**Communication Management Plan**

**<ReqM Tool>**

**NTT Data Romania S.A.**

**19-21, Constanta Street,**

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**2019**

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# Introduction

This Communications Management Plan sets the communications framework for this project. It will serve as a guide for communications throughout the life of the project and will be updated as communication needs change. This plan identifies and defines the roles of persons involved in this project. It also includes a communications matrix which maps the communication requirements of this project. An in-depth guide for conducting meetings details both the communications rules and how the meetings will be conducted, ensuring successful meetings. A project team directory is included to provide contact information for all stakeholders directly involved in the project.

# Communication Management Approach

The Project Manager will take a proactive role in ensuring effective communications on this project. The communications requirements are documented in the Communications Matrix presented in this document. The Communications Matrix will be used as the guide for what information to communicate, who is to do the communicating, when to communicate it and to whom to communicate.

As with most project plans, updates or changes may be required as the project progresses or changes are approved. Changes or updates may be required due to changes in personnel, scope, budget, or other reasons. Additionally, updates may be required as the project matures and additional requirements are needed. The project manager is responsible for managing all proposed and approved changes to the communications management plan. Once the change is approved, the project manager will update the plan and supporting documentation and will distribute the updates to the project team and all stakeholders. This methodology is consistent with the project’s Change Management Plan and ensures that all project stakeholders remain aware and informed of any changes to communications management.

# Communication Management Constraints

All project communication activities will occur within the project’s approved budget, schedule, and resource allocations. The project manager is responsible for ensuring that communication activities are performed by the project team and without external resources which will result in exceeding the authorized budget. Communication activities will occur in accordance with the frequencies detailed in the Communication Matrix in order to ensure the project adheres to schedule constraints. Any deviation of these timelines may result in excessive costs or schedule delays and must be approved by the project sponsor.

# Stakeholder Communication Requirements

As part of identifying all project stakeholders, the project manager will communicate with each stakeholder in order to determine their preferred frequency and method of communication. This feedback will be maintained by the project manager in the project’s Stakeholder Register. Standard project communications will occur in accordance with the Communication Matrix; however, depending on the identified stakeholder communication requirements, individual communication is acceptable and within the constraints outlined for this project.

In addition to identifying communication preferences, stakeholder communication requirements must identify the project’s communication channels and ensure that stakeholders have access to these channels. If project information is communicated via secure means or through internal company resources, all stakeholders, internal and external, must have the necessary access to receive project communications.

Once all stakeholders have been identified and communication requirements are established, the project team will maintain this information in the project’s Stakeholder Register and use this, along with the project communication matrix as the basis for all communications.

# 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.

**Customer**

The customer for this project is the Department Delivery Manager in behalf of NTT Data Romania. As the customer who will be accepting the final deliverable of this project they will be informed of the project status including potential impacts to the schedule for the final deliverable or the product itself.

**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.

**Project Team**

The Project Team is comprised of all persons who have a role performing work on the project. The project 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 Project 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.

# 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 Sponsor** | Bogdan Cunita | Project Manager | 1319 | [bogdan.cunita@nttdata.com](mailto:bogdan.cunita@nttdata.com) |
| **Project Manager** | Bogdan Cunita | Project Manager | 1319 | [bogdan.cunita@nttdata.com](mailto:bogdan.cunita@nttdata.com) |
| **Project Stakeholder** | Daniel Stegeran | Head of Competence Area | - | daniel.stegeran@nttdata.ro |
| **Project Stakeholder** | Adriana Olar | Workforce Manager | - | adriana.olar@nttdata.ro |
| **Project Stakeholder** | Oana Vrabie | Workforce Manager | - | oana.vrabie@nttdata.ro |
| **Project Stakeholder** | Izabela Mihai | WFM Consultant | - | izabela.mihai@nttdata.ro |
| **Customer** | Bogdan Barza | Delivery Manager | - | bogdan.barza.bp@nttdata.ro |
| **Project Team** | Andrei Hirtie | Project Coordinator | 1319 | [andrei.hirtie@ nttdata.com](mailto:andrei.hirtie@%20nttdata.com) |
| **Project Team** | Bogdan Herciu | Project Coordinator | 1319 | [bogdan.herciu@ nttdata.com](mailto:bogdan.herciu@tsi.com) |
| **Project Team** | Madalina Fantana | Project Coordinator | 1319 | [madalina.fantana@ nttdata.com](mailto:madalina.fantana@%20nttdata.com) |
| **Project Team** | Paul Dobrota | Project Coordinator | 1319 | [paul.dobrota@ nttdata.com](mailto:paul.dobrota@%20nttdata.com) |
| **Project Team** | Student1 | Software Developer |  |  |
| **Project Team** | Student2 | Software Developer |  |  |

# Communication Methods and Technologies

The project team will determine, in accordance with NTT Data Romania organizational policy, the communication methods and technologies based on several factors to include: stakeholder communication requirements, available technologies (internal and external), and organizational policies and standards.

NTT Data Romania maintains software licenses for Microsoft Outlook. All project teams are responsible for developing, maintaining, and communicating schedules using this software.

All project communication and documentation, in addition to being maintained on the Microsoft Word documents, will be stored on the internal NTT Data Romania shared drive which resides in the “//phoenix” directory. Organizational naming conventions for files and folder will be applied to all archived work.

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# Communication Matrix

The following table identifies the communications requirements for this project.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Communication Type** | **Objective of Communication** | **Medium** | **Frequency** | **Audience** | **Owner** | **Deliverable** | **Format** |
| Kickoff Meeting | Introduce the project team and the project. Review project objectives and management approach. | * Face to Face | Once | * Project Sponsor * Project Team * Stakeholders | Project Manager | * Agenda * Meeting Minutes | * Soft copy archived on project “//phoenix” directory. |
| Project Team Meetings | Review status of the project with the team. | * Face to Face | As Needed | * Project Team | Project Manager | * Agenda * Meeting Minutes * Project schedule | * Soft copy archived on project “//phoenix” directory. |
| Project Status Reports | Report the status of the project including activities, progress, costs and issues. | * Email | Weekly | * Project Sponsor * Project Team * Stakeholders * PMO | Project Manager | * Project Status Report * Project schedule | * Soft copy archived on project “//phoenix” directory. |

# Guidelines for Meetings

**Meeting Minutes**

Meeting minutes will be distributed within 2 business days following the meeting. Meeting minutes will include the status of all items from the agenda along with new action items and the Parking Lot list.

# Communication Standards

# Glossary

|  |  |
| --- | --- |
| Term | Definition |
| Communication | The effective sending and receiving of information. Ideally, the information received should match the information sent. It is the responsibility of the sender to ensure this takes place. |
| Stakeholder | Individuals or groups involved in the project or whose interests may be affected by the project’s execution or outcome. |
| Communications Management Plan | Portion of the overall Project Management Plan which details how project communications will be conducted, who will participate in communications, frequency of communications, and methods of communications. |
| Escalation | The process which details how conflicts and issues will be passed up the management chain for resolution as well as the timeframe to achieve resolution. |

# Sponsor Acceptance

Approved by the Project Sponsor:

Date:

Bogdan Cunita

Project Manager