

APPENDIX 9 – RACI RESPONSIBILITIES MATRIX

RACI DEFINITIONS	
	Definition
Responsible	Does the work to complete the task
Accountable	Delegates work and is the last one to review the task or deliverable before it's deemed complete
Consulted	Provides input based on how it will impact their project work or their domain of expertise on the deliverable
Informed	Needs to be kept in the loop on project progress, rather than roped into details of every deliverable

For the avoidance of doubt, Consulted (C) includes all stakeholders who provide subject matter expertise, advice, or feedback before a decision is finalized or work begins.

ROLE	RSA Infrastructure	RSA Service Desk	Supplier	RSA BUSINESS UNIT
Infrastructure				
Provision and support of Hardware / Servers	R/A		C	I
Provision and support of Network and Connectivity	R/A		C	I
Security				
Security Certificate Management & Provision	R/A		C	I
Security Certificate Install & Support (Applications)	C		R/A	I
Security Governance of Infrastructure	R/A		C	I
Security Management of Applications & Databases - including responding to security events	C		R/A	I
Security testing and remediation of applications and databases (a)	C		R/A	I
Security Management of Infrastructure - including responding to security events	R/A		C	I
Remediation of Infrastructure Vulnerabilities	R/A		C	I
Security testing of Infrastructure	R/A			
Monitoring and Alerting - Including Alert Response				
Infrastructure	R/A		C	I
Windows Servers O/S, All Server O/S	R/A		C	I
Application Disk Space	C		R/A	I
IIS or other related Web Servers	C		R/A	I
CRM	I		R/A	I
SQL Server, MySQL	C		R/A	I
SugarCRM Application Components and Interfaces	C		R/A	I
O365 Servers (IMAP & SMTP Integration where appropriate)	R/A		C	I
Antivirus - including AV Alerts				
Availability and Operation of Symantec AV Endpoint Protection	R/A		C	I
Availability and Operation of Symantec Protection Engine and Protection 6.0 for SharePoint Servers	C		R/A	I
Management, Support and Patching of Applications (b)				
Windows O/S , All Server O/S	R/A		C	I
CRM application	C		R/A	I
Scheduled Jobs	C		R/A	I

ROLE	RSA Infrastructure	RSA Service Desk	Supplier	RSA BUSINESS UNIT
Application Web Services	C		R/A	I
SQL Server, MySQL Servers & Cluster – Including DB Tuning	C		R/A	I
DevOps	I		R/A	I
Backups				
Server backups (Sugar CRM Production Servers)	R/A		C	I
MySQL Database backup	C		R/A	I
High Availability & Disaster Recovery (d)				
Restoration of Servers OS and Network connectivity	R/A		C	I
Restoration of SugarCRM services including database	C		R/A	I
Database Always On Availability	C		R/A	I
Licensing				
CRM and any associated product required to operation solution	I		R/A	I
Performance Monitoring Solution	C		R/A	
Microsoft Windows Server and All Server O/S licencing	R/A		C	I
Microsoft SQL, MySQL	C		R/A	I
Office 365	R/A		C	I
DevOps	I		R/A	I
User Management				
AD Setup (RS supplier>) A/<	I	R/A	C	I
User management for <supplier> support staff		I	R/A	I
Supplier Helpdesk system user accounts		I	R/A	I
RSA service desk user setup		R/A	C	I
DevOps User accounts			R/A	I
Interfaces include Availability, Performance, Monitoring & Alerting				
CDLS (RSA DevOps R/A)	R/A		C	I
Query Digitacograph TAB (RSA DevOps R/A)	R/A		C	I
Penalty Points TAB (RSA DevOps R/A)	R/A		C	I

ROLE	RSA Infrastructure	RSA Service Desk	Supplier	RSA BUSINESS UNIT
BSP, EDT, CPC, ADI (RSA DevOps R/A)	R/A		C	I
Telephony Integration (3 rd Party is responsible)	I	I	C	I
RSA Portal Integration	I	I	R/A	I
Service Management				
Service Reporting		C	R/A	I
CRM Data Warehouse Responsibilities¹				
CRM Data Missing	I/C	I/C	R/A	I
Business Data Missing (EDT, CPC etc...) (g)	I/C	R/A	I/C	R/A