

5.5 RACI Matrix



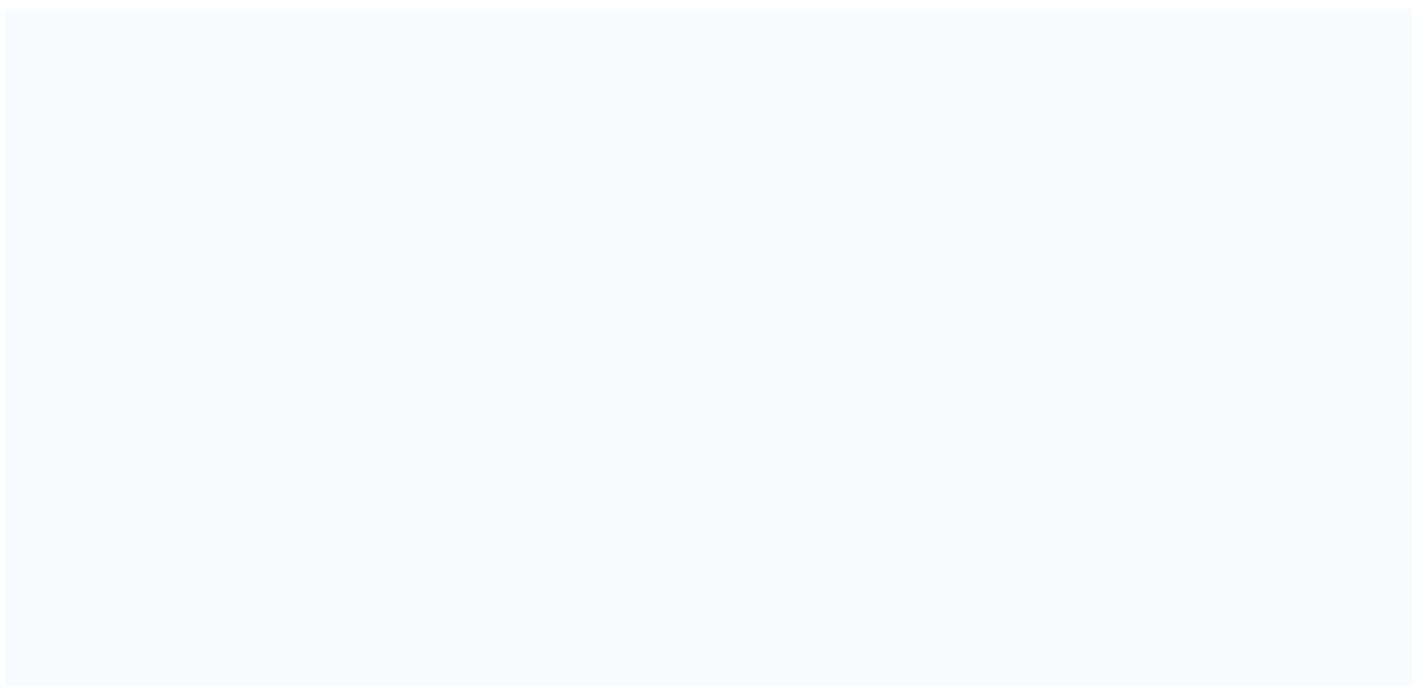
Part of the **BSM** manual — see also [1. Introduction](#), [2. What's New](#), [3. Scope](#), [4. Setup](#), [5.1 How to use](#), [5.2 Business Services](#), [5.3 Application Services](#), [5.4 Service Map](#), [5.6 RACI summaries](#), [6. Troubleshooting](#).

The RACI Matrix is a single, read-only overview of every Business Service and the Application Services delivered under it, showing who is Responsible, Accountable, Consulted and Informed for each. It is the fastest way to check actor assignments across many services at once, without opening each record individually.

5.5.1 Open the RACI Matrix

Choose **RACI Matrix** from the BSM menu. Each Business Service row is followed by the Application Services delivered under it, indented one level. A summary line above the table counts services missing a Responsible or an Accountable actor, and an **Export to CSV** link downloads the currently filtered view.

The matrix itself is read-only — actors are assigned from each service's own form, not from here.



Rows: 4 services · 2 without Responsible · 1 without Accountable Export to CSV

Responsible	Accountable	Consulted	Informed
Any	Any	Any	Any

Filter by linked service

15 rows / page Showing 1 to 4 of 4 rows

Service	Entity	Type	Responsible	Accountable	Consulted	Informed
BS Customer Portal	Root entity	Customer-facing	glpi Digital Services Managed Hosting Co.	glpi	—	—
AS Customer Identity Service	Root entity	Unset	glpi Digital Services Managed Hosting Co.	glpi	Managed Hosting Co. Cloud Support Partners	normal
BS Field Service Dispatch	Root entity	Customer-facing	No Responsible	glpi	—	—
BS Identity and Access Platform	Root entity	Supporting	glpi Digital Services	glpi	—	—
BS Payroll Processing	Root entity	Customer-facing	glpi Digital Services	glpi	tech normal	Digital Services
AS Payroll Batch Engine	Root entity	Unset	No Responsible	No Accountable	—	—

Entries to show: 15

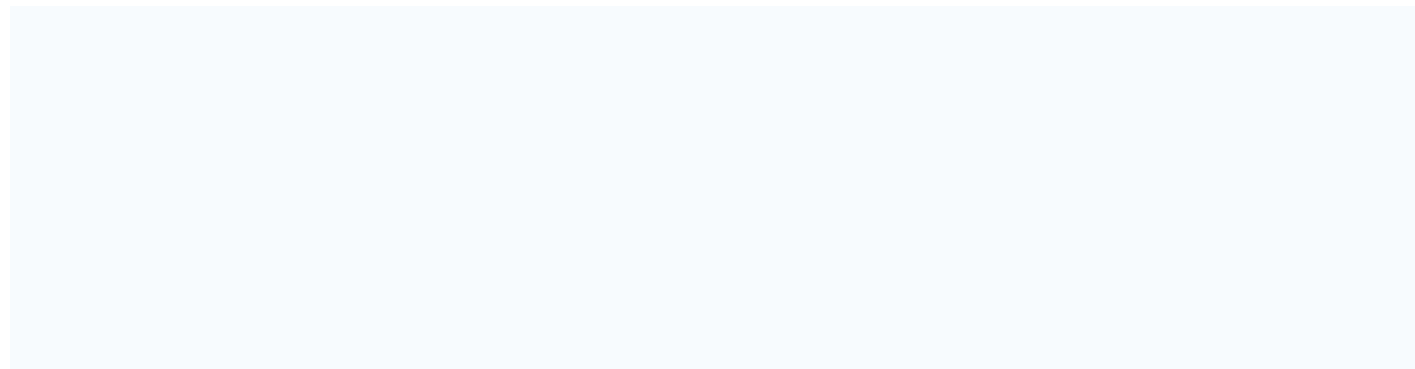
The RACI Matrix

5.5.2 Filter by actor

Four dropdowns, one per role, narrow the matrix to services where a specific user, group or supplier holds that role:

- Each dropdown only lists actors who actually hold that role somewhere in the matrix, not the whole directory.
- Selecting more than one role filters with **AND**: a service must match every role picked, but any one of its own actors in that role is enough to match.

This example filters Responsible to **glpi**.



Rows: 4 services · 2 without Responsible · 1 without Accountable

Export to CSV

Responsible	Accountable	Consulted	Informed
glpi (User)	Any	Any	Any

Filter by linked service

Search a Business or Application Service...

15 rows / page

Showing 1 to 3 of 3 rows

Service	Entity	Type	Responsible	Accountable	Consulted	Informed
BS Customer Portal	Root entity	Customer-facing	glpi Digital Services Managed Hosting Co.	glpi	—	—
AS Customer Identity Service	Root entity	Unset	glpi Digital Services Managed Hosting Co.	glpi	Managed Hosting Co. Cloud Support Partners	normal
BS Identity and Access Platform	Root entity	Supporting	glpi Digital Services	glpi	—	—
BS Payroll Processing	Root entity	Customer-facing	glpi Digital Services	glpi	tech normal	Digital Services
AS Payroll Batch Engine	Root entity	Unset	No Responsible	No Accountable	—	—

Entries to show: 15

Filtering the matrix by Responsible actor

5.5.3 Filter by linked service

Pick a Business Service in **Filter by linked service** to also show every Application Service delivered under it, or pick an Application Service to also show the Business Service it is delivered under. This example filters by **Customer Portal**.

Rows: 4 services · 2 without Responsible · 1 without Accountable

Export to CSV

Responsible	Accountable	Consulted	Informed
Any	Any	Any	Any

Filter by linked service

Customer Portal (Business Service)

15 rows / page

Showing 1 to 4 of 4 rows

Service	Entity	Type	Responsible	Accountable	Consulted	Informed
BS Customer Portal	Root entity	Customer-facing	glpi Digital Services Managed Hosting Co.	glpi	—	—
AS Customer Identity Service	Root entity	Unset	glpi Digital Services Managed Hosting Co.	glpi	Managed Hosting Co. Cloud Support Partners	normal
BS Field Service Dispatch	Root entity	Customer-facing	No Responsible	glpi	—	—
BS Identity and Access Platform	Root entity	Supporting	glpi Digital Services	glpi	—	—
BS Payroll Processing	Root entity	Customer-facing	glpi Digital Services	glpi	tech normal	Digital Services
AS Payroll Batch Engine	Root entity	Unset	No Responsible	No Accountable	—	—

Entries to show: 15

Filtering by linked service

“ **Note:** Actors are assigned or changed from the Business Service or Application Service's own form — see the Actors step in those chapters — not from the matrix. A row still only shows actors the signed-in user has rights to see.

“ Generated for **BSM 0.21.0-beta.1** on GLPI 11.0.8 — 2026-09-13.