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| LEARNING MANAGEMENT SYSTEM IMPLEMENTATION COMMUNICATIONS PLAN  April 2018 | Society of American Gastrointestinal and Endoscopic Surgeons (SAGES) |

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| Client Name: | Society of American Gastrointestinal and Endoscopic Surgeons  (SAGES) |
| Project Name: | LMS Implementation |
| Project Manager: | Jeff DeSimone |
| Executive Sponsor: | Tamer Ali |
| Start Date: April 5, 2018 | Target Finish Date: |

**PROJECT IDENTIFICATION**

**DOCUMENT REVISION HISTORY**

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| --- | --- | --- | --- |
| Version | Date | Aurthor | Description |
| 1.0 | 3/15/2018 | Reni Bankole | SAGES LMS Implementation Project Communications Plan |
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# **PURPOSE**

The purpose of the Communications Plan is to capture how communications will be managed throughout the Learning Management System (LMS) Implementation project life cycle. The document describes the planned and periodic communications occurring between YM Learning and the Society of American Gastrointestinal and Endoscopic Surgeons (SAGES) project stakeholders. This plan also covers scheduled, written and oral communications, the frequency of the scheduled communications, and the responsible person(s) for providing the information.

# **SCOPE**

The plan focuses on formal communication requirements. Other communication channels exist on informal levels to enhance those discussed within this plan. This plan is not intended to limit, but to enhance communication practices. Open, ongoing communications between stakeholders is critical to the success of the project.

# **PARTICIPANTS ROLES AND RESPONSIBILITIES**

The Senior Vice President of Education is the Executive Project Sponsor. The assigned project manager manages the implementation process in collaboration with dedicated resources from the Project Management Office, Process Management, Technical team, Content team and the Quality Assurance team.

## 3.1 Executive Sponsor

The Sponsor has the authority to secure the necessary resources and act as vocal champion, legitimizing project’s goals and objectives and is the decision maker for project.

* Responsible for securing authority and resources for the project.
* Communicates and legitimizes goals and objectives
* Participates and leads initiation of project and Project Charter
* Participates in high level planning such as the development of initiation plan and scope
* Signs off on major deliverables, approvals to proceed to each succeeding project phase.

## 3.2 Project Manager

The Project Manager (PM) is responsible for the successful planning, execution, monitoring, control and closure of the project. The PM is responsible for:

* Adhering to guidelines and standards established by the YM Learning Project Management Office.
* Coordinate the presentation of issues and change orders to the executive sponsor for prioritization and resolution.
* Communicate project status to stakeholders as identified in the communication plan.
* Raise project issues and risks, as well as quality and scope deviations and escalate as necessary.
* Oversee the implementation of the project regarding time, budget and quality.

## 3.3 Project Team

The project team is comprised of the Project Manager, Process Lead, Technical team, Content team, and the Quality Assurance team members.

The project team is responsible for:

* Proactive participation in project planning and reporting.
* Ensuring that the project goals and expectations are met on time, within budget and expected quality.
* Effective project progress and issues communication with all team members.
* Proactive monitoring of activities and impact of changes on project timelines.

## 3.4 Key Stakeholders Contact Information

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| --- | --- | --- | --- |
| **Name** | **Role** | **Company** | **Contact Information** |
| Tamer Ali | SVP and General Manager, Education | YM | Tamer.ali@communitybrands.com |
| Jay Dunbar | Director, Education Services & Support | YM | Jay.dunbar@communitybrands.com |
| Reni Bankole | Head of PMO, Dir, Implementations | YM | Reni.bankole@communitybrands.com |
| Chris Hills | Senior Business Analyst | YM | Chris.hills@communitybrands.com |
| Jeff DeSimone | Senior Project Manager | YM | [Jeff.DeSimone@communitybrand.com](mailto:Jeff.DeSimone@communitybrand.com) |
| John Sun | CTO | YM | John.sun@communitybrands.com |
| Julie Lenox | Dir, Enterprise Sales | YM | Julie.lenox@ communitybrands.com |
| Louise Platiel | Education Content Team Leader | YM | Louise.platiel@communitybrands.com |
| Latif Pothiawala | Project Manager - Content | YM | Latif.pothiawala@ communitybrands.com |
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**4. FORMAL COMMUNICATIONS**

## 4.1 Communication Deliverables

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| --- | --- | --- | --- | --- | --- |
| **Education Portal Implementation Project Communications** | | | | | |
| **Communication** | **Purpose** | **Audience** | **Owner** | **Vehicle** | **Frequency** |
| SAGES Project Status Reports | To keep key stakeholders informed of progress, issues, and solutions | SAGES management, SAGES project team, client contact | YM Project Manager | Email | Weekly: TBD |
| YM Internal Team meetings | To ensure all team members are apprised of progress, changes, and current priorities | Project team members | YM Project Manager | Face-to- face or teleconferencing | Bi-Weekly: TBD |
| Email Communications | To distribute meeting minutes, alert team members to document changes posted, share information and answer questions between meetings | Project Team members, Client contact, management | Project team members, Client contact, management | Email | As needed |
| Shared Project Folder on TeamworkPM | Retains all project documentation current and history | Project team members | Project Manager, project team members | [SAGES LMS Implementation Project Workspace](https://cblearning.teamwork.com/#projects/336654/overview/summary) | Upload revisions within 24 hours of the change. |
| Project Management Information System | Project planning, status summary view, dashboard, monitoring and controlling | SAGES project team  YM project team | YM Project Team | TeamworkPM | As needed |
| Adhoc Conference Calls | To address adhoc issues and concerns as they come up | Project Team Members, Client contact, management | YM Project Manager | teleconferencing | As needed |
|  | | | | | |

## 4.2 Issues Reporting and Communications

Project Resources must identify, document, and report issues immediately to the Project Manager when they are discovered. The Project Manager will consolidate all documented issues in a centralized issue-tracking tool. Key information and action items discussed verbally by any team member will be followed up immediately with written documentation and distributed to the team.

## 4.3 Escalation Path

Issues will be addressed by the YM Sr. Project Manager and by designated SAGES project resources. At each escalation point, the responsible party will engage all appropriate resources to reach resolution, escalating to the next point only when all options at the current level have been exhausted. Issues may only bypass appropriate escalation channels when time is critical and resolution cannot be reasonably expected at lower levels.

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| --- | --- | --- | --- |
| **Issue Type** | **1st Escalation** | **2nd Escalation** | **3rd Escalation** |
| All Project Issues | Sr. Project Manager (Jeff DeSimone) | PMO / Implementation Lead (Reni Bankole) | Project Sponsor (Jay Dunbar) |
| Content Issues | Content Project Manager (Louise Platiel) | PMO / Implementation Lead (Reni Bankole) | Project Sponsor (Jay Dunbar) |
| Technical Issues | Sr. Project Manager (Jeff DeSimone) | PMO / Implementation Lead (Reni Bankole) | Project Sponsor (Jay Dunbar) |

# **APPROVALS**

The undersigned acknowledge they have reviewed the Project Communications Plan for SAGES Education Portal Implementationproject. Changes to this document will be recorded in the document revision section.

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| Signature: |  | Date: |  |
| Print Name | Jay Dunbar |  |  |
| Title: | YM Project Sponsor |  |  |
|  |  |  |  |
| Signature: |  | Date: |  |
| Print Name: |  |  |  |
| Title: | SAGES Project Manager |  |  |
|  |  |  |  |
| Signature: |  | Date: | 4/5/2018 |
| Print Name: | Jeff DeSimone |  |  |
| Title: | YM Project Manager |  |  |
| Signature: | C:\Users\mobol\Pictures\reni sig0001.tif | Date: | 4/5/2018 |
| Print Name: | Reni Bankole |  |  |
| Title: | YM PMO/Implementation Dir. |  |  |
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