

RACI Responsibility Matrix

Defines who is Responsible, Accountable, Consulted and Informed for each activity across the engagement. Adapt roles and activities to your project.

R — Responsible (does the work) **A** — Accountable (owns the outcome) **C** — Consulted (provides input) **I** — Informed (kept up to date)

Activity	ENS Delivery Engineer	ENS Project Lead	Client Technical Lead	Client Project Sponsor	Client Change Board
Discovery & requirements gathering	R	A	C	I	I
Current-state assessment / BPA	R	A	C	I	—
Target architecture & low-level design	R	A	C	I	—
Statement of Work approval	C	R	C	A	I
Build & configuration	R	A	I	I	—
Policy translation & rationalisation	R	A	C	I	—
Change request submission & approval	C	R	C	I	A
Cutover execution (maintenance window)	R	A	C	I	I
User acceptance testing (UAT)	C	A	R	I	—
As-built documentation	R	A	I	I	—
Knowledge transfer	R	A	C	I	—
Acceptance & formal sign-off	C	C	C	A/R	I
Post-deployment hypercare	R	A	C	I	—

Note: Each row should have exactly one **A** (single point of accountability). Tailor roles to your organisation — split or merge columns as needed.

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