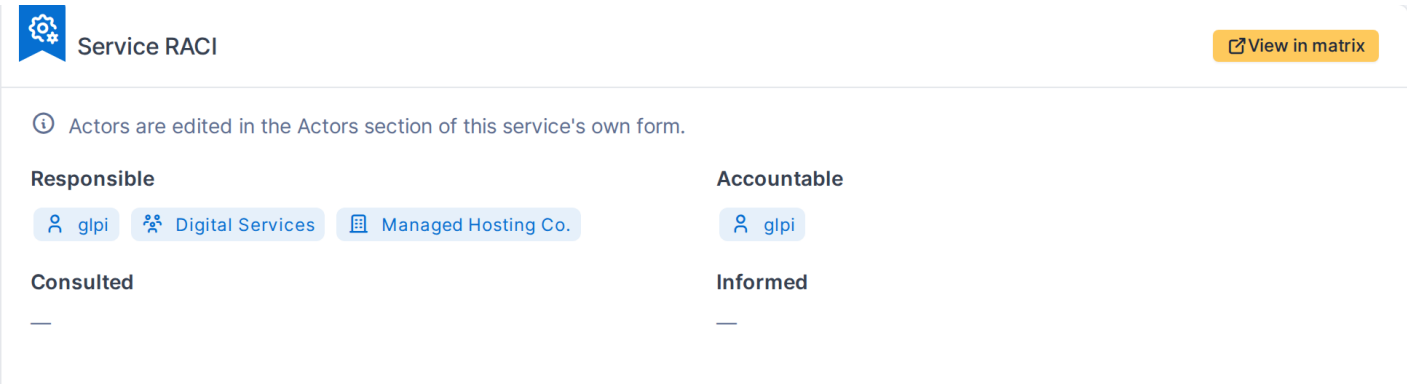
5.6 RACI summaries

*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**.

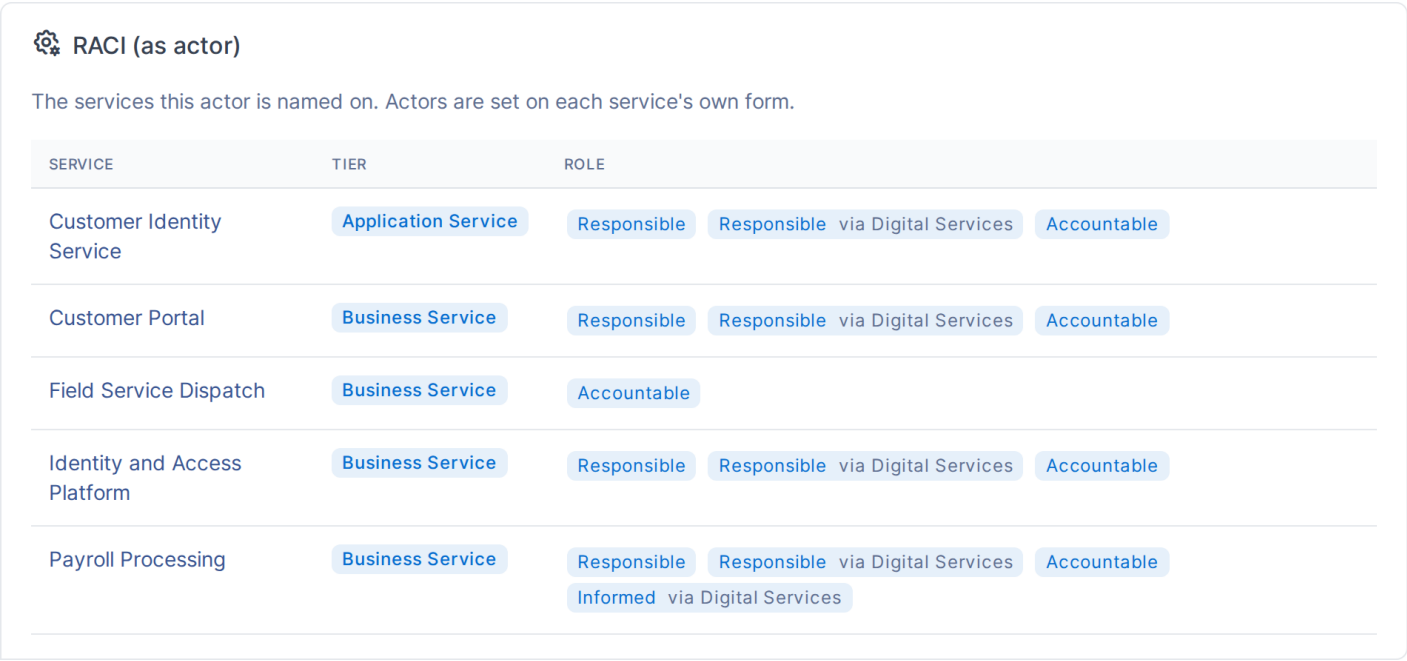


The Service RACI tab

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.



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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