**Communications Management Plan Template**

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**Communication Management Plan**

**<Project Name>**

**Company Name**

**Street Address**

**City, State Zip Code**

**Date**

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# Introduction (Dale)

The purpose of the Communications Management Plan is to define the communication requirements for the project and how information will be distributed. The Communications Management Plan defines the following:

* What information will be communicated—to include the level of detail and format
* How the information will be communicated—in meetings, email, telephone, web portal, etc.
* When information will be distributed—the frequency of project communications both formal and informal
* Who is responsible for communicating project information
* Communication requirements for all project stakeholders
* What resources the project allocates for communication
* How any sensitive or confidential information is communicated and who must authorize this
* How changes in communication or the communication process are managed
* The flow of project communications
* Any constraints, internal or external, which affect project communications
* Any standard templates, formats, or documents the project must use for communicating
* An escalation process for resolving any communication-based conflicts or issues

# Communications Management Approach (Dale)

Approximately 80% of a Project Manager’s time is spent communicating. Think about it – as a Project Manager you are spending most of your time measuring and reporting on the performance of the project, composing and reading emails, conducting meetings, writing the project plan, meeting with team members, overseeing work being performed, meeting with clients over lunch and many more activities related to your projects.

You should give considerable thought to how you want to manage communications on this project. By having a solid communications management approach you’ll find that many project management problems can be avoided. In this section give an overview of your communications management approach.

# Communications Management Constraints

In the Barangay South Signal Village Web Application project, the Communication Management Constraints are essential in the project management plan for the entire project team, including the project sponsor. These constraints are crucial factors in the project management strategy, which applies to the whole project team, including the project sponsor.

By identifying and understanding the Communication Management Constraints, the project team may effectively establish the boundaries and limitations that may affect communication within the project. This understanding supports the team in developing appropriate approaches to manage possible difficulties and promote successful communication throughout the project lifecycle.

The constraints in communication management for the Barangay South Signal Village Web Application project may include the following:

1. **Technological limitations** - Technological limitations influence the communication process. For example, unreliable internet connections, outdated communication tools, or a lack of access to essential software can affect the communications between each project team.
2. **Time constraints** - Time-sensitive deliverables and deadlines are typical in projects, which can cause difficulties with communication. Limited time for meetings, decision-making, or delivering feedback might impact the overall communication flow.
3. **Limited access to some stakeholders** – Limited access to stakeholders can limit the success of project team communication, especially when reaching out to the project sponsor and organizing meetings ahead of time to assure everyone's availability.
4. **Confidentiality** - Communication within the Barangay South Signal Village Web Application project is made difficult by the requirement for confidentiality since some project-related material and information must be handled carefully and follow strict guidelines when provided to the team.

# Stakeholder Communication Requirements

The Stakeholder Communication Requirements play a crucial role in the Barangay South Signal Village Web Application project by defining the unique communication needs of all stakeholders and the project team. These criteria provide a way to recognize and respond to the various communication requirements of everyone involved, including stakeholders and the project team. An efficient communication process is essential to ensure that the project is on schedule, within budget, and effectively meets the expectations and satisfaction of the stakeholders. By recognizing and satisfying the stipulated needs for communication among stakeholders, the project team can actively manage expectations, establish trust, and promote collaboration.

The specific communication needs of stakeholders are described in this section of the Communications Management Plan, along with a strategy for addressing them throughout the project. The stakeholder communication requirements for the Barangay South Signal Village Web Application project would likely include the following:

1. **Project Updates** - Stakeholders should be provided with regular updates by the team to inform them of the project's progress, milestones, and any changes or issues encountered.
2. **Communication Channels** - Creating efficient communication channels, such as email, meetings, and collaboration tools, to ensure that information flows smoothly between the project team and stakeholders.
3. **Clarity of Information** - All project-related information should be delivered clearly and straightforwardly, eliminating technical jargon, and ensuring stakeholders easily comprehend the material.
4. **Stakeholder Involvement** - Engaging stakeholders in discussions, requesting their participation, and considering their views and recommendations throughout the project.
5. **Timeliness** - It is essential to keep stakeholders informed as soon as possible, especially regarding significant decision-making, risks, or changes in project plans.
6. **Transparency** – Transparent and open communication helps stakeholders create trust and credibility by providing information about the project's progress and the goals, objectives, and outcomes.
7. **Confidentiality** -Any sensitive or private information should be shared only with the appropriate parties and managed securely to maintain confidentiality.
8. **Conflict Resolution** - Creating methods to handle and facilitate disagreements or conflicts among parties.

# Roles

1. **Project Manager**

The Project Manager is responsible for managing the project's scope and ensuring that it remains within the defined boundaries. This includes identifying and managing any changes to the scope, communicating scope changes to the team and stakeholders, and ensuring that the project's deliverables align with the scope. The Project Manager is also responsible for ensuring that the project is completed on time and meets the specified quality standards.

1. **Product Owner**

The Product Owner is responsible for defining and prioritizing the project requirements and ensuring that the final product meets the needs of the stakeholders. They work closely with the Project Manager and Scrum Team to ensure that the project deliverables align with the scope.

1. **Scrum Master**

The Scrum Master is responsible for facilitating the agile development process and ensuring that the team is following the Scrum framework. They work closely with the Project Manager and Product Owner to ensure that the project is progressing according to the defined scope. The Scrum Master is also responsible for identifying and managing any scope-related risks or issues.

1. **Scrum Team**

The Scrum Team is responsible for developing the project deliverables and working together with the rest of the team to ensure the success of the project. This includes understanding and adhering to the project's scope, identifying any scope-related risks or issues, and communicating these to the Project Manager and Scrum Master.

1. **Documentation Manager**

The Documentation Manager is responsible for managing the project documentation and ensuring that it is complete and accurate. They work closely with the Project Manager and team to ensure that all project documentation aligns with the scope.

1. **Stakeholders**

Stakeholders are responsible for providing input on the project's scope, including requirements and expectations. They are also responsible for accepting the project deliverables as defined by the project's scope. It is important for the Project Manager to communicate regularly with stakeholders to ensure that the project remains aligned with their needs and expectations.

1. **Class Adviser**

The Class Adviser is responsible for providing guidance and support to the Project Manager and team. They should ensure that the project aligns with any relevant academic requirements and provide advice on best practices for managing project scope.

1. **Project Adviser**

The Project Adviser is responsible for providing guidance and support to the Project Manager and team. They should ensure that the project aligns with the overall goals and objectives of the organization and provide advice on best practices for managing project scope.

# Project Team Directory

The following table presents contact information for all persons identified in this communications management plan. The email addresses and phone numbers in this table will be used to communicate with these people.

|  |  |  |
| --- | --- | --- |
| **Role** | **Name** | **Email** |
| **Project Manager** | Mikedale Dellera | [mbdellera@student.apc.edu.ph](mailto:mbdellera@student.apc.edu.ph) |
| **Product Owner** | Wilkins Caducio | [wvcaducio@student.apc.edu.ph](mailto:wvcaducio@student.apc.edu.ph) |
| **Scrum Master** | Jakerson Bermudo | [jbbermudo@student.apc.edu.ph](mailto:jbbermudo@student.apc.edu.ph) |
| **Scrum team** | Rark Mowen Alcantara  Carl James Garcia | [rlalcantara@student.apc.edu.ph](mailto:rlalcantara@student.apc.edu.ph)  [cagarcia@student.apc.edu.ph](mailto:cagarcia@student.apc.edu.ph) |
| **Documentation Manager** | Princess Joy Ferrer | [phferrer@student.apc.edu.ph](mailto:phferrer@student.apc.edu.ph) |
| **Stakeholder** | Hon. Michelle Odevilas | - |
| **Class Adviser** | Jose Eugenio Quesada | [jlquesada@apc.edu.ph](mailto:jlquesada@apc.edu.ph) |
| **Project Adviser** | Alvin Limpin | [alvinl@apc.edu.ph](mailto:alvinl@apc.edu.ph) |

# Communication Methods and Technologies (Carl)

The Barangay South Signal Village Web App project requires a thorough understanding of the various communication methods and technologies that will be used to effectively communicate with all stakeholders. It is crucial to consider the capabilities and limitations of each communication method and technology to ensure timely and efficient information dissemination. This includes selecting appropriate methods for delivering project updates, progress reports, risks, issues, and other relevant information to stakeholders.

Additionally, it is important to consider the cost, feasibility, security, and privacy concerns associated with different communication technologies. By carefully selecting the most appropriate communication methods and technologies, the project team can ensure that all stakeholders are kept informed, and the project's communication objectives are met.

When determining the best communication methods and technologies for the Barangay South Signal Village Web App project, the following factors should be considered:

1. **Size and Complexity of the Project:** For large and complex projects, web portals and project management software may be the most suitable option as they allow for the centralization of information and easy access for all stakeholders.
2. **Location of Stakeholders:** For stakeholders located in different geographical areas, real-time communication methods such as video conferencing and telephone calls may be the best option to facilitate effective communication.
3. **Technical Expertise of Stakeholders:** Consider the level of technical proficiency among stakeholders. For stakeholders who are not technically proficient, simple communication methods such as email and telephone calls may be the most effective.
4. **Type of Information:** For sensitive or confidential information, secure methods such as encryption and password-protected portals should be employed to ensure the privacy and security of the information being communicated.
5. **Budget and Resources:** The chosen communication methods and technologies should align with the project's budget and available resources.

Based on these factors, it is recommended that the Barangay South Signal Village Web App project utilizes a combination of communication methods and technologies, including:

* **Project Management Software:** Utilize project management software to centralize information, collaborate with stakeholders, track progress, and share updates and documents.
* **Email:** Use email for regular communication, sharing important announcements, and exchanging non-urgent information.
* **Telephone:** Employ telephone calls for direct and immediate communication, particularly for stakeholders located within the same geographical area.
* **Video Conferencing:** Conduct video conferences to facilitate real-time discussions, remote meetings, and presentations with stakeholders located in different geographical areas.

By leveraging these communication methods and technologies, the project team can ensure effective and efficient communication with all stakeholders, promoting transparency, collaboration, and timely information exchange throughout the Barangay South Signal Village Web App project.

# Communications Matrix (Carl)

The following table identifies the communications requirements for this project.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Channel** | **From** | **To** | **Type** | **Frequency** | **Format Used** | **Delivery media** |
| Project Planning | Project Manager | Stakeholders | Meeting | Once Before the start of the project | Formal | Email, Google Spaces/Google Meet |
| Release Planning | Project manager, Project team | Stakeholders | Meeting | Once before start of the project Updated when  necessary | Formal | Email, Google Spaces/Google Meet |
| Sprint Planning | Project manager | Project team | Meeting | Once every week | Informal | Google Spaces/Google Meet |
| Management processes | Project manager, project team | Stakeholders | Artifact | Once Before start of the project Updated when  necessary | Written Document | Email, Google Spaces, Google Docs |
| Product Backlog | Project manager | Project team | Artifact | Once every week | Written Document | Google Docs, Google Spaces |
| Project Update | Project Manager | Project team | Meeting | Once every week | Informal | Google Spaces/Google Meet |

# Communication Flowchart (Kins)

Flowcharts provide a visual representation of a process or processes which often allow a better understanding of how the process is intended to work. Project communications may be extremely complex depending on the size and scope of the project and the number of stakeholders. A flowchart provides all stakeholders with a better understanding of the steps involved with the distribution of all project communications.

# Guidelines for Meetings (Kins)

**Meeting Agenda** dictates the things to be discussed and issues that need to be resolved such as changes within the project and risk mitigation procedures that need the approval of the project sponsor.

**Minutes of the Meeting** serve as the written record of everything that was discussed during the meeting session with both the team and the project sponsor.

**Meeting Chairperson** is responsible for mediating the meeting session. The chairperson starts the meeting by identifying the meeting agendas as well as distributing the minutes of the meeting. The designated chairperson must be familiar with all project details and motivated or interested in the initiative.

# Communication Standards (Rark)

Standardization is a proven way to simplify the complexities of project management communications. Many organizations develop and use standard templates or formats for the various communication tools used throughout projects. Standard templates and formats may be applied to certain types of project meetings or specific types of communication (i.e. emails, status reports, etc.). By using standardization, organizations can help ensure that its project teams and stakeholders have a thorough understanding of what is expected and achieve consistent and effective communications.

In addition to standard templates and/or formats, organizations may standardize file naming or sharing conventions. An organization may use SharePoint or some other type of Web Portal/Network tool (blogs, message boards, etc.) as a standard platform from which to share information and communicate. Additionally, an organization may have standard file naming conventions for their stored data on their internal share drives. Many of these tools and new technologies are used in today’s projects with team members and stakeholders often spread over wide geographic areas. Standardization provides a level of simplicity to an organization’s communication platforms and improves effectiveness and efficiency.

# Communication Escalation Process (Rark)

As issues or complications arise with regards to project communications it may become necessary to escalate the issue if a resolution cannot be achieved within the project team. Project stakeholders may have many different conflicting interests in a given project. While escalations are a normal part of project management, there must be a documented process that defines how those escalations will take place.

# Glossary of Communication Terminology (All)

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Sponsor Acceptance

Approved by the Project Sponsor:

Date:

<Project Sponsor>

<Project Sponsor Title>

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