

Project Responsibility Matrix

Genesys Cloud

State of Indiana

Legend:

R = Responsible (responsible to initiate/create those who do the work to achieve the task)

A = Accountable (The one ultimately answerable for the correct & thorough completion of the deliverable or task, and the one who delegates the work to those *responsible*.)

S = Support (Resources allocated to *responsible*. *Support* help complete the task)

C = Consulted (Those whose opinions are sought, typically subject matter experts)

I = Informed (Those who are kept up-to-date on progress, often only on completion of the task or deliverable)

RACI Matrix:

Roles		Planning	Weekly Status Report	Weekly Status Call	Master Project Plan	Business & Functional Requirements/Info Gathering	Technical Requirements/Info Gathering	Design/Analysis	Build	Testing (MTP, Test Scripts, QA)	Testing (UAT Scripts and UAT)	Transition to Customer	Deployment
Avtex Roles	Program Manager	I	I	I	I	I	I	I	I	I	I	I	I
	Project Sponsor (Per Governance)	C	I	S	S	S	S	S	S	S	S	I	S
	Project Manager	R	A	R	A	A	A	A	A	A	A	A	S
	GCE	S	I	C	C	S	S	R	C	I	I	I	I
	Implementation Engineer	S	I	S	C	S	R	R	A	S	S	R	R
	Application Consultant / Business Analyst	S	I	S	S	R	S	I	I	S	I	I	I
	Application Developer	C	I	S	S	I	I	I	R	R	S	R	S
	WFM Consultant	S	I	S	S	I	S	R	R	S	S	R	R
	Test Coordinator	S	I	S	S	I	I	I	I	R	C	I	I
	Tester	I	I	I	I	I	I	I	I	R	I	I	I
Customer Roles	Project Sponsor	I	I	I	I	I	I	I	I	I	I	I	I
	Project Manager	R	A	R	R	A	A	A	B	I	A	I	A
	IT Services	S	I	C	C	C	R	C	C	S	S	C	R
	Business Lead	A	I	S	C	A	I	C	I	I	A	I	R
	Business Management / Agent/User Representatives	C	I	S	S	C	N	I	I	I	A	I	R
	IT Genesys Administrator	I	I	I	C	A	A	C	C	S	S	A	A
	QA/UAT Lead/Tester	C	I	C	C	C	I	I	I	I	A	I	S
	Business Trainer	I	I	I	I	I	I	I	I	I	I	S	I
	WFM SME	I	I	C	R	R	R	C	C	S	A	S	A
	Switch/Telecom SME	I	I	I	C	I	C	C	I	S	S	I	A

	CRM Specialist	I	I	I	C	I	C	C	I	I	C	I	C
	Database Administrator	I	I	I	C	I	C	C	I	S	C	I	C