**Communication Management Plan Version 1.0**

**April 11, 2024**

**NutriScope Health Tracker**:

This Communication Management Plan aims to address several communication challenges identified in the NutriScope Health Tracker project. These include the departure of a key HR support member, challenges posed by a dominant user group member, unaddressed issues in weekly status reports, and the need for effective communication and document management strategies.

**Objectives:**

1. Ensure consistent and effective communication across all stakeholders
2. Address the gap left by the HR support member's departure
3. Manage dominant personalities in meetings to ensure balanced input
4. Enhance the quality and relevance of weekly status reports
5. Streamline the communication and storage of project documents and reports
6. **Stakeholder communications requirements:**

Effective communication is critical to the success of the NutriScope Health Tracker project. Different stakeholders have varied information needs and preferences, necessitating a tailored approach to each:

* **Project Steering Committee:** Requires weekly status updates on project progress, risks, and decision needs
* **Project Team:** Needs daily operational communications, weekly comprehensive updates, and immediate alerts on urgent issues
* **HR Department:** Should receive bi-weekly updates on team dynamics and any HR-related needs
* **User Group:** Requires monthly updates and feedback sessions to review application usability and functionality
* **IT Department:** Needs regular updates on system requirements, data security needs, and support issues

1. **Communications summary:**

This summary outlines the communication methods and frequencies designed to meet the needs of each stakeholder group effectively.

* **Weekly Status Reports** (Project Steering Committee): Delivered via email and followed by a brief virtual meeting to discuss contents and actions needed.
* **Daily Operational Briefings** (Project Team): Quick morning briefs for immediate team coordination, delivered via a dedicated Slack channel.
* **HR Updates** (HR Department): Bi-weekly email updates and a monthly meeting to discuss personnel needs and team health.
* **User Feedback Sessions** (User Group): Monthly interactive sessions conducted both online and in person to gather comprehensive user feedback.
* **IT Support Updates** (IT Department): Weekly email updates and as-needed meetings to address technical challenges and requirements.

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| **Stakeholders** | **Communications Name** | **Delivery Method/Format** | **Producer** | **Due/Frequency** |
| Project Steering Committee | Weekly Status Report | Email and short virtual meeting | Jayesh Pamnani | Weekly, Wednesday 10 AM |
| Project Team | Detailed Status Updates | Email, shared document system | All Team Members | Daily 9 AM |
| HR Department | HR Support Updates | Email and occasional face-to-face | HR Liaison | As needed, minimum bi-weekly on Thursday 4PM |
| User Group | User Group Meeting | In-person and virtual meetings | Jayesh Pamnani | Monthly, or as required |
| IT Department | IT Support Updates | Email | Tech Lead | Bi-weekly on Friday 3 PM, or as needed |

1. **Comments/Guidelines:**

This section outlines important comments and guidelines to be followed for effective communication.

* **Respect for Time**: All communications should be concise and respect the stakeholders' time. Preparation and adherence to scheduled times are mandatory.
* **Feedback Encouraged**: All stakeholders are encouraged to provide feedback on communication effectiveness and suggest improvements.
* **Confidentiality**: Handle all sensitive information with the highest confidentiality and share only with relevant stakeholders.

1. **Escalation procedures for resolving issues:**

To ensure timely resolution of issues and maintain project momentum, the following escalation procedures are established:

* **Level 1:** Team members attempt to resolve issues internally. If unresolved within 48 hours, issues should be escalated to the Project Manager
* **Level 2:** The Project Manager reviews and attempts resolution within one week. Unresolved critical issues or those impacting scope or budget are escalated to the Project Steering Committee
* **Level 3:** The Project Steering Committee involves the Project Sponsor for strategic decisions or further escalation to the executive level if necessary.

1. **Revision procedures for this document:**

The dynamic nature of project environments necessitates regular reviews and updates to this communication plan:

* **Initial Review:** Three months after project initiation
* **Regular Updates:** Semi-annually, or as major changes in project scope, team structure, or stakeholder needs occur
* **Ad-hoc Revisions:** Can be initiated by any stakeholder but must be approved by the Project Manager and, if substantial, by the Project Steering Committee

1. **Glossary of common terminology:**

This section provides definitions for common terminology used in the communication management plan.

* **Stakeholder:** Any individual, group, or organization that can affect, be affected by, or perceive itself to be affected by a decision, activity, or outcome of a project
* **Escalation:** The process of involving higher levels of management to resolve issues not resolved at lower levels
* **Feedback Session:** A structured discussion with stakeholders aimed at gathering input on project deliverables, processes, and performance.

This Communication Management Plan is designed to facilitate clear, effective, and efficient communication among all stakeholders involved in the NutriScope Health Tracker project. By adhering to this plan, the project team aims to enhance collaboration, ensure transparency, and drive project success through informed decision-making and stakeholder engagement. Regular reviews and updates to this plan will help maintain its relevance and effectiveness throughout the project lifecycle.