

RACI Matrix

AI Literacy for the Modern Workforce

A RACI matrix assigns responsibility for every major deliverable across five roles. This one describes how the program would be governed in an organizational deployment, not how the portfolio build actually ran, which collapsed all five roles into one person. It is a sample of what a RACI matrix could look like. The roles and assignments could change significantly with how a given organization is structured.

Select a role header to see its definition and totals; filter by phase to narrow the grid. Every cell is labeled R, A, C, or I.

ACCOUNTABILITY					
The L&D Manager is Accountable (A) for 14 of 32 activities, as the program owner who approves each deliverable before it advances. The Executive Sponsor is Accountable only at the strategic decision points: three phase-gate approvals and the Level-4 ROI model. Select a role header to see its definition and totals.					
ACTIVITY	LM	ID	FS	SME	ES
NEEDS ANALYSIS					
Research corpus assembly	A	R	—	C	I
Stakeholder interviews	R	C	—	C	I
Learner persona development	A	R	—	C	I
Capability gap analysis	A	R	—	C	I
Needs analysis approval	R	I	—	C	A
DESIGN					
Action map	A	R	—	C	I
Program structure + objectives	A	R	C	C	I
Platform architecture	C	C	R	—	I
Design system	I	R	C	—	—
Component specifications	A	R	C	C	I
Design review approval	R	I	I	C	A
CONTENT DEVELOPMENT					
Module content authoring	A	R	—	C	—
Knowledge check items	A	R	—	C	—
Pre/post assessment instruments	A	R	—	C	—

ACTIVITY	LM	ID	FS	SME	ES
Data file creation + validation	I	R	C	C	—
SME content review	I	C	—	R	—
PLATFORM BUILD					
Platform implementation	I	C	R	—	—
Interactive components (P1–P12)	C	C	R	—	—
Admin dashboard	C	I	R	—	—
Accessibility + responsive QA	I	C	R	—	—
Content integration	I	R	R	—	—
EVALUATION FRAMEWORK					
Level 1 survey design	A	R	—	—	I
Level 2 assessment design	A	R	—	C	—
Level 3 behavioral instruments	A	R	—	C	I
Level 4 ROI model	R	C	—	—	A
DEPLOYMENT + PM					
Project timeline + RACI	R	C	C	—	I
Stakeholder communications	R	I	—	—	I
Resource planning + budget	R	C	C	—	A
QA documentation	A	R	C	C	—
Manager orientation materials	A	R	—	C	I
Deployment to hosting	I	—	R	—	I
Baseline data collection	R	C	—	—	I

- R Responsible:** Does the work; produces the deliverable or completes the activity.
- A Accountable:** Approves the work and holds final decision authority. Only one A per activity.
- C Consulted:** Provides input before or during the work. Two-way communication.
- I Informed:** Receives notification of outcomes. One-way communication.

What the distribution shows

The L&D Manager, as program owner, carries most of the accountability and approves deliverables before they advance. The Executive Sponsor is Accountable only at the strategic decision points: the needs-analysis and design-review approvals, the resource budget, and the Level-4 ROI model. The sponsor engages at phase gates without being drawn into operational design. The Subject-Matter Expert's involvement is front-loaded into the first three phases. In an AI-literacy program the subject matter changes fast, so SME time is best spent during content development and periodic refresh, not sustained through implementation and deployment.

Solo build versus team execution

In the actual portfolio build, all five roles collapsed into the solo practitioner. The matrix makes explicit what that collapse obscures. A production deployment needs domain expertise from the SME, technical implementation from the FS, organizational authority from the ES, design methodology from the ID, and program governance from the LM. One person rarely combines all five.

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