



RACI Model for GovNext Transitional Mapping and Standard Contractual Arrangements

Transitioning from GovNext services to available Common Use Arrangements (CUAs) requires a structured approach to ensure a smooth and efficient migration. This document provides guidance for [Approved Register of Common Use Arrangement Buyers](#) (CUA Buyers) on recommended roles and responsibilities during the transition, as well as establishing standard contractual arrangements under the available CUAs. The focus is on key services, including:

1. Data Centre Space
2. Network Services
3. Cloud Services
4. Telephony Services
5. Identity Services
6. Collaboration and Conferencing Services
7. Mobile Services
8. Gateway Services

Understanding the RACI Model

The RACI model is a responsibility assignment matrix used to clarify and define roles and responsibilities in a project or process. RACI stands for:

- **Responsible (R):** The person or role responsible for executing the task or activity. This is the individual who performs the work.
- **Accountable (A):** The person or role ultimately accountable for the task or activity. This individual ensures that the task is completed and has the authority to make decisions. There should be only one accountable person per task.
- **Consulted (C):** The person or role consulted for input or feedback. These individuals provide expertise, advice or information necessary for completing the task.
- **Informed (I):** The person or role kept informed about the progress and outcomes of the task. These individuals are updated on the status but do not contribute directly to the task.



Roles in the RACI Model

- **CUA Contract Manager:** The Department of Treasury and Finance oversees the CUA Head Agreement. This role ensures contractor compliance with the agreement and addresses any contractual issues between a CUA Buyer and a Contractor.
- **CUA Buyer:** The purchasing entity is responsible for the planning and management of the Customer Contract. This includes coordinating internal resources, making decisions and ensuring the transition aligns with organisational needs.
- **Contractor:** The Goods and/or Service provider responsible for delivering the agreed solutions and supporting successful implementation. This role involves executing tasks, providing expertise and assisting the CUA Approved Buyer throughout the transition.

Overarching RACI Model

The RACI model applies to both the transition from GovNext services to the new CUAs and the establishment of standard contractual arrangements under these CUAs. It ensures clear accountability for each activity, supporting a smooth transition and effective ongoing service management.

Activity/Task	CUA Manager	CUA Buyer	Contractor
Assessment and Planning	N/A	A/R	R
Procurement and Setup	N/A	A/R	R
Migration and Configuration	N/A	A/R	R
Testing and Validation	N/A	A/R	R
Ongoing Management	N/A	A/R	R
Compliance with Head Agreement	I	C	C
Contractual Issues Resolution	C	R	R