

Roles and Responsibilities

Accelecom/DE Management RACI

Responsible, Accountable, Consulted, Informed

Status	ROLES				Team Leads	Level 2 Support	Level 1 Support	Build Team	Accelecom Service Desk	Acc Customer Team	Acc Customer Leadership
	DE Leadership	Acc NOC Leadership	DE NOC Leadership								
Managed Firewalls											
Installation and Configuration	I	I	I		I			R	D	I	I
Policy and Profile Set Management	I	I	I		C	R	S		D	I	I
Device Management (Requested changes)					C	R	S		D		
Firmware Upgrades/Device Backups & Recover	I	I	I		D	R			I	C	C
24/7/365 Performance Health Monitoring					C	S	R		D	I	I
Automated Reporting			I		C	S	R		I	I	I
Incident Response (Help Desk & Troubleshooting)	I	I	I		R	S		S	D	S	C
Managed Routers											
Installation and Configuration	I	I	I		C	R		R	D	I	I
Configuration Management	I	I	I		C	R	S		D	I	I
Firmware Upgrades	I	I	I		D	R	S		I	C	C
24/7/365 Performance Health Monitoring					C	S	R		D	I	I
Incident Response (Help Desk & Troubleshooting)	I	I	I		R	S			D	S	C
Managed Wireless Access Points											
Installation and Configuration	I	I	I		C	R		R	D	I	I
Configuration Management	I	I	I		C	R	S		D	I	I
Firmware Upgrades	I	I	I		D	R	S		I	C	C
24/7/365 Performance Health Monitoring					C	S	R		D	I	I
Incident Response (Help Desk & Troubleshooting)	I	I	I		R	S			D	S	C
Security Log Monitoring											
24/7/365 Log Monitoring					I	S	R				
Escalation of logs (If Needed)	I	I	I		I	S	R		I	C	C
Alert Configuration	I	I	I		C	R				I	I
System Configuration	I	I	I		C	R				I	I
Incident Response											
Severity 1 (Major Event, Business Impact)	I	I	I		C	R			D	I	I
Severity 2 (Minor Event, Limited Impact)					C	R			D		
Severity 3 (Non-Major Event, No Impact)					I	R			D		

Insert new rows above this one

- D Driver
- R Responsible
- A Accountable
- S Support
- C Consulted
- I Informed

Oversees implementation and coordinates actions between client and internal teams.
Assigned to complete the task or deliverable.
Has final decision-making authority and accountability for completion. Only 1 per task.
Provides support during implementation.
An adviser, stakeholder, or subject matter expert who is consulted before a decision or action.
Must be informed after a decision or action.
Accelecom clients will be granted "Read Only" access
DefendEdge Analysts will complete all communication to the client via Accelecom email