# Communication Management Plan (Cybersecurity Project)

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## Introduction

Project Communication is one of the key parts of Project Management as this is required to exchange project specific information to the stakeholders.

Clear and effective communication is the backbone of project success at Black Sabre Response. We understand the importance of keeping all stakeholders well-informed about every aspect of our projects. By providing timely and accurate information, we ensure that the project is completed on time and within budget. This Communications Plan serves as a blueprint for our communication strategy, guiding how information will be shared, who will receive it, who is responsible for communication, and how stakeholders can provide feedback.

## Purpose

The purpose of this plan is to clearly define the communication requirements for the **MidtownIT** project and how the information will be distributed. The communication plan defines:

The purpose of our Communication Management Plan is to establish a standardized approach to communication throughout the different stages of the project. It outlines the timing, content, and mode of disseminating project information. This plan answers critical questions such as what information will be shared, how it will be shared (e.g., through phone calls, emails, project meetings), who will ensure effective communication, and how sensitive or confidential data will be handled, including the authorization process.

Furthermore, the plan addresses any constraints, internal or external, that may impact project communications. It also identifies standard templates, formats, or documents to be used for communicating project-related information. The Communication Management Plan is a crucial guide that sets communication standards and methods for the entire duration of the MidTown IT + Black Sabre Response project. As the project evolves, the plan will be regularly updated to meet the changing needs of stakeholders. Additionally, it defines the roles and responsibilities of all individuals involved in the project. A project team directory has been included in this plan to provide direct contact information for all stakeholders. The Project Manager holds the primary responsibility for monitoring and managing all communications as part of their project duties.

## Stakeholders

|  |  |
| --- | --- |
| **NAME** | **ROLE** |
| Rightpoint | Company |
| Elan | Project Sponsor |
| Syed | Project Manager |
| Muzammil | Communication Manager |
| Dylan | Red Team Lead |
| Braedyn | Blue Team Lead |

## Communication Management Approach

Project Management Teams spend most of their time on Communication. It covers meetings, reading writing emails, report writing, performance of the project, member meetings and other communication activities related to the project. Therefore, strong Communication Plan and management is very important as it can resolve many upcoming issues and problems thus saving precious time.

At Black Sabre Response, we firmly believe that a solid communication management approach is essential to address potential management problems. Our approach is based on cooperation and open communication, fostering an environment that encourages stakeholders to freely exchange ideas and insights. We recognize the value of infrastructure that facilitates open channels of communication between all project stakeholders, ensuring that information flows seamlessly.

Moreover, we encourage members of Black Sabre Response to share their insights and lessons learned during the project. This transfer of knowledge and experiences is vital for enriching future projects and strengthening collaboration between parties involved. The exchange of information will be facilitated through various means, such as reports, meetings, memos, and face-to-face conversations. It is crucial that any information or knowledge exchange among Black Sabre Response members and project stakeholders is communicated to the project team lead.

To enable efficient, documented, and recorded conversations while optimizing operating expenses, we will leverage a mix of communication channels, including emails, Discord conversations, Discord conferences, phone calls, and text messages. Additionally, in-person meetings will help create collaborative relationships between Black Sabre Response members and project stakeholders. Proactivity is key, and the Project Manager will play a pivotal role in ensuring effective communication throughout the project's duration.

Flexibility is an integral aspect of our communication management approach. As with any project, changes and updates may be necessary due to factors like personnel changes, scope adjustments, budgetary revisions, or evolving circumstances. The project Team lead will be responsible for managing all proposed and approved changes to the communications management plan. Following approval, the plan and supporting documentation will be updated and disseminated to all project members and stakeholders.

## Project Team Directory

The following table represents the **MidtownIT IRTx Exercise Project** Team 1. The email addresses and phone numbers in the table will be used to communicate with these members. In addition to this the same will be available with the CEO(ELAN) and can be uploaded to project website if needed.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **First Name** | **Last Name** | **Position** | **Email** | **Phone Number** |
| Syed | Ahmed | Project Manager | [Syed.ahmed@y7mail.com](mailto:Syed.ahmed@y7mail.com) | 0412660501 |
| Muzammil | Bashir | Communication Manager | [muzammilbashir@hotmail.com](mailto:muzammilbashir@hotmail.com) | 0452061519 |
| Dylan | Wondal | Red Team Lead | djsimpson22@outlook.com.au | 0401394631 |
| Braedyn | Murtagh | Blue Team Lead | bdhmurtagh@gmail.com | 0468339064 |

## Communication Methods and Technologies

Project team will use variety of communication methods to deliver the project information and progression. This may include, meetings, telephone calls, zoom meetings, emails, voicemail, chat groups etc.

To facilitate effective communication and resource sharing, the Black Sabre Response team will utilize a range of communication methods and technologies throughout the project. The following table outlines these methods, their purposes, responsible parties, frequencies, and target audiences:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Method** | **Purpose** | **Responsibility** | **Frequency** | **Audience** |
| Project Board Meetings | Establish and verify project scope, goals, milestones, and financing | Project Manager | Start and End of project | All project partners |
| Project Executive Meetings | Ensure and report project milestones and schedule compliance | Project Manager | Monthly | Project sponsor, Project manager, Project team leaders |
| General Meetings | Ensure project progress according to timeline and resource allocation | Project Manager | Weekly | Project Manager, Project Blue Team, Project Red Team, Project Purple Team |
| Project Document Cloud Storage | Allow ease of backup for essential project resources, transparency of project state | Project Manager, Team Leaders | As Needed | All project partners and members |
| General Correspondence | Emails, SMS, and other communication for general project matters | All project members and partners | As Needed | All project partners and members |

## Conflict Resolution

Conflicts can arise at any workplace and should be dealt with effectively to keep the overall process sailing smoothly, teams happy and motivated. It is always good to have a good conflict resolution plan or strategy defined before the start of the Project. With the help of this standard format the team will be able to resolve issues easily and effectively.

Conflict resolution in project management is a crucial skill for project managers to possess. Projects often involve diverse stakeholders, varying priorities, limited resources, and tight schedules, which can lead to conflicts. Effectively managing conflicts can help maintain a positive team dynamic, foster collaboration, and ensure the project's success. Here are some steps to resolve conflicts in project management:

1. Identify the Conflict: The first step is to recognize that a conflict exists. Pay attention to signs of tension, disagreement, or negative emotions among team members. Talk to the individuals involved and gather information to understand the nature and root cause of the conflict.
2. Address the Conflict Early: It's essential to address conflicts as soon as they arise to prevent them from escalating and causing further disruptions to the project.
3. Foster Open Communication: Encourage open and honest communication among team members. Create a safe space where individuals can express their concerns and opinions without fear of judgment or retribution.
4. Actively Listen: Listen actively to the perspectives of all parties involved. Understanding each person's point of view is critical to finding a resolution that satisfies everyone's needs.
5. Stay Neutral and Objective: As a project manager, remain neutral and objective when dealing with conflicts. Avoid taking sides, and focus on finding a solution that benefits the project and all stakeholders.
6. Collaborative Problem-Solving: Involve the conflicting parties in finding a resolution. Facilitate collaborative problem-solving sessions where team members can work together to identify potential solutions and reach a consensus.
7. Identify Common Goals: Remind the conflicting parties of the common project goals and the importance of working together to achieve them. Aligning on shared objectives can help build a sense of unity and cooperation.
8. Explore Win-Win Solutions: Look for solutions that benefit all parties involved. Avoid "win-lose" scenarios where one side wins at the expense of the other. A win-win solution ensures that both parties' interests are considered and accommodated.
9. Escalate if Necessary: If the conflict is complex or involves higher-level decisions, escalate the issue to higher management or the project sponsor. Involving higher authorities can provide additional perspectives and resources to resolve the conflict.
10. Document the Resolution: Once a resolution is reached, document the agreed-upon solution and any changes in the project plan. Ensure that all team members are aware of the resolution to avoid future misunderstandings.
11. Learn from the Conflict: Use the conflict resolution process as a learning opportunity. Assess what led to the conflict and identify ways to prevent similar issues in the future. Implement any necessary changes to improve project communication and collaboration.

## Communication Standards

Standardization is a proven way to simplify the complexities of project management communications. At MidTown IT + Black Sabre Response, we use various communication tools and templates to achieve consistency and efficiency. The project partners will utilize standard formats and templates for all formal project communications, ensuring a uniform and professional approach.

These standardized templates will be available for download on the official project website, accessible to all project partners. Additionally, all project partners are required to include the MidTown IT logo on any official project document, fostering a unified brand identity.

While informal project communications should also be professional and effective, there are no mandated standard templates or formats for such communications.

The meetings will be lead by the Communication manager (Muzammil) and Braedyn or Dylan will be the note taker using the meeting minutes template.

The following template is to be used for meeting minutes:

---

type: 'meeting'

index: CHANGEME

date: 'CHANGEME'

start\_time: 'CHANGEME'

end\_time: 'CHANGEME'

---

# Meeting Notes - [NUMBER]: [DATE]

Starting Time: [STARTING\_TIME]

## Attendance

- ...

## Core Ideas

- ...

## Summary

- ...

Closing Time: [CLOSING\_TIME]

## Conclusion

The Communication Management Plan presented here serves as a comprehensive guide to ensure that all stakeholders are well-informed and actively engaged throughout the MidTown IT + Black Sabre Response project. By adhering to this plan and maintaining effective communication channels, we will achieve successful project outcomes and foster a collaborative and open environment for future projects. Regular updates and adjustments to the plan will ensure its relevance and efficiency throughout the project's lifecycle. At Black Sabre Response, we prioritize communication as a critical aspect of project success and are committed to upholding these standards throughout the project journey.

## Appendix

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| --- | --- |
| **Section** | **Author** |
| **Introduction** | Syed |
| **Purpose/Stakeholders** | Syed |
| **Communication Management Approach** | Syed |
| **Team Directory** | All |
| **Communication Methods and Technologies** | Syed |
| **Conflict Resolution** | Dylan |
| **Communication standards** | Braedyn |
| **Conclusion** | Dylan |