**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

The goal of this Communications Management Plan is to provide the communication requirements for the "South Signal Village Barangay Web App" and detail how the information will be distributed among the team.

1. There will be communication regarding the status of the project, updates, issues, decisions, and adjustments. Reports will include phases of detail suitable for the audience, such as high-level stakeholder overviews and project team reports.
2. Different techniques will be used to guarantee adequate communication. In-person and online meetings, emails, phone discussions, and the usage of a project management web site for tracking progress are all included in this.
3. Every stakeholder will get weekly project status updates. However, as soon as a major issue or change arises, it will be notified.
4. The Project communications department is mostly responsible for the project manager, with team members providing updates on their individual tasks. The project manager will handle stakeholder communication, with aid from the team leads as needed.
5. Stakeholders will be notified frequently of the progress and outcomes of the project. To meet each of the stakeholders' particular informational needs, personalized communication will be used.
6. Resources for software, communication tools, and possible travel for in-person meetings are all covered by the project budget.
7. Confidential information will be shared on a need-to-know basis.
8. The project manager will examine and approve any changes to the communication process to make sure they are in line with the goals of the project and the requirements of the stakeholders.
9. The person in charge of the project will be the primary link for communication to guarantee consistency and accuracy of data.
10. Different time zones, stakeholder accessibility, language barriers, and access to technology are some potential limitations.
11. To guarantee consistency, progress reports, meeting agendas, meeting minutes, and other project documents will all be written using standardized templates.
12. Conflicts or problems concerning communication should be brought to the project manager's attention for solution.

This Communications Management Plan serves as a guide to ensure clear, consistent, and effective communication throughout the project lifecycle.

# Communications Management Approach

Our Project Management Approach for the "South Signal Village Barangay Web App" project focuses on effective communication. Here is a more comprehensive breakdown of our strategy:

1. **Good Communication:** The team will actively provide periodic updates on the status, challenges, and revisions of the project to prevent delays and misunderstandings. All team members are encouraged to voice any potential problems or worries as soon as they do so.
2. **Message is Clear and Consistent:** Communication that is effective must be accurate and consistent. For all project communications, we are going to adhere to established methods and formats to ensure that all stakeholders have the same understanding. This will decrease misunderstandings and confusion.
3. **Multiple Channels of Communication:** We shall use a wide range of channels in consideration of the varied communication requirements and preferences of our stakeholders. These include in-person and online meetings. The type and urgency of the message will influence the form of communication that is selected.
4. **Open Feedback:** Collaboration and continuous enhancement thrive through an open feedback culture. We will encourage feedback from all stakeholders at frequent meetings where we will discuss the status of the project. We may adjust and improve our project management and communication procedures because of this.
5. **Change of Management:** The team acknowledge that changes to communication procedures are necessary. All suggested changes will be thoroughly reviewed and require the project manager's approval to ensure smooth transitions and minimal disruption.

# 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 Project Sponsor. 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 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. **Project Sponsor**

The Project Sponsor is responsible for providing input on the project's scope, including requirements and expectations. Also, responsible for accepting the project deliverables defined by the project's scope. It is important for the Project Manager to communicate regularly with Project Sponsor to ensure that the project remains aligned with their needs and expectations.

# 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) |
| **Project Sponsor** | Hon. Michelle Odevilas | - |

# Communication Methods and Technologies

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.

1. **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.

1. **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.

1. **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.

1. **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:

1. **Project Management Software:** Utilize project management software to centralize information, collaborate with stakeholders, track progress, and share updates and documents.
2. **Email:** Use email for regular communication, sharing important announcements, and exchanging non-urgent information.
3. **Telephone:** Employ telephone calls for direct and immediate communication, particularly for stakeholders located within the same geographical area.
4. **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

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

A diagram of a project

Description automatically generated with medium confidence

# Guidelines for Meetings

Listed below are the meeting guidelines for Barangay South Signal Village Web App:

1. **Agenda:** The meeting agenda should be discussed in advance, it should include the purpose of the meeting, the topics to be discussed, and what the team should resolve after the meeting is done. This will help the team members to prepare thoroughly for the session.
2. **Minutes:** The minutes should include all of what has taken place during the session. It should document all topics discussed, changes made, resolved resolutions, and decisions made by the team.
3. **Attendance:** attendance dictates that all team members must be present at the time of the meeting. If a member is unable to attend, they should inform the project manager in advance as well as provide a valid excuse for the absence.
4. **Schedule:** The schedule of the meeting should be scheduled in advance. The time should be agreed upon by all the team members to ensure that everyone will be able to attend.
5. **Communication:** All team members are required to voice their opinions and ideas which they think will contribute to the project. Having a smooth flow of communication will guarantee that there are no misunderstandings between the team members and that everyone has understood what has taken place in the meeting.

Having a set of well-defined guidelines will be beneficial for the team as it will help the team prepare for the meetings thoroughly. The guidelines will help each session of the team to be more organized and consistent, which will create a more collaborative environment for the team. Meetings will be more effective, efficient and productive by indicating the roles of each team member in the session and the agenda of the meeting that was established with the help of the meeting guidelines.

# Communication Standards

It is important to establish clear guidelines and protocols to ensure effective and efficient communication among team members and stakeholders. Encourage open communication channels, provide opportunities for team members to provide input, and ensure that the established communication standards are consistently followed throughout the web application development process.

1. **Active Listening:** The development team needs to encourage every team member to pay attention, seek clarification if needed, and demonstrate understanding by summarizing what others have communicated or talked about. When the team is actively listening, they will have a better understanding and it will reduce the chances of miscommunication.
2. **Clarity and Conciseness:** Team needs to emphasize the importance of clear and concise communication. Everyone in the team must express their thoughts and ideas in a straightforward manner, not just the team manager or team leader in the team. Also, avoid unnecessary jargon and technical terms that may hinder or cause comprehension.
3. **Timeliness:** Team needs to establish a standard for timely communication. Team members need to encourage everyone to respond or give feedback to messages, emails, and requests within a reasonable time limit. Set a deadline for how urgent the matters should be done or addressed. Having timely communication in the team helps maintain the project momentum that can prevent delays on the project.
4. **Professionalism and Respect:** In every communication exchange, the team should emphasize the importance of professionalism and respect to each other. Team members should be or must be respectful and courteous in every discussion, even when disagreements arise.
5. **Documentation:** Having clear documentation in the team helps maintain a record of essential information and serves as a point of reference for future use. The development team must encourage every team member to document decisions, discussions, email exchanges, agreements, and action items from meetings.
6. **Collaboration Tools:** The team should establish this in the first place where they would communicate and collaborate on their project. They need to determine the preferred collaboration tools and platforms for their communication. Standardize the use of these tools to facilitate efficient communication and ensure that all team members are familiar with their functionalities.
7. **Meeting Guidelines:** Provide guidelines for conducting effective meetings. This includes the setting of agendas, defining clear objectives for each meeting, and ensuring that the stakeholders are invited or involved when necessary. Team members must have active participation, time management, and efficient decision-making during team meetings. Always record or share meeting minutes or summaries afterward to ensure that information is accurately captured and shared.
8. **Regular Project Updates:** Team needs to have a standard for regular project updates and progress reporting. Ensure consistent and timely communication with the stakeholders. Having a regular update on the project keeps all parties informed of its progress.
9. **Feedback and Constructive Criticism:** Every team member must have an open mind and encourage a culture of feedback and constructive criticism within the team. Every team member must feel comfortable providing feedback and suggestions for improvement of the project. Emphasize the importance of delivering feedback respectfully and focusing on actionable suggestions rather than personal attacks.

# Communication Escalation Process

The communication escalation process for a web application development project outlines the steps to be taken when communication issues or conflicts arise and need to be escalated for resolution. Establishing a clear communication escalation process, you can address and resolve communication issues promptly, minimizing their impact on the web application development project.

1. **Define Communication Channels:** The development team needs to identify and establish the primary communication channels to be used for their project, like email, project management software, or designated communication tools. Every team member must be aware of and have access to these communication channels.

1. **Establish Communication Hierarchy:** The development team should define the communication hierarchy within the project team. They should identify the key project stakeholders, responsibilities, roles, this includes the project managers, project leader, and clients. The team must clearly communicate the chain of command and reporting structure to all team members.

1. **Escalation Points:** Escalating the issue to the higher-level team members or project managers who can help facilitate resolution. This is essential to address communication issues that cannot be resolved.

1. **Initial Resolution Attempts:** Whenever there is an issue in the team, team members should resolve communication issues informally and at the lowest level possible. When there are conflicts or misunderstandings, members should first attempt to address the issue directly with the involved parties through open and respectful communication.

1. **Escalation Process:** First the team needs to Identify the issue then notify immediately the supervisor or project manager. After that, Document and track the issue and facilitate a resolution. Communicate the resolution to the team for them to be aware of the resolution and move forward with a clear understanding of the resolution’s impact.

1. **Continuous Improvement:** Encourage Feedback and review the effectiveness of the communication escalation process periodically. Make necessary adjustments if needed to the process based on lessons learned.

# Glossary of Communication Terminology

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Sponsor Acceptance

Approved by the Project Sponsor:

Date:

<Project Sponsor>

<Project Sponsor Title>

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