versions of the ITIL Process Map contain a RACI matrix in the form of an Excel table - this makes it easy for you to adapt the matrix to the specific needs of your organization.

The ARIS™ version contains an ARIS RACI matrix which updates automatically when roles are added to or removed from the process diagrams.
Setting filters on one or several columns allows you to easily create views of the ITIL RACI matrix showing the responsibilities for specific roles only.

The process names in the left-hand column and the role names in the top row of the ITIL RACI matrix are configured with pop-up comments - which gives you instant access to brief process and role descriptions. If you need to know more about a process, a mouse-click will take you to the corresponding process diagram of the ITIL Process Map.

To see the RACI matrix in action, check out our video on the ITIL RACI matrix (2:12 min).

You can also see the RACI matrix in action in our ITIL webinar.

The RASCI matrix - an extension to the RACI model

The ITIL Process Map uses a RASCI matrix to assign responsibilities to processes. RASCI is a variant of the RACI model, which defines the following responsibilities:

- **R** - Responsible - Those who do the work to achieve a task. There is typically one role with a participation type of Responsible.
- **A** - Accountable - Those who are ultimately accountable for the correct and thorough completion of the deliverable or task, and the one to whom Responsible is accountable. Typically, the Process Owner is Accountable for a process, and there must be only one Accountable specified for each task or deliverable.
- **S** - Support - Resources allocated to Responsible. Unlike Consulted, who may provide input to the task, Support will assist in completing the task.
- **C** - Consulted - Those who are not directly involved in a process but provide inputs and whose opinions are sought.
- **I** - Informed - Those who receive outputs from a process or are kept up-to-date on completion of the task or deliverable.

More about RACI matrices

A RACI matrix, also known as a Responsibility Assignment Matrix (RAM), describes the participation by various roles in completing tasks or deliverables for a business process. It is especially useful in clarifying roles and responsibilities in cross-functional processes.

The matrix is typically created with a vertical axis (left-hand column) of processes, and a horizontal axis (top row) of roles - as illustrated in the image above of the ITIL Process Map's RACI matrix.
A person can perform many roles. For example, an organization may have 10 employees who perform the role of project manager, although each project only has one project manager at any one time; and a person who performs the role of project manager may also perform the role of test manager.

Platforms and implementations of the RACI matrix

The ITIL process model and the ITIL RACI matrix are available for several platforms, including Visio, ARIS of Software AG (formerly IDS Scheer), and iGrafx Flowchart/Process. For more details, select your preferred platform from our overview of product versions.

ITIL licensed product

Our ITIL process model has successfully passed an official review by APMG.

Product videos

Want to see the ITIL Process Map in action? Check out our product videos!

Join an ITIL webinar
Next date: 3 June 2015.

- Register now
  (or watch a recording)

**IT Process Wiki**

A complete Wiki about ITIL: Reference material on ITIL 2011 and ITSM, ITIL templates, ...

**YaSM**

Yet another Service Management Model: The new, leaner service management framework.