



5.6 RACI summaries

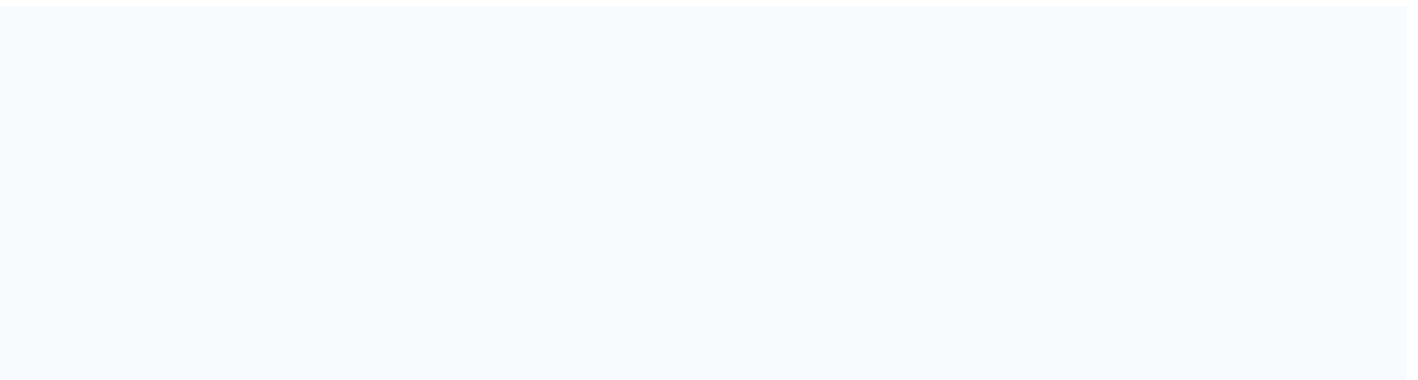


Part of the **BSM** manual — see also [1. Introduction](#), [2. What's New](#), [3. Scope](#), [4. Setup](#), [5.1 How to use](#), [5.2 Business Services](#), [5.3 Application Services](#), [5.4 Service Map](#), [5.5 RACI Matrix](#), [6. Troubleshooting](#).

Besides the organisation-wide RACI Matrix and each service's own editable Actors section, BSM has two more read-only RACI views: a **Service RACI** tab on every Business Service and Application Service, and a **My RACI / RACI (as actor)** tab on a user, a group or a supplier. Neither one edits anything — both exist to answer "who/what is on the hook here?" from a different starting point.

5.6.1 View a single service's RACI (Service RACI tab)

Open any Business Service or Application Service and choose its **Service RACI** tab. It recaps that one service's Responsible, Accountable, Consulted and Informed actors — the same data as the RACI Matrix row for this service, just without the rest of the organisation around it — and a **View in matrix** button jumps straight to that row on the full Matrix. This example opens **Customer Portal**.



Actors are edited in the Actors section of this service's own form.

Responsible

glpi Digital Services Managed Hosting Co.

Accountable

glpi

Consulted

—

Informed

—

The Service RACI tab

5.6.2 View every service a user, group or supplier is on

Open a User, Group or Supplier record and choose its **RACI (as actor)** tab — it lists every service that person, team or supplier is named on, in which role(s), and (for a user) whether the role comes from their own assignment or from a group they belong to. The tab only appears when that actor has at least one assignment.

This example opens the **glpi** user record.

RACI (as actor)

The services this actor is named on. Actors are set on each service's own form.

SERVICE	TIER	ROLE		
Customer Identity Service	Application Service	Responsible	Responsible via Digital Services	Accountable
Customer Portal	Business Service	Responsible	Responsible via Digital Services	Accountable
Field Service Dispatch	Business Service	Accountable		
Identity and Access Platform	Business Service	Responsible	Responsible via Digital Services	Accountable
Payroll Processing	Business Service	Responsible	Responsible via Digital Services	Accountable
		Informed	via Digital Services	

The RACI (as actor) tab

Note: On your own user account, this same tab is titled **My RACI** and appears on Preferences as well as on your own User record — no BSM right is required to see your own assignments, only to look up someone else's.

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