



Partner Implementation RACI

2023

Discovery

R Responsible
A Accountable
C Consulted
I Informed

	Client	Partner	Redpoint Services	Task descriptions and comments
Discovery				
Workshop agendas	I	R	C	
Workshop scheduling	A	R		
Workshop delivery	C	R	C	
Data model	I	R	C	Task: Redpoint session to share Redpoint's data model design philosophy
Environment design and sizing	R	R	C	Comment: Dependent on which party is hosting
Documentation	I	R	C	
Implementation plan	R	R	C	



Implementation

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Implementation	Client	Partner	Redpoint Services	Task descriptions and comments
Project management	R	R	I	Task: Redpoint session to share Redpoint's delivery methodology and validation steps
Technical leadership	C	R	C	
Provision environment and database	R	R	I	Comment: Dependent on which party is hosting
Install software	I	C	R	Pre-requisites: Environment provisioned by client or partner, with network access. Task: Install Redpoint software and establish connectivity to database etc
Request and provide licenses for boxes	I	R	R	Pre-requisite: Redpoint software installed. Task: Request licence for Redpoint Licencing and apply licence to environment
Redpoint Data Management (RPDM)				
RPDM ingestion processes	C	R	I	Task: Redpoint session to share Redpoint's ETL strategies for loading data
RPDM outbound processes	C	R	I	
Matching (First project for partner)	A	C	R	Pre-requisite: Access to a significant amount of production quality customer data. Task: Iterative matching workshops where customer data is passed through the Redpoint matching engine and under/over matching is adjusted until all parties agree on the match.
Matching (ongoing projects for partner)	C	R	I	
Golden record and aggregates	C	R	I	
Core Software User training	C	I	R	Task: Training on Redpoint products
Solution Specific Training	C	R	C	
Redpoint Interaction (RPI)				
RPI attributes and config	I	R	C	Comment: Redpoint moves to I for experienced partners
Core Software User training	C	I	R	Task: Training on Redpoint products
Solution Specific Training	C	R	C	
Initial campaigns	R	R	C	
Real Time Decisions				
Configuration (First project for partner)	I	C	R	Task: Set up Realtime decisions on behalf of new partners
Configuration (Ongoing projects for partner)	C	R	I	Comment: Partner is responsible with active input from knowledgeable Client
Initial campaigns	R	R	C	



Transition to BAU

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	Client	Partner	Redpoint Services
Acceptance and Go-live			
UAT plan	R	C	I
UAT support	C	R	I
UAT delivery	R	C	I
Go-live checklist	I	R	C
Support and BAU			
Account management	C	R	I
Support handover		R	C
Database maintenance	R	R	C
Environment monitoring	R	R	C
First level support		R	I
Second level support		I	R
Ongoing campaign support	C	R	
Data changes	C	R	I





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