Responsibility Matrix

**Purpose**: This process is designed to clarify team roles and responsibilities regarding on-going tasks or implementation of a specific solution. It can be used:

* When there is frustration and confusion over roles and responsibilities.
* When a new team goal, responsibility or task requires coordination of member contributions.

**Process**:

1. Using the Responsibility Matrix, list the necessary tasks or roles down the left side of the matrix.
2. List the participating team members across the top line of the matrix. Often times, it is helpful to also list relevant people outside of the team who need to be involved in (or impacted by) the task.
3. At the appropriate intersection of “Task” and “Name”, signify the proper role. Use the following key:
* (R) Responsibility – This person accepts responsibility to initiate action and ensure the activity and decisions are carried out. Usually one person is assigned this role per task and that person is held accountable for the actions and decisions of the task.
* (S) Support – This person accepts responsibility to identify and procure resources to get the work done.
* (A) Agreement – This person (or persons) need to agree/approve the decision or course of action that is being taken by the responsible person (R).
* (I) Inform – This person (or persons) must be kept informed by the responsible person (R).
* (V) Veto – If the action to be taken is likely to break away from policy or lead to major resource expenditure, it may be necessary to determine who in the organization needs to be able to exercise authority over the decisions or activities undertaken.
* Other role categories can be used to fit the nature of the task.

1. Copy and distribute the Responsibility Matrix to the team and other relevant people. The matrix may also be attached to the team’s action plan/notes.

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