**Communication Management Plan**

**Shrine of the Five Wounds: A web-based Church Request Management System**

**Asia Pacific College**

**3 Humabon, Magallanes, Makati City**

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# Introduction

The Communication Management Plan serves as a basis on how communication will be handled throughout the development of Church of Five Wounds: Web-based Church Request Management System. It encompasses the level of information being shared between the stakeholders and team members as well as the method, frequency and communication channel utilized to ensure effective exchange of information. Moreover, it covers the constraints and potential conflicts that may impact communication throughout the project lifecycle and the escalation process to solve communication issues.

# Communications Management Approach

Within the team, a hybrid approach will be used, combining in-person and online meeting to support Agile and Scrum Methodology. A hybrid approach provides flexibility for the team to adjust meetings according to their needs or circumstances, like weather, availability issues, and personal problems. The team has a scheduled online meeting every Tuesday and Friday at 8pm to 9pm at MS Teams to talk about individual deliverables and development of the system. There is also a scheduled in-person meeting with the Project Adviser every Thursday at 2pm to 3pm. In MS Teams, the team has set up a daily check-in via TeamBox that every member submits an update on what they have done regarding the project throughout the day or any blockers that hinders them in accomplishing their task.

For Stakeholders, the team offers more flexible where they through email for their preferred time and communication channel to ensure they are comfortable and engage throughout discussions. Additionally with documents that needs their signatures, the team will ask beforehand through an email their preferred method in signing documents whether they will be fine signing an online document or requires a printed document to sign.

# Communications Management Constraints

Below are the following potential constraints that could hinder communication with stakeholders and team members:

|  |  |
| --- | --- |
| Schedule of Stakeholders and Team | It could be difficult to schedule a meeting because of the team and stakeholders’ respective schedules. |
| Weather | With the country’s current climate, it can be difficult to schedule meetings especially in-persons meetings within the availability of the team and stakeholders. |
| Technical Issues | With majority of team’s being majority meetings be online, there will be times where there will be team members missing because of low internet connectivity or device issue. |
| Location | The key stakeholders are primarily located on Las Pinas which could be a hassle for the team when they decide to have an in-person meeting at the church premises. |
| Time Constraints | Time Constraints: With the team and stakeholders having busy schedules, meetings may need to be brief and concise to fit everyone's availability. This limited meeting time can impact the depth of discussions and the opportunity to thoroughly address project-related issues. |

# Stakeholder Communication Requirements

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| --- | --- |
| **Quick Updates** | This include brief summaries of individual tasks completed, identification of obstacles encountered while trying to finish deliverables, and plans to be undertaken next. These should be communicated by the team during daily scrum meetings or daily TeamBox updates. |
| **Document Updates** | This includes a discussion of progress made regarding documentation and changes made to documentation from edits to deletion. Documentation updates should be discussed during Sprint meetings and project adviser meetings. |
| **Development Updates** | This includes a discussion of progress made on development task from both front-end and back-end developers, functionalities and UI components added and technical issues that blocks further development of the system. |
| **Reflection** | This includes a review on what went well during the current Sprint, identification of areas for improvement, and addressing issues to enhance team performance. This should be discussed during Retrospective meetings every end of Sprint. |
| **Overall Updates** | This includes updates regarding documentation and development that should be communicated with the Project Sponsor. |

# Roles

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| **Roles** | **Description** |
| Project Sponsor | It should be the primary form of contact of the team, and they are the one responsible for providing specifications and requirements for the team to follow. |
| Project Manager | Is responsible for overseeing the entire project from planning, executing, and deploying. The one who leads every meeting with team members and key stakeholders. |
| Scrum Master | Is responsible for facilitating Agile methodology and ensuring timely Sprint and retrospective meetings with the team |
| Project Adviser | Communicates with the team on what to improve regarding documents and the system being developed. |
| Development Team | Communicates with the team their updates regarding the system development from functionalities or components added to constraints experienced during development. |
| Documentation Team | Communicates with the team their updates regarding documentation from new finished documents or modifications done with the existing documents. |

# 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** | Princess Malatag | Parish Secretary | Parish | [fivewoundsshrine@yahoo.com](mailto:fivewoundsshrine@yahoo.com) |
| **Project Manager** | Bon Gryan Dagao | Leader | Asia Pacific College | [bsdaggao2@student.apc.edu.ph](mailto:bsdaggao2@student.apc.edu.ph) |
| **Scrum Master** | Reiner Gena | Member | Asia Pacific College | [rtgena@student.apc.edu.ph](mailto:rtgena@student.apc.edu.ph) |
| **Project Adviser** | Alvin Limpin | Member | Asia Pacific College | [alvinl@student.apc.edu.ph](mailto:alvinl@student.apc.edu.ph) |
| **Development Team** | Jarvis Carpo | Member | Asia Pacific College | [jvcarpo@student.apc.edu.ph](mailto:jvcarpo@student.apc.edu.ph) |
| **Development Team** | Carlo Dominic Santos | Member | Asia Pacific College | [cbsantos@student.apc.edu.pj](mailto:cbsantos@student.apc.edu.pj) |
| **Documentation Team** | Kimberly Ann Altea | Member | Asia Pacific College | [kealtea@student.apc.edu.ph](mailto:kealtea@student.apc.edu.ph) |
| **Documentation Team** | Vince Edward Tan | Member | Asia Pacific College | [vmtan@student.apc.edu.ph](mailto:vmtan@student.apc.edu.ph) |

# Communication Methods and Technologies

**MS Teams**

The main communication medium for the Project Team where they would be able to hold virtual meetings, sprint planning sessions, and stakeholders’ presentation. The application being connected with Microsoft Office Suite enables seamless access to shared documents.

**Jira and OpenProject**

These project management tools will be used to track progress, control measurements, and manage tasks. These platforms offer features for the team to extensively monitor progress and identify task that needs more attention through their built-in dashboards. They facilitate sprint reviews, retrospectives, and backlog refinement sessions, ensuring that the project stays on track and meets its objective.

**In-Person Meetings**

It is important for the team to formally meet in person to facilitate deeper discussions, foster team cohesion, and build stronger relationships. With the project sponsor and adviser, it is advised for the team to meet them in person to ensure clear communication on discussion regarding project goals, deliverables, and backlogs.

# Communications Matrix

The following table identifies the communications requirements for this project.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Channel** | **Purpose** | **Medium** | **Frequency** | **Audience** |
| Project Planning | It establishes the overall project goals, deliverables, and success criteria. | In-person or Online Meeting, documented through Gantt Chart | One time during the start of the project | Project Manager, Project Team, Project Sponsor |
| Release Planning | It defines the scope for a specific release which includes functionalities or document deliverables that should be finished within the specific timeline. | In-person or Online Meeting, documented through Gantt Chart | Monthly | Project Manager, Project Team, Project Sponsor |
| Sprint Planning | It details specific task that should be done within a 2-3 weeks’ timeline. | Online Meeting through MS Teams | Two -Three Weeks | Project Manager, Scrum Master, Project Team |
| Management Process | It establishes procedures and practices that must be followed throughout the project. | Documents | Ongoing as needed | Project Team  Project Manager |
| Product Backlog | It enumerates all tasks and deliverables for the project, organized into Sprints for tracking. | Listed on Jira and OpenProject | Every Sprint | Project Team  Scrum Master |
| Product Update | It provides the progress that has been made regarding development and documents. | In Person or Online Meetings, Tracked through OpenProject and Jira | Every Sprint with Project Team, Monthly with Project Sponsor | Project Manager, Project Team, Project Sponsor |

# Communication Flowchart

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# Guidelines for Meetings

Meetings are crucial for fostering effective communication within the Shrine of the Five Wounds: A Web-based Church Request Management System. It's essential to establish clear meeting guidelines to ensure productivity, efficiency, and effectiveness. These guidelines should specify the meeting's purpose, attendees' roles and responsibilities, and the procedures to follow. Below are the meeting guidelines for Shrine of the Five Wounds: A web-based Church Request Management System project:

1. Purpose: Meetings serve as a crucial element of the Shrine of the Five Wounds: A Web-based Church Request Management System, enabling discussions on project progress, resolving issues, and making decisions.
2. Scheduling: Meetings must be arranged in advance and at a time convenient for all participants. The project manager is responsible for scheduling meetings and sending out invitations. Our schedule is set for every Tuesday and Friday at 8 pm.
3. Attendance: All project team members are expected to attend meetings unless excused. In the event of inability to attend, team members should promptly inform the other team members.
4. Agenda: Before the meeting, an agenda should be circulated outlining discussion topics and expected outcomes. This ensures preparedness among attendees and keeps the meeting focused. Additionally, any unfinished business from previous meetings should be addressed to maintain continuity and progress in project discussions.
5. Action Items: During meetings, tasks should be assigned, and follow-up dates established to ensure timely completion.
6. Follow-up: It is the responsibility of the project manager to follow up on assigned action items and ensure their completion within the specified timeframe.
7. Technology: Utilize accessible technology, such as video conferencing, teleconferencing, or web conferencing, to conduct meetings effectively with all attendees.

# Communication Standards

The best communication standards for the Shrine of the Five Wounds: A Web-based Church Request Management System project may include the

following:

* **Standardized Templates:** Utilizing standardized templates for project communications, such as weekly status reports, Jira (Agile Management Platform) and Open Project, during development and implementation ensures the uniformity and clarity of information shared, promoting consistency across all communication channels.
* **File Naming Convention:** Establishing a standardized file naming convention for documents and files shared within the project facilitates effortless access and organization of information, enhancing overall efficiency and collaboration.
* **Video conferencing:** The utilization of video conferencing tools such as Microsoft Teams proves highly advantageous for team members and stakeholders located across different locations.

# Communication Escalation Process

The ideal and best communication escalation process for the Shrine of the Five Wounds: A Web-based Church Request Management System project

would involve the following steps:

1. **Issue Identification:** The first step involves identifying the communication issue or complication that requires escalation. This may include instances of miscommunication, unresolved conflicts, or failure to meet communication expectations.
2. **Internal Escalation Attempt:** Initially, the project team should attempt to resolve the communication issue internally through dialogue. Team members directly involved in the communication breakdown should strive to find a mutually acceptable resolution.
3. **Escalation to Higher Authority:** If internal resolution efforts prove unsuccessful or if the communication issue warrants higher-level intervention, the matter should be escalated to the project sponsor and adviser.
4. **Continuous Improvement:** After resolution, the project team should conduct a post-escalation review to identify lessons learned and opportunities for improving communication processes.

# Glossary of Communication Terminology

|  |  |
| --- | --- |
| TERM | DEFINITION |
| **Communication Plan** | A document detailing the communication strategy and protocols for both the project team and stakeholders. |
| **Stakeholder** | A stakeholder is an individual or organization with a vested interest or concern in the project. |

|  |  |
| --- | --- |
| Communication Method | The method or channel through which information is transmitted, such as meetings, email, telephone, or web portal. |
| Communication Frequency | The frequency at which project communications are distributed. |
| Communication Objective | The intended result or objective of a specific communication. |
| Communication Flowchart | A diagram illustrating the flow of information within a project. |
| Escalation Process | A protocol for resolving communication-related conflicts or issues. |
| Communication Matrix | A document detailing the communication requirements for a project, often presented in a tabular format. |
| Communication Standards | Predefined templates, formats, or documents utilized for communication within a project. |
| Communication Constraints | Factors that can restrict or influence the effectiveness of project communications. |
| Communication Guidelines | Guidelines or protocols for conducting meetings, teleconferences, and other communication methods. |
| Communication Technology | Communication tools and platforms, such as SharePoint, message boards, and video teleconferencing, utilized for project communication. |
| Communication Escalation Process | A procedure for escalating communication-related issues or conflicts that remain unresolved within the project team. |
| Communication Approach | Various strategies and solutions implemented to address communication challenges. |

**Sponsor Acceptance**

Approved by the Project Sponsor:

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Date: June 26, 2024

Ms. Princess Malatag

Church Secretary