

<b>ERP RACI Matrix (as of 2/27/19)</b>														
Role  Deliverable/Activity	Project Leadership			Program Team Members									External Resources	
	Governance	Steering Committee	Executive Sponsors	Chief Deputy ACO	Program Manager	Technical Lead	Functional Lead	SME's	System Programmer	Database Administrator	Business Analyst	System Admin (Server)	CGI	CTL/Cyterra
<b>CGI/CTL Issue Management</b>														
- Issue Submission					I	I	R	R	R	R	R	R	I	I
- Issue Prioritization					I	I	R	R	R	R	R	R	I	I
- Issue Resolution					I	I	I	I	I	I	I	I	A/R	A/R
- Issue Validation & Testing					I	I	A/R	A/R	C	C	A/R	C	C	
- Approval to Deploy to Production					A	I	R	R	I	I	R	I	I	I
- Monitoring & Status Reporting					A/R	I	I	I	I	I	I	I	R	R
- Status Meetings					C	I	C	C	C	C	C	C	A/R	
<b>CGI Patch Deployment</b>														
- Patch Delivery	I	I	I	I	I	I	I	I	I	I	I	I	A/R	
- Patch Documentation Review					I	I	R/C	R/C	R/C	A/R		A/R		
- Patch Testing/Validation					I	I	R/C	A/R	R	R/C	I	R/C	I	
- Patch Deployment	I	I	I	I	I	A	I	I	R	R	I/C		I	
<b>Incident Management (ERPHELP)</b>														
- Monitor Incoming Incidents & Assign (HRM)					I	I	I	I	I			A/R		
- Monitor Incoming Incidents & Assign (FIN)					I	I	I	I	I			A/R		
- Monitor Incoming Incidents & Assign (Technical)					I	I	A	I/C	I/C	R	R	I/C		
- Incident Response & Resolution (HRM)					I	I	I	I/C/R	I/C/R	I/C	I/C	A/R		C
- Incident Response & Resolution (FIN)					I	I	I	I/C	I/C	I/C	I/C	A/R		C
- Incident Response & Resolution (Technical)														
- Status Reporting					I	A	I	I	I	I	I		I	
<b>Application Security Processing</b>														
- ESS New User												A/R		
- HRM Security & Workflow								C				A/R		
- FIN Security & Workflow								C				A/R		
<b>Database Administration</b>														
- Create and Maintain ERP Databases							I/C			I	A/R			
- Create and Maintain Database Security							I/C			I	A/R			
- Create and Maintain SQL Accounts for ERP Team							I/C			I	A/R			
- Perform database backups							I/C	I	I	I	A/R	I/C		
- Script Development for database backups and maintenance							I/C			I	A/R			
<b>Server Administration</b>														
- Security Patch Application					I	I	I	I	I	I	I	A/R		R
- SSL Certificate Monitoring & Maintenance					I	I/C	I	I	I	I	I	A/R		
<b>Operational Cycles</b>														
- Maintain Batch Cycles					I	I/C	I/C	I/C	A/R		I/C			
- Monitor Batch Cycles						I/C			A/R					

Deliverable/Activity	Role													
	Governance	Steering Committee	Executive Sponsors	Chief Deputy ACO	Program Manager	Technical Lead	Functional Lead	SME's	System Programmer	Database Administrator	Business Analyst	System Admin (Server)	CGI	CTL/Cyterra
<b>Interfaces</b>														
- Requirements				I/C	I	I/C	A/R	R/C	I/C		R/C			
- Design				I	I	I/C	A/C	R/C	I/C		R/C			
- Development				I	I	A	C	C	R		R/C			
- Testing				I	I	I/C	A/R	R/C	R/C		R/C			
- Go/No Go		A		I	R	I/C	I/C	I	I	I	I			
- Deployment		I		I	I	A	I	I	R		I/C			
<b>Reports</b>														
- User Requirements				I/C	I	I/C	A/R	R/C	I/C		R/C			
- Design				I	I	I/C	A/C	R/C	I/C		R/C			
- Development				I	I	A	C	C	R		R/C			
- Testing/Validation				I	I	I/C	A/R	R/C	R/C		R/C			
- Go/No Go		A		I	R	I/C	I/C	I	I	I	I			
- Deployment		I		I	I	A	I	I	R		I/C			
<b>Application Management</b>														
- Configurations		I		I	I	I/C	A/R	R/C	R		R/C			
- Performance		I		I	I	A	I/C	I/C	R	R	I/C	R	C	C