e-Government RACI Matrix

	Unit/Department								
Activity	Public Affairs & Comm	Information Technology	Electric	Library	Virtual City Hall Team	Web Team	Civica		
Develop and Coordinate? Public-facing Communications	AR				ı				
Develop and Coordinate? Internal Communication	AR				I				
Develop Virtual City Hall Vision/Strategy	Α	С	С	С	R	С			
Develop Virtual City Hall Portfolio/Priorities	Α	С	С	С	R	С			
Manage e-Gov Systems (CMS/CRM, Granicus, etc.)	AR	R	R						
Create and adhere e-Gov Policy & Compliance	Α	С	С	С	R	С			
Execute EOC/Communications	AR				I	I			
Execute Community Engagement	AR			R	I				
Conduct Usability/Interface/Focus Groups	AR				С	С			
Perform SEO	AR				С				
Design Information Architecture/Taxonomy	R	R	R	R	ı	Α			
Analyze Website Statistics	AR	R	R	R	I	ı			
Manage Social Media/Collaboration	AR				I	I			
Manage Brand/Design	AR				I	I			
Manage Video/New Media	AR			I	I				
Conduct/Produce Training	R	R	R	R	I	Α			
Facilitate Web Team/Collaboration	ARC	RC	RC	RC	I				
Perform_Project Management	RC	RC	RC	RC	Α	I	С		
Manage Technical Issues	R	R	R	R		Α			
Meet Performance Measures (KPI)	R	R	R	R	Α	R			
Establish/Enforce Web Standards	R	R	R	R	I	Α			
Ensure Quality	R	R	R	R		Α	R		
Write Documentation	R	R	R	R		Α	R		
Perform Development/Web Apps	RC	RC	RC	RC	I	Α	RC		
Manage Security, Network & Servers	I	AR	I	I	I	С	R		
Manage Web Databases		AR	R			I			
Manage Domains		AR				С			
Facilitate e-Gov Upgrades	R	R	R	R	I	Α	R		

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Responsibility:

R: Responsible – indicates the party required to execute the activity

A: Accountable -- indicates the party having ("yes/no") authority

C: Consulted – indicates the party providing input for decisions

I: Informed – indicates the party that needs to be informed of the outcome of the activity

Notes:

In addition to using the web team RACI matrix for clarifying roles and responsibilities, it can also be used as a high-level Operating Level Agreement (OLA).

Instructions to fill the RACI Matrix

- 1. List all activities that will be part of maintenance and support.
- 2. List all the units involved with these activities.
- 3. Fill in the matrix with the proper responsibility (R, A, C, or I).
- 4. Each activity may have multiple parties allocated with the 'R', 'C', or 'l' responsibility.
- 5. Ensure that no row or activity has more than one party with the 'A' responsibility.
- 6. It is possible that the same party may have more than one type of responsibility for the same activity.