

## MANAGED DEFENSE RACI CHART

The Managed Defense Responsible, Accountable, Consulted, and Informed (RACI) Chart is a quick, printable reference sheet for Managed Defense customers. It helps customers understand the key contacts and their roles and responsibilities in the following functional areas of Managed Defense:

- **Analysis**
  - Alert Review
  - SOC Ticket
  - Rapid Response
  - Mission-Based Hunting (MBH)
- **Service Delivery**
- **Technology**
  - Onboarding
  - Health and Alerting
  - Break/Fix
  - Upgrades, Changes, and Bugs
  - MD Portal and Mandiant Advantage

