COMMUNICATION MANAGEMENT PLAN
RAMKOLEK: DOCUMENT MANAGEMENT SYSTEM FOR PROJECT DOCUMENTATION PAPERS SUBMISSION

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INTRODUCTION

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

For the project, Ramkolek, the group will utilize a digital communication-based approach, leveraging MS Teams and Outlook as the primary platforms for communicating between members and the stakeholders. MS Teams and Outlook are easily available to Asia Pacific College students and faculty as the school provides Microsoft 365 subscriptions while they are affiliated to the school. This approach embraces the flexible and accessible nature of online communication channels, particularly emails, messaging, and online meetings.

COMMUNICATIONS MANAGEMENT CONSTRAINTS

All projects are subject to limitations and constraints as they must be within scope and adhere to budget, scheduling, and resource requirements. Project planning and documentation are no exception to this rule. There may also be legislative, regulatory, technology, or organizational policy requirements which must be followed as part of communications management. These constraints must be clearly understood and communicated to all stakeholders. While communications management is arguably one of the most important aspects of project management, it must be done in an effective manner and within the constraints of the allocated budget, time, and resources.

As with any project, communication is the key to success. However, like all parts of project management, communication also faces limitations, which is why it is important to plan for such cases. Before planning for contingency can occur, identification of constraints must first be done. For Ramkolek, these are the identified communication management constraints found:

1. **Connectivity Issues –** The first and most glaring constraint for a digital communication-based approach is going to be internet problems. While communication through the internet can be revolutionary in connecting people from great distances it also has its weaknesses. If an individual loses internet connection, they are essentially cut of from the rest of the team. Losing connection during an online meeting can also be disruptive for the rest of the attendees.
2. **Privacy Issues –** If a person's account is taken over, the perpetrator would have access to all their data and the communication they had with other individuals. This is a serious security concern and must be taken in mind when using digital-based communication.
3. **Information Overload and Distractibility –** The last identified constraint relies more on the fact that digital communication uses digital devices, which can cause distractions for the individual. While it is useful and convenient to have the world on the palm of your hand, you'd also have a global amount of possible topics and activities to distract you from your tasks, like replying to emails or messages.

STAKEHOLDER COMMUNICATION REQUIREMENTS

Most projects consist of a broad range of stakeholders all of whom may have differing interests and influence on the project. As such, it is important for project teams to determine the communication requirements of these stakeholders in order to more effectively communicate project information. There are a number of methods for determining stakeholder communication requirements; however, it is imperative that they are completely understood in order to effectively manage their interest, expectations, and influence and ensure a successful project.

Stakeholders hold weight in the project's direction, which is the reason why effective communication must be observed with the stakeholder group. To achieve this, the requirements of each stakeholder must be considered. For Ramkolek, these are the stakeholder communication requirements identified:

1. **Regular Updates –** Stakeholders and project sponsor require regular updates on the progress of the project. It can be delivered through emails summarizing progress or a consultation through an online video call.
2. **Transparency –** Clear and honest information regarding the system avoids misinformation and maintains integrity within the project.
3. **Active Involvement in Major Decisions –** As stakeholders, these individuals have the power to guide the project in certain directions. For major decisions regarding the

project, stakeholders must first be informed and confirmation from them must be acquired before making final changes to the project.

ROLES

Project Sponsor

The project sponsor is the champion of the project and has authorized the project by signing the project charter. This person is responsible for the funding of the project and is ultimately responsible for its success. Since the Project Sponsor is at the executive level communications should be presented in summary format unless the Project Sponsor requests more detailed communications.

Key Stakeholders

Normally Stakeholders includes all individuals and organizations who are impacted by the project. For this project we are defining a subset of the stakeholders as Key Stakeholders. These are the stakeholders with whom we need to communicate with and are not included in the other roles defined in this section. The Key Stakeholders includes executive management with an interest in the project and key users identified for participation in the project.

Project Manager

The Project Manager has overall responsibility for the execution of the project. The Project Manager manages day to day resources, provides project guidance and monitors and reports on the projects metrics as defined in the Project Management Plan. As the person responsible for the execution of the project, the Project Manager is the primary communicator for the project distributing information according to this Communications Management Plan.

Development Team

The Development Team is comprised of all persons who have a role performing work on the project. The Development Team needs to have a clear understanding of the work to be completed and the framework in which the project is to be executed. Since the Development Team is responsible for completing the work for the project they played a key role in creating the Project Plan including defining its schedule and work packages. The Project Team requires a detailed level of communications which is achieved through day to day interactions with the Project Manager and other team members along with weekly team meetings.

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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	Title	Organization / Department	Email
Project Manager	Jeb Cajayon		Dasalgorithm	jgcajayon@student.apc.edu.ph
Development Team	Daniella Soquiat Leila Arcega Raina Terania Lyka Tesorero Jonlord Mirando		Dasalgorithm	dhsoquiat2@student.apc.edu.ph lbarcega@student.apc.edu.ph rterania@student.apc.edu.ph lstesorero@student.apc.edu.ph jamirando@student.apc.edu.ph
Project Sponsor	Manuel Sebastian Sanchez	PBL Coordinator	School of Computing and Information Technology	manuels@apc.edu.ph
Stakeholder	Maylene Mallari	Head Librarian	Library	maylenem@apc.edu.ph
Stakeholder	Rhea-Luz Valbuena	Executive Director	School of Computing and Information Technology	rhear@apc.edu.ph
Stakeholder	Jojo Castillo	Head of ITRO	Information Technology Resource Office	jojoc@apc.edu.ph
Stakeholder	Leonardino Lapira	English Cluster Head	English Cluster	leonardinol@apc.edu.ph

COMMUNICATION METHODS AND TECHNOLOGIES

Many times, the methods and technologies used to communicate are just as important of a consideration as the information being communicated. Imagine a large project with many stakeholders who all have different technological capabilities. Some may have access to a share drive while others do not. Some may have access to video teleconferencing and others only have telephone and email capabilities. In order to be effective, project information must be communicated to everyone involved by some method using available technology. Determining communication methods and what technologies are available should be part of determining stakeholder communication requirements.

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

SPONSOR ACCEPTANCE

Approved by the Project Sponsor:

_____   Date: _____
Manuel Sebastian S. Sanchez
Asia Pacific College – PBL Coordinator