

Azure Support Service - RACI Matrix

Responsibilities for the Azure Support Service, defined using ITIL's RACI model

Key	
R	Responsible
A	Accountable
C	Consulted
I	Informed

Service	Roles	Softcat	Customer	Vendor	Notes
Azure Support Service					
Service Desk access 24x7x365 via phone and email	R, A				
Online portal access to track and log calls	R, A				
Ticket prioritisation	R, A	I	R		
Monthly Service Reviews	R, A	C, I	C		Only where a Service Manager is taken as an optional add-on and confirmed on the Work Order. Includes provision of monthly Service Report
Change Management		R, A			
Patch Management		R, A			
Third Party applications and/or devices		R, A			
Management and maintenance of OS		R, A			
Provision and management of access to all supported Azure resources	C, I	R, A			Utilising Azure Marketplace offer via the Azure portal

Key		
R	Reponsible	A resource responsible for getting the required task completed. This role reports to the 'Accountable' resource about their progress.
A	Accountable	A role that may not be required to carry out individual pieces of work, but is accountable for the task and has overall authority.
C	Consulted	A role that is consulted in order to complete the required task. This might be an individual with specific knowledge or a document store held by a particular team.
I	Informed	These resources are stakeholders who require to track and understand exactly how a task is proceeding, or may require an output from the task.