

## GETTING THE WORK DONE

# RESPONSIBILITY AND ACCOUNTABILITY MATRIX

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## PURPOSE

In most cases, work gets done well and on time when there are clearly stated expectations. Taking the time to be explicit about those expectations and to get buy-in from those who are expected to fulfil them will allow your collaboration to hold partners accountable as well as avoid duplication and identify gaps in activities; monitor and address issues of progress; and ensure that the collaboration's resources are being used for the greatest impact.

## HOW TO USE THE TOOL

- Identify the roles and responsibilities using the RASCI framework.
- Get buy-in for the results of the RASCI framework from all those who are responsible for fulfilling them; ensure there is real buy-in.
- Integrate the results of RASCI into the broader planning framework for your collaboration.
- Use the frameworks to monitor progress and if necessary, revise the RASCI results.

## COMPLETING THE RASCI MANAGEMENT FRAMEWORK

1. Identify each of the significant activities that must be completed by the collaboration to achieve outcomes down the left hand column.
2. Determine for each of those activities who will be:
  - R = Responsible - owns the activity/task/project
  - A = The person or body to whom the "R" is accountable - who must sign off/approve work before it is implemented
  - S = Supports - can provide resources or can play a supporting role in implementation
  - C = Consulted - has information and/or capacity necessary to complete the work
  - I = Informed - must be notified of the process or results, but does not need to be consulted

For example:

| Activity | Leadership Team | Individual Partners | Staff | Other Stakeholders (funders, community, etc.) |
|----------|-----------------|---------------------|-------|---|
|          | R, A            | R, S                | S, I  | C, I  |

Note: the key groups identified on the top row may need to be customized to the collaboration. For example, you may want to name the partners more specifically or split out critical stakeholders.

**USE THE RESULTS OF RASCI TO INFORM THE COMPLETION OF THE FOLLOWING PLANNING FRAMEWORK:**

| Goals & Outcomes | Tasks & Activities                       | Roles & Responsibilities | Resources & Supports   |
|------------------|--|--------------------------|--|
|                  |  |                          |  |
| Timelines        | Key Milestones/<br>Indicators of Success | Progress-to-date         | COMMENTS<br>(Challenges; Course Corrections; Changes in Environment) |
|                  |  |                          |  |



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