

ERP Support Communications Matrix RACI

Objectives:	ERP SERVICES												Client	Reference Documents			
To ensure 1) clarity and precision when communicating with users or the business 2) effective and timely information flows between ERP Services, impacted departments, sponsor and end users	Support Help Desk	1st Level Support	2nd Level Support	ERP Services Manager	ERP Support Manager	Stream Leads	ERP Training	Change Management	Security & /or ERP Tech	Client Population	PC Support	End Users	Super Users	Sponsor	Department Managers	Executive Committee	Frequency / Notes
Activites ERP Bulletins - Outages / interruption in service ERP Updates - New functionality - Refresher Information Issue / Case Responses Statistics Reports Sponsor communication	●			●		●						●					As required: All Staff Note As required: Voice /e-mail / web-site alert Weekly: SharePoint Post As required: bulletin As required: email Triggered by call logging: email Weekly Weekly As required
New User Set-up																	New User Set-up
- Receipt of Request note - Profile Set-up Request / Approval confirmation - Training Registration Request / Approval confirmation - Set-up Request - Set-up Request reminder - Confirmation of Set-up	●								●			●				●	Triggered by request Triggered by request Triggered by request Triggered by Security details Triggered if approval not received in 2 days Triggered by PC Support details
● Accountable ● Consulted ● Responsible ● Informed ● Target																	