

RACI

Not Just Project Management

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Agenda

- ❑ What's a RACI and its intent
- ❑ Why did we want to develop a RACI – the problem
- ❑ What did we do to develop RACI
- ❑ What were the results of developing these RACI



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What's a RACI?

- The RACI model is a quick way to lay out roles and responsibilities on your project. It allows you to discuss, communicate and agree upon roles for your project. The idea is that in order to get something done, you need to understand which people or teams need to work together to make it happen, and what all of their roles are.

R	Responsible	actually carrying out the activity
A	Accountable	ensuring that the activity is carried out
C	Consulted	providing advice or information to the activity
I	Informed	receiving information from or about the activity



Why did we want to develop RACI

- ❑ Department Restructure
- ❑ Small team
 - ❑ Full time : 10
 - ❑ Part-time/ student: 2-4
- ❑ Clearly delineate duties inside, and outside of team.



What did we do to develop RACIs

- ❑ Requested ITEC facilitate meetings
- ❑ Reviewed all IT job descriptions

Operating Systems, Networking, and Storage

Functional Area for On-premise Systems	Infrastructure	Applications	User Services	CIO	Notes
Oversee all enterprise-wide servers including their scheduled maintenance	R	A, R	R	C, I	
Create, configure, deploy, manage Virtual or Physical servers	R	A, R	I	C, I	
Evaluate & provide recommendations for hardware and software to determine needs for enterprise-wide systems & cloud environments.	R	R	I	A	*CIO may have designees to take on Accountable designation.
Configure Active Directory structures, authentication systems, rights, security configurations, software installation, network printing, and file/directory access	R	A, R	I	C, I	



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What did we do to develop RACIs

- Inventoried all software on campus

Application	Application Owner	Notes
Title 9 Training Application	*	*Placeholder
JAWS	Accessibility	
Equatio	Accessibility	
Kurzweil	Accessibility	
Read & Write	Accessibility	

- Brought team together to collect thoughts on overlap of duties
- Evaluation and documentation

Results of developing a RACI

- No longer confusion inside the department as to roles.
- Leverage outside the department
- Campus adoption



<https://timcalkins.com/2019/07/confusion-as-a-defensive-strategy/>



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Campus adoption

Project RACI:

This RACI matrix should cover a high level overview of the project and should be completed prior to the start of any work, however as duties are solidified or changed updates should be made to reflect. Additional detailed RACI charts may be created for subtasks as needed throughout the project.

	Matt	Denise	Maarit	Tom	CCC-APPS	CCC-INFRA	ITEC
Update CHATS	A & R	I	-	-	-	-	-
Deployment of Graphene + API environment	A & R	I	-	R	C	C	R
Evaluation of environment from User/Student End	C	C	A & R	-	-	-	-
Evaluation of environment from CCC IT/Infrastructure end	R	A	I	I	C	C	-
Evaluation of ITEC hosted environments / continuation of services	I	I	-	A & R	-	-	C
Implementation of test environment data & features	A & R	I	C	-	R	-	-



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Finished Product

Functional Area for On-premise Systems	Infrastructure	Applications	User Services	CIO	Notes
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Create, configure, deploy, manage Virtual or Physical servers	R	A, R	I	C, I	
Evaluate & provide recommendations for hardware and software to determine needs for enterprise-wide systems & cloud environments.	R	R	I	A	*CIO may have designees to take on Accountable designation.
Configure Active Directory structures, authentication systems, rights, security configurations, software installation, network printing, and file/directory access	R	A, R	I	C, I	
Provision, maintain, and manage accounts that provide access to campus systems and ensure authentication services (SSO, MFA) are current, well maintained, and monitored. Work with third-party support to ensure system reliability and uptime.	R	A, R	R	C, I	
Configure, test, and maintain reliable and secure backups of servers and data consistent with SUNY and college retention policies.	R	A, R	I	I	
Install, configure, maintain, patch, and support network infrastructure (Wired, Wireless, WAN) hardware & software.	A, R	R	I	I	
Monitor and tune the networks to ensure optimal performance	A, R	R	I	I	
Act as a primary interface with network vendors to troubleshoot, analyze, and resolve systems, network, telecom, and data center issues, documenting problem resolutions. Schedule maintenance for the network components	A, R	R	I	I	



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Questions?



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