**Communications Management Plan**

**Chubby Gourmet’s E-Commerce Web Application**

**HighTable**

**Project Documentation Submitted to the Faculty of the**

**School of Computing and Information Technologies**

**Asia Pacific College**

**In Partial Fulfillment of the Requirements for**

**Systems Analysis and Detailed Design for IT**

**PROJMAN**

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# Introduction

The Communications Management Plan document tackles Chubby Gourmet’s E-Commerce Web Application’s communication strategy and protocols that both HighTable and the stakeholder can use. The plan will be answering the following:

* The plan outlines types of information that will be communicated, such as project updates, progress reports, risks, and issues. It will also include the amount of detail and format of the information (Whether it be communicated verbally or through written means)
* The plan outlines the methods of communication that will be utilized, such as meetings, or email, telephone.
* The plan outlines the frequency of project communications, both formal and informal methods.
* The plan defines the roles and responsibilities of team members and stakeholders in terms of communication; this also includes who is responsible for distributing project information.
* The plan outlines the communication needs of all stakeholders and how they will be met.
* The plan outlines the resources needed for communication (Such as budget and personnel) to have free flowing communication amongst all parties.
* The plan outlines the protocols for exchanging sensitive or confidential information, and includes who must authorize the release of such information.
* The plan defines a process for managing changes in the communication process. This will include how changes will be proposed, reviewed, and approved. This ensures that all stakeholders are aware of any changes and that the communication process remains consistent throughout the project.
* The plan outlines the flow of communication within the production of the project. This also includes how information is exchanged between team members, the stakeholder, and other individuals involved in the development of the project. This helps to ensure that everyone involved in the Chubby Gourmet’s E-Commerce Web Application project is informed and that the information is shared in a timely manner.
* The plan discusses any constraints that may affect the project communications (E.g. legal or regulatory requirements) and outlines how these constraints will be addressed.
* The plan outlines any standard templates, formats, or documents that will be used for communicating project information (E.g. progress report, minutes of the meeting).
* The plan includes an escalation process for resolving any communication-based conflicts or issues that may arise during the project.

Communications Management Approach

Approximately 80% of a Project Manager’s time is spent communicating. Think about it – as a Project Manager you are spending most of your time measuring and reporting on the performance of the project, composing and reading emails, conducting meetings, writing the project plan, meeting with team members, overseeing work being performed, meeting with clients over lunch and many more activities related to your projects.

You should give considerable thought to how you want to manage communications on this project. By having a solid communications management approach you’ll find that many project management problems can be avoided. In this section give an overview of your communications management approach.

# Communications Management Constraints

All projects are subject to limitations and constraints as they must be within scope and adhere to budget, scheduling, and resource requirements. Project planning and documentation are no exception to this rule. There may also be legislative, regulatory, technology, or organizational policy requirements which must be followed as part of communications management. These constraints must be clearly understood and communicated to all stakeholders. While communications management is arguably one of the most important aspects of project management, it must be done in an effective manner and within the constraints of the allocated budget, time, and resources.

# Stakeholder Communication Requirements

Most projects consist of a broad range of stakeholders all of whom may have differing interests and influence on the project. As such, it is important for project teams to determine the communication requirements of these stakeholders in order to more effectively communicate project information. There are a number of methods for determining stakeholder communication requirements; however, it is imperative that they are completely understood in order to effectively manage their interest, expectations, and influence and ensure a successful project.

# 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.

**Program Manager**

The Program Manager oversees the project at the portfolio level and owns most of the resources assigned to the project. The Program Manager is responsible for overall program costs and profitability as such they require more detailed communications than the Project Sponsor.

**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.

**Change Control Board**

The Change Control Board is a designated group which is reviews technical specifications and authorizes changes within the organizations infrastructure. Technical design documents, user impact analysis and implementation strategies are typical of the types of communication this group requires.

**Customer**

You should identify the customer if the project is the result of a solicitation. In such a case, the customer will be involved in reviewing prototypes, approval of designs and implementation stages and acceptance of the final project the project generates.

**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.

**Steering Committee**

The Steering Committee includes management representing the departments which make up the organization. The Steering Committee provides strategic oversight for changes which impact the overall organization. The purpose of the Steering Committee is to ensure that changes within the organization are effected in such a way that it benefits the organization as a whole. The Steering Committee requires communication on matters which will change the scope of the project and its deliverables.

**Technical Lead**

The Technical Lead is a person on the Project Team who is designated to be responsible for ensuring that all technical aspects of the project are addressed and that the project is implemented in a technically sound manner. The Technical Lead is responsible for all technical designs, overseeing the implementation of the designs and developing as-build documentation. The Technical Lead requires close communications with the Project Manager and the Project Team.

# 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** | **Phone** |
| **Project Sponsor** | 1. White | VP of Technology | IT | [a.white@abc.com](mailto:a.white@abc.com) | (555) 555-1212 |
| **Program Manager** | 1. Brown | PMO Manager | PMO | [b.brown@abc.com](mailto:b.brown@abc.com) | (555) 555-1313 |
| **Project Manager** | 1. Black | Project Manager | PMO | [c.black@abc.com](mailto:c.black@abc.com) | (555) 555-1414 |
| **Project Stakeholders** | See Stakeholder Register | See Stakeholder Register | See Stakeholder Register | See Stakeholder Register | See Stakeholder Register |
| **Customer** | J. Doe XYZ Corp | Manager | IT | [J.Doe@xyz.com](mailto:J.Doe@xyz.com) | (615) 555-8121 |
| **Project Team** |  |  |  |  |  |
| **Technical Lead** |  |  |  |  |  |
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# Communication Methods and Technologies

Many times, the methods and technologies used to communicate are just as important of a consideration as the information being communicated. Imagine a large project with many stakeholders who all have different technological capabilities. Some may have access to a share drive while others do not. Some may have access to video teleconferencing and others only have telephone and email capabilities. In order to be effective, project information must be communicated to everyone involved by some method using available technology. Determining communication methods and what technologies are available should be part of determining stakeholder communication requirements.

# Communications Matrix

The following table identifies the communications requirements for this project.

# Communication Flowchart

Flowcharts provide a visual representation of a process or processes which often allow a better understanding of how the process is intended to work. Project communications may be extremely complex depending on the size and scope of the project and the number of stakeholders. A flowchart provides all stakeholders with a better understanding of the steps involved with the distribution of all project communications.

# Guidelines for Meetings

# Communication Standards

Standardization is a proven way to simplify the complexities of project management communications. Many organizations develop and use standard templates or formats for the various communication tools used throughout projects. Standard templates and formats may be applied to certain types of project meetings or specific types of communication (i.e. emails, status reports, etc.). By using standardization, organizations can help ensure that its project teams and stakeholders have a thorough understanding of what is expected and achieve consistent and effective communications.

In addition to standard templates and/or formats, organizations may standardize file naming or sharing conventions. An organization may use SharePoint or some other type of Web Portal/Network tool (blogs, message boards, etc.) as a standard platform from which to share information and communicate. Additionally, an organization may have standard file naming conventions for their stored data on their internal share drives. Many of these tools and new technologies are used in today’s projects with team members and stakeholders often spread over wide geographic areas. Standardization provides a level of simplicity to an organization’s communication platforms and improves effectiveness and efficiency.

# Communication Escalation Process

As issues or complications arise with regards to project communications it may become necessary to escalate the issue if a resolution cannot be achieved within the project team. Project stakeholders may have many different conflicting interests in a given project. While escalations are a normal part of project management, there must be a documented process that defines how those escalations will take place.

# Glossary of Communication Terminology

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Sponsor Acceptance

Approved by the Project Sponsor:

Date:

<Project Sponsor>

<Project Sponsor Title>

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