
UTILIZATION OF THE RACI TECHNIQUE IN A PROCESS-CENTRIC INITIATIVE

MONTREAL, January 16, 2008 – This “Noteworthy” has per objective to provide a high level description of the RACI technique used by Trisotech’s business analysts in a process centric initiative.

RACI is a technique used to identify the responsibility that each plays in relation to the activities and decisions of a business process. It helps clarify and better understand key activities and decision points where ambiguities exist.

For selected activities and decision points the following four “roles” are identified:

R	Responsible	Position working on the activity.
A	Accountable	Position with yes/no authority and accountable of results and consequences.
C	Consult	Position involved prior to decision or action.
I	Inform	Position that needs to know of the decision or action.

This information, normally gathered in the initial phase of a process-centric initiative, is upgraded and enriched during the subsequent phases.

For more information, please contact André Sirois at 514-990-6639, ext. 777 or at asirois@trisotech.com.