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**Communications Management Plan Template**

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**Communication Management Plan**

**RAMs Corner: Ticketing Service System**

**Nacor Industries**

**Humabon Place, Magallanes,**

**Makati City 1232**

**Date**

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# Introduction

The Communication Management Plan (CMP) is an essential tool for ensuring that the Rams Corner Ticketing Service System project is successful. It provides a framework for effective communication between the project team and stakeholders, which is essential for ensuring that the project stays on track and meets its objectives.

Here are some additional details about the CMP:

1. The type of information that will be communicated, such as project updates, progress reports, risks, and issues.
2. The plan outlines the ways we will communicate, such as meetings, emails, phone calls, and web portals, so that everyone stays informed on time.
3. The plan establishes a schedule for project communications, encompassing both formal and informal methods, to regularly update stakeholders and keep them well-informed.
4. The communication management plan designates the project communication responsibility to the person or team assigned as the project's official spokesperson, ensuring they are accountable for conveying project information effectively.
5. The plan delineates the distinct communication requirements of each stakeholder and describes how those needs will be addressed, including considerations for language preferences and accessibility accommodations.
6. The plan specifies the allotted resources, including budget and personnel, to ensure effective and efficient communication.
7. The strategy outlines the procedures for sharing private or important information, including those in charge of permitting the release of the information.
8. The strategy lays forth a framework for managing changes to communication or the communication process, including the procedures for proposing, evaluating, and approving changes. This ensures that all parties are updated on any changes and keeps the communication channel open throughout the project.
9. The project's communication mechanics are depicted in the plan, along with the channels by which team members, stakeholders, and other project participants can exchange information. This helps to ensure that information is shared quickly and effectively and that all stakeholders are kept informed.
10. The strategy identifies any internal or external constraints, such as legal or regulatory requirements, that could affect project communications and provides an approach to deal with them.
11. The project plan specifies the use of standardized templates, forms, or papers to convey project information, such as minutes of the meeting or progress reports. This guarantees that all interested parties receive reliable information.
12. The strategy includes a process for escalating conflicts or communication problems that can come up throughout the project. By doing this, it is ensured that any communication-related problems are quickly addressed and fixed.

In conclusion, the Communications Management Plan is an essential tool for ensuring that the Rams Corner Ticketing Service System project's stakeholders are fully informed, and that communication is effective and efficient.

# Communications Management Approach

As a Project Manager, it is crucial to have an effective communications management approach to ensure smooth project execution and minimize potential problems. Here is an overview of a comprehensive communications management approach:

* Clear Project Objectives:
  + Make sure that all stakeholders are informed of the project's goals and expectations. In addition to facilitating efficient communication throughout the project lifetime, this clarity helps bring everyone's understanding of the project goals into alignment.
* Two-way Communication:
  + By cultivating a culture where team members feel comfortable sharing their thoughts, worries, and updates on progress, you can promote open and honest communication. Give stakeholders a chance to voice their opinions and offer forums for discussion.
* Regular Reporting:
  + Implement a reporting structure that gives all stakeholders regular information on the status, milestones, and hazards of the project. Based on the requirements and preferences of the stakeholders, decide on the reporting schedule and format.

Project managers may encourage effective cooperation, reduce risks, deal with problems quickly, and make sure that project stakeholders are informed and involved throughout the project lifecycle by putting this communications management method into practice.

# Communications Management Constraints

The Rams Corner Ticketing Service System's communications management constraints play a critical role in the detailed project management plan. The limitations and boundaries that may impact the project's communication processes and tactics are established with the help of these constraints. The project team can take proactive steps to address potential difficulties by being aware of and addressing these limits, enabling a smooth flow of information throughout the project.

When implementing The Rams Corner Ticketing Service System, it's important to consider the communications management constraints mentioned.

* **Time Constraints:**

Time-sensitive deliverables and deadlines are a common feature of projects, which can make communication difficult. The whole flow of communication may be impacted by the limited time available for meetings, decision-making, and delivering feedback.

* **Language barriers:**
  + If team members or stakeholders communicate in different languages, there might arise a necessity for translation services or supplementary resources to enable effective communication.
* **Technology limitations:** 
  + The sorts of communication that can be employed and the population that can be reached may be constrained by the accessibility and capabilities of communication technology. It could be challenging to organize live videoconferences, for instance, if a project team is dispersed across several time zones.
* **Technical difficulties:** 
  + Problems with network connections, power interruptions, hardware failures can disrupt communication channels, leading to delays or interruptions in transmitting information. This can hinder real-time communication and affect the overall efficiency of communication management.

# Stakeholder Communication Requirements

The Stakeholder Communication Requirements play a vital role in the Rams Corner Ticketing Service System by defining the unique communication needs of stakeholders and the project team. By understanding and addressing the communication requirements of various stakeholders, project teams can ensure that project information is disseminated efficiently, and that stakeholder interests and expectations are properly managed.

Here are some steps to develop a stakeholder communication management plan:

* Communication Channels:
* Transparency:
* Document and archive:

# Roles

1. **Class Adviser**

The class adviser serves as a mentor and guide for students, providing advice, encouragement, and support. They may offer guidance on personal and career development, help students navigate challenges, and provide a safe space for students to discuss their concerns.

1. **Project Adviser**

The project adviser assists in the planning phase by providing expertise and advice on project scope, objectives, timelines, and resource allocation. They help the project team identify potential risks and develop strategies to mitigate them.

1. **Stakeholders**

Stakeholders have the responsibility to contribute their input regarding the project's scope, including requirements and expectations. Additionally, they are accountable for accepting the project deliverables as outlined within the project's scope. Maintaining regular communication between the Project Manager and stakeholders is crucial to ensure ongoing alignment of the project with their needs and expectations.

1. **Project Manager**

The role of a project manager is essential in effectively planning, executing, and delivering projects. Project managers are responsible for overseeing the entire project lifecycle and coordinating various aspects to achieve project objectives.

1. **Scrum Master**

The Scrum Master facilitates the Scrum process by organizing and leading various Scrum events, such as daily stand-up meetings, sprint planning sessions, sprint reviews, and sprint retrospectives. They ensure that these events are conducted efficiently and that all team members actively participate.

1. **Scrum Members**

The Scrum Team is responsible for delivering value incrementally and iteratively, working in short timeframes called sprints. The team collectively decides how to accomplish the work, collaborates closely, and shares accountability for the success of the project. The roles within the Scrum Team are complementary, with each role bringing its unique focus and expertise to achieve the project's goals and deliver a high-quality product.

1. **Documentation Manager**

The Documentation Manager has the crucial task of supervising the project documentation to ensure its thoroughness and accuracy. They work closely with the Project Manager and the team to ensure that all project documentation aligns smoothly with the project's 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** |
| **Class Adviser** | Jose Eugenio Quesada | [a.white@abc.com](mailto:a.white@abc.com) |
| **Project Adviser** | Alvin Limpin | [b.brown@abc.com](mailto:b.brown@abc.com) |
| **Stakeholder** | Jojo Castillo | [c.black@abc.com](mailto:c.black@abc.com) |
| **Project Manager** | Allan Vincent Nefalar | aonefalar2@student.apc.edu.ph |
| **Scrum Master** | Ruth Morallos |  |
| **Scrum Members** | Patrick Cortez  Vincent Nacor  Bryan Geneta |  |
| **Documentation Manager** | Kieyl Ponce |  |

# Communication Methods and Technologies

A comprehensive grasp of diverse communication methods and technologies is essential for the successful implementation of the Rams Corner Ticketing Service System, enabling effective communication with all stakeholders. It is crucial to consider the capabilities and limitations of each communication method and technology to ensure the timely and efficient dissemination of information. This involves selecting suitable methods for delivering project updates, progress reports, risks, issues, and other pertinent information to stakeholders.

When evaluating the most suitable communication methods and technologies for the Rams Corner Ticketing Service System, the following factors should be taken into consideration:

1. **Cost and Resources**

Assess the cost implications and resource requirements associated with the chosen communication methods and technologies. Consider factors such as equipment, software licenses, maintenance, and training needed for effective implementation.

1. **Time Sensitivity:**

Consider the urgency and time sensitivity of the information being shared. If real-time communication is crucial, options like instant messaging, video conferencing, or collaborative platforms may be more suitable. For less time-sensitive communication, email or project documentation systems may suffice.

1. **Accessibility and Availability:**

Consider the accessibility and availability of the chosen communication methods and technologies for all stakeholders. Ensure that everyone has the necessary tools and resources to participate in the communication process effectively.

1. **Complexity of Information:**

Evaluate the complexity of the information that needs to be communicated. Some concepts may require visual aids, diagrams, or presentations to ensure clarity and understanding. Assess whether the chosen communication methods and technologies can support such visual elements.

Based on these considerations, it is advisable for the Rams Corner Ticketing Service System to employ a blend of communication methods and technologies, which may include:

1. **Meetings:**

Face-to-face meetings, either in person or through video conferencing, are an effective way to facilitate communication among project team members. Meetings can be used for project kick-offs, progress updates, issue resolution, and decision-making.

1. **Video Conferencing:**

Video conferencing tools like Zoom, WebEx, or Microsoft Teams enable remote team members to have virtual face-to-face meetings, discussions, and presentations. Video conferencing helps maintain a personal connection and can be particularly useful for distributed or global teams.

1. **Email:**

Email is accessible to most stakeholders, as it is a common method of communication in professional settings. It can be accessed from various devices, including computers, smartphones, and tablets.

1. **Telephone:**

Utilize telephone calls for direct and prompt communication, especially when engaging with stakeholders in proximity or within the same geographical area.

Effective communication with all stakeholders is vital for the successful implementation of the Rams Corner Ticketing Service System. By considering factors such as cost, time sensitivity, accessibility, and complexity of information, a combination of communication methods and technologies can be utilized, including meetings, video conferencing, email, and telephone calls. This ensures efficient and seamless communication, fostering collaboration and project success.

# Communications Matrix

The following table identifies the communications requirements for this project.

# Communication Flowchart

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

# Communication Standards

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

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

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Sponsor Acceptance

Approved by the Project Sponsor:

Date:

<Project Sponsor>

<Project Sponsor Title>

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