Prepared for:  
ITS221 Project Management   
Helena College

Prepared by:  
Calista Crouse

# Helena Community Solar Installation Project

## Project Communications Plan

Purpose

The purpose of this Communications Plan is to define how project information will be communicated to stakeholders. It ensures all stakeholders receive timely, accurate, and relevant information to support decision-making and promote project success.

Communication Objectives

* Maintain alignment and transparency among project stakeholders.
* Ensure timely dissemination of project updates, risks, and decisions.
* Facilitate effective collaboration within the project team and with external stakeholders.
* Support informed decision-making through clear and consistent messaging.

Key Stakeholders and Communication Needs

| **Stakeholder Group** | **Communication Needs** | **Frequency** |
| --- | --- | --- |
| Project Sponsor (Katherine Langley) | High-level updates, budget status, milestone achievements | Monthly |
| Program Manager (Elena Morales) | Progress reports, issues escalation, risk updates | Bi-weekly |
| Project Team | Daily updates, task assignments, coordination | Daily |
| Helena Community (Customer) | Community engagement updates, educational sessions | Monthly / As needed |
| Change Control Board | Change requests, impact analysis | As required |
| Steering Committee | Strategic updates, progress presentations | Monthly |
| Technical Lead (Victor Chen) | Technical design and execution updates | Weekly |
| Vendors & Contractors | Schedule confirmations, technical specs | As needed |

Communication Methods and Technologies

* **Email:** Primary mode for formal communications and documentation sharing.
* **Project Management Tool (e.g., Asana, MS Project):** Task tracking, updates, and document repository.
* **Virtual Meetings (Zoom / Teams):** Regular team check-ins, stakeholder briefings.
* **Phone / Text:** For urgent matters and quick clarifications.
* **Community Web Portal:** Public-facing updates and educational content.
* **In-person Meetings:** Site visits and community engagement sessions.

Communication Flow

* The Project Manager is the central point of contact and ensures flow of communication between all stakeholders.
* Project updates will flow upward from the project team to the Project Manager and then to the Program Manager, Steering Committee, and Sponsor.
* Information to the public and community will flow through approved community engagement channels managed by the Outreach Coordinator.

Communication Schedule

| **Communication Type** | **Audience** | **Format** | **Frequency** | **Owner** |
| --- | --- | --- | --- | --- |
| Project Kick-off Meeting | All Stakeholders | Virtual Meeting | Once at start | Project Manager |
| Status Report | Program Manager, Sponsor | Email Document | Monthly | Project Manager |
| Team Stand-ups | Project Team | Virtual/Phone | Daily | Project Manager |
| Community Updates | Helena Community | Web Portal / In-person | Monthly | Community Outreach Lead |
| Steering Committee Briefing | Steering Committee | Virtual Meeting | Monthly | Project Manager |
| Issue Escalation | Sponsor, Program Manager | Email / Phone | As needed | Project Manager |
| Change Requests | Change Control Board | Email + Documentation | As needed | Project Manager |

Sensitive Information Handling

* Sensitive and confidential information (e.g., vendor contracts, financial details) will be shared on a secure drive or through encrypted email.
* Authorization for sharing sensitive information must come from the Project Sponsor or Program Manager.

Constraints

* Community participants may have limited internet access—alternative formats like printed materials or in-person meetings will be utilized.
* Project team members are in different time zones, so asynchronous updates (via PM tools) will complement live meetings.

Change Management in Communication

* Any changes to the communication process will be documented and approved by the Project Manager.
* Updates will be shared in the next scheduled team meeting and through written notification.

Escalation Process

* Issues that cannot be resolved within the team will be escalated to the Program Manager.
* If further escalation is needed, the Project Sponsor will be engaged.
* A clear log of escalations will be maintained for accountability and tracking.

Approval

| **Name** | **Role** | **Signature** | **Date** |
| --- | --- | --- | --- |
| Katherine Langley | Project Sponsor |  |  |
| Marcus Whitaker | Project Manager |  |  |
| Elena Morales | Program Manager |  |  |