

## Responsibility Matrix (RACI)

### Roles:

- R** - Responsible = Performs & delivers the task
- A** - Accountable = Ultimate ownership for the task completeness
- C** - Consulted = Adds insight to the task as requested
- I** - Informed = Receives communication of the task as a team member

### Assumptions:

- Each site team will either have their own designer or hire a vendor for designing prototypes.
- Each team will have a project manager (typically a site team member) to work with assigned vendor.
- Each site team will have site lead assigned to the project who will be responsible for some tasks on the project. (The site lead could be the same as site team project manager.)

Tasks associated with project plan	Roles associated with project					
	Project Manager	Facilitator	Usability SME	Supervisor or of Project Manager (if applicable)	Site Designer (OR Vendor)	Optional stakeholder
<b>Project logistics</b>						
Overall Project Accountability & Management	A/R		C	R	C	
Create, Distribute and Update Project Plan	A/R	I	I	I	I	
Review, Provide Feedback and Approve Project Plan	A	R	R	R	C	I/C
Budget	R	R	C	A/R		
Resource Allocation	A/R	C	R	R	I	
Risk and Issues Management	A/R	I	I	R	I	
<b>Initiation</b>						
Determine Web content area to be tested	A/C	I	C	R	I	I
Determine key objectives of the test	A/C	C	C	R	I	I
<b>Planning</b>						
Select test method	A/R	R	C	C		I/C
Decide whether testing will be performed in person or remote	A	R	C	C		
Decide the type of participants needed for this test (volunteers, members, student members, non-members and their age group, gender, etc.)	A/R	R	C	C		I/C
Decide whether we will be taking notes or recording during the tests – depending on observers we have.	A	R	I	C		
Decide and arrange for equipment needed and other logistics.	A/R	R	C	C		
Decide honorariums for the participants (if needed)	A/R	C	C	C		
Discuss the tasks and specific objectives as it relates to each task	A/R	C	C	C		
Determine content needed for test tasks/task walkthrough	A	C	C	C		
<b>Script/session guide development</b>						
Send test tasks to vendor	A/R	I	I	I		
Vendor to share draft script with site team	A	R	I	I		I
Review script and provide feedback if needed with all content	A/C	R	C	C		C
Consolidate f/b from team (if any) and send to vendor	A/R	I	I	I		I

## Usability Testing Guidelines

Tasks associated with project plan	Roles associated with project					
	Project Manager	Facilitator	Usability SME	Supervisor of Project Manager (if applicable)	Site Designer (OR Vendor)	Optional stakeholder
Vendor to make updates to script based on f/b	A	R		I		
<b>Prototype/content creation</b>						
Provide background on content and prototypes to be tested	A/C/R	R	C	R	C	
Create draft/first version of content	A/C/R	I	C	C	I	
Create draft/first version of prototypes	A/C	I	C	C	R	
Hand-off first draft of prototypes to site team members for review	A		I	I	R	
Review draft prototypes/pages (including content) with team	A/R		C	C	I	
Consolidate f/b from team and send to designer	A/R		C	I	I	
Finalizing the prototypes to incorporate f/b (if any)	A		C	I	R	
Hand-off second draft of prototypes to site team members for review (if needed)	A		I	I	R	
Finalizing the prototypes to incorporate f/b (if any)	A		C	I	R	
Final review (possibly self/e-mail review OR determine if we need to meet in review round1)	A/R		C	C	I	
Finalize prototypes and hand-off to accountable (convert prototype to HTML if applicable)	A		I	I	R	
Handoff prototypes to vendor via e-mail	A/R	R	I	I	I	
Revise based on vendor f/b	A/C		I	I	R	
<b>Recruitment</b>						
Create recruitment specs	A	R	I	C		
Get member sample from Marc	A/R	MARC - R	I	I		
Send recruitment sample from Marc to vendor	A/R	I	I	I		
Create internal recruitment communications	A/R		C	R		
Send internal recruitment communications out for recruiting non-members	A/R	I	I	I		
Create recruiting email	A	R	I	I		
Create test schedule with time slots, dates for sharing with users during recruitment	A/C	R	I	I		
Recruit and schedule participant for pilot test	A/R	I	C	I		
Schedule participants and update participant pool spreadsheet	A/C	R	I	I		
Review participant list from vendor	A	R		C		
Inform project team and stakeholder of schedule (including pilot tests)	A/R		I	I	I	I
<b>Pilot test</b>						
Ensuring that all content and prototypes are ready for a pilot test	A/R	R	I	I		
Conduct pilot test	A/R	R	C	I	I	
Provide f/b based on pilot	A/R/C	C	C	R	I	
Fix critical issues identified in pilot; alert team of issues if any	A/R	R	I	I	R	
Repeat pilot test (if needed)	A/R	R	C	I	I	
<b>Implementation - Usability Test</b>						

## Usability Testing Guidelines

Tasks associated with project plan	Roles associated with project					
	Project Manager	Facilitator	Usability SME	Supervisor of Project Manager (if applicable)	Site Designer (OR Vendor)	Optional stakeholder
Set up test equipment and other logistics	A/R	R				
Facilitate tests	A	R		I		
Observe participants as they carry out the test tasks	A/R	R	I	I	I	
Distribute honorariums	A/R	R				
<b>Wrap-up and next steps</b>						
Informally discuss the results once the test is completed	R	A/R	C	C	I	I
Findings Report delivered	A	R	I	I		
Formal debrief session (if applicable)	A	R	I	I	I	I
Evaluate findings	A/C		C	R	I	
Prioritizing the changes to be made based on severity of issues found.	R		C	A/R		
Determining time and resources available to implement changes.	C			A/R		
Updates/Implementing changes to Web site as per prioritization schedule.	R		I	A/R		