| **Communication Plan** | |
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The OZCasual Communications Plan serves as a global framework to address stakeholder communication requirements and facilitate effective information diffusion within the organization. This plan is designed to ensure transparent and timely communication across various departments and stakeholders, including employees, management, and external partners. The plan outlines the key elements required for successful communication, including the type of information to be shared, the preferred methods or media for communication, the specified time frame and frequency of updates, as well as any existing constraints or assumptions that may impact the communication process. Additionally, a glossary of common terminology is provided to ensure a shared understanding among all stakeholders throughout the communication initiatives.

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| **Document element** | **Description** |
| **Stakeholder communication requirements** | **1) Group A:** Stakeholders boards of directors  **Specific requirements:** Not Applicable  **2) Group B:**  OZ Casual Departments, including: Human Resources, Finance and Accounting, Marketing, Production, Sales, Information Technology, Customer Services, Legal and Administration.  **Specific requirements:**  One female employee from the Customer Service Department is blind. For that reason we will have to create a special presentation for that employee following this requirements:   * Presentation in Audible format * Use descriptive language   **3) Group C:** Suppliers and third party management.  **Specific requirements:** Not Applicable |
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| **Information** | **A) Board of directors:**   * Project Overview * Progress Updates * Budget * Key decisions and recommendations * Risks and mitigation strategies * Key Performance Indicators KPIs   **B) Departments:**   * Project goals and objectives * Roles and responsibilities * Project timeline and milestones * Project updates * Training and skills developments * Feedback and suggestions   **C) Suppliers and third party management:**   * Project scope and requirements * Timelines and deadlines * Specifications and technical details * Contractual agreements * Performance expectations * Collaboration and coordination * Payment and invoicing |
| **Method or media** | **A) Board of Directors:**   * Executive summary * Presentation slides * Demonstrations and prototypes * Project roadmap   **B) Departments:**   * Email communication * Project website or intranet for FAQs * Virtual meetings and webinars * Training sessions and workshops   **C) Suppliers and third party management:**   * Supplier meetings and webinars * Supplier newsletter or bulletin * Supplier communications channels |
| **Time frame and frequency** | List of all the communication activities that will take place during the project.  This includes meeting, status updates, progress reports, presentation, emails, etc  Specify the communication channels that will be used for each activity. This could include face-to-face meetings, video conferences, phone calls, emails, instant messaging platforms, project management software, etc  Identify the stakeholders or project team members who will be involved in each communication activity  Define the specific time frame for each communication activity. Include the dates and times when these activities are scheduled to occur. For recurring activities, such as weekly status updates or monthly progress reports, specify the frequency (e.g., every Monday morning, the first Friday of each month).  Assign responsibility for each communication activity to the appropriate individuals or roles. This ensures that someone is accountable for initiating, organizing, or facilitating the communication activity  Clearly define the target audience for each communication activity. This ensures that the right people receive the relevant information at the appropriate times  Specify the objectives or goals of each communication activity. For example, the objective of a weekly status update meeting might be to share project progress, address challenges, and align on upcoming tasks  **A) Board of Directors**  **1) Communication activity**  **Target audience:** Board of Directors  **Activity:** Meeting by Zoom  **Objective:** Project overview  Budget  Risks and mitigation strategies  Key Performance Indicators KPIs  **Frequency:** One time  **Date:** 00/06/2023 15:00 hrs  **Assistants:** Hettige Jayatissa - Project Owner  Giuseppe Raciti - Project Manager  Shaun Heywood - Cyber Security Specialist  Mark Byrne - Cloud Architect / Engineer  Mauricio G. Guerra - Server Administrator  **Media:** Executive summary  Presentation slides  Demonstrations and prototypes  Project roadmap  **2) Communication activity**  **Target audience:** Board of Directors  **Activity:** Meeting by Zoom  **Objective:** Progress updates  Key decisions and recommendations  **Frequency:** Weekly  **Date:** 00/06/2023 15:00 hrs  **Assistants:** Hettige Jayatissa - Project Owner  Giuseppe Raciti - Project Manager  Shaun Heywood - Cyber Security Specialist  Mark Byrne - Cloud Architect / Engineer  Mauricio G. Guerra - Server Administrator  **Media:** Presentation slides  **B) Departments**  **1) Communication activity**  **Target Audience:** Company Departments  **Activity:** Virtual meetings / webinar by Zoom  **Objective:** Project goals and objectives  Roles and responsibilities  Project timeline and milestones  **Frequency:** One time  **Date:** 00/06/2023 15:00 hrs  **Assistants:** Human Resources Department  Finance and Accounting Department  Marketing, Production Department  Sales Department  Information Technology Department  Customer Services Department  Legal and Administration Department  **Media:** Presentation slides  **2) Communication activity**  **Target Audience:** Company Departments  **Activity:** Training sessions and workshops  **Objective:** Project updates  Training and skills developments  Feedback and suggestions  **Frequency:** One time  **Date:** 00/06/2023 15:00 hrs  **Assistants:** Human Resources Department  Finance and Accounting Department  Marketing, Production Department  Sales Department  Information Technology Department  Customer Services Department  Legal and Administration Department  **Media:** Presentation slides  Email communication  Project website or intranet for FAQs  **C) Suppliers and third party management**  **1) Communication activity**  **Target Audience:** Suppliers and third party management  **Activity:** Virtual meetings / webinar by Zoom  **Objective:** Project goals and objectives  Roles and responsibilities  Project timeline and milestones  **Frequency:** One time  **Date:** 00/06/2023 15:00 hrs  **Assistants:** Suppliers  Third party management  **Media:** Presentation slides  **2) Communication activity**  **Target Audience:** Suppliers and third party management  **Activity:** Project website or intranet for FAQs  **Objective:** Timelines and deadlines  Specifications and technical details  Contractual agreements  Performance expectations  Collaboration and coordination  Payment and invoicing  **Frequency:** Permanent during the project  **Date:** 00/06/2023 15:00 hrs  **Assistants:** Suppliers  Third party management  **Media:** Email communication  Project website or intranet for FAQs |
| **Sender** | **A) Board of directors:**   * Project Overview / Project Manager * Progress Updates / Project Manager * Budget / Cloud Architect / Engineer * Key decisions and recommendations / Project Manager * Risks and mitigation strategies / Cyber Security Specialist * Key Performance Indicators KPIs / Server Administrator   **B) Departments:**   * Project goals and objectives / Project Manager * Roles and responsibilities / Server Administrator * Project timeline and milestones / Project Manager * Project updates / Project Manager * Training and skills developments / Cyber Security Specialist * Feedback and suggestions / Cloud Architect / Engineer   **C) Suppliers and third party management:**   * Project scope and requirements / Project Manager * Timelines and deadlines / Project Manager * Specifications and technical details / Cyber Security Specialist * Contractual agreements / Project Manager * Performance expectations / Project Manager * Collaboration and coordination / Server Administrator * Payment and invoicing / Cloud Architect / Engineer |
| **Communication constraints or assumptions** | * **Sensitive Customer Data:** Customer personal information, such as names, addresses, and payment details, should be handled securely and protected from unauthorized access or disclosure. * **Secure Payment Processing:** Compliance with Payment Card Industry Data Security Standard (PCI DSS) requirements is necessary to ensure secure handling of customer payment information during online transactions. * **Data Privacy Regulations:** Compliance with data protection and privacy regulations, such as the General Data Protection Regulation (GDPR), is crucial to safeguard customer data and ensure lawful processing practices. |
| **Glossary of common terminology** | **AWS (Amazon Web Services) Cloud service**: is a comprehensive platform that offers on-demand computing power, storage, and various scalable services to enable flexible, reliable, and cost-effective cloud-based solutions for businesses.  **A Trello board:** is a digital project management tool that visually organizes tasks and information using cards and lists, facilitating collaboration and task tracking.  **Project Manager**: The person responsible for planning, executing, and controlling the project activities, resources, and deliverables.  **Cyber Security Specialist:** Person responsible to protect digital systems and data by analyzing threats, implementing safeguards, and conducting proactive security measures.  **Cloud Architect:** Person responsible to design and implement scalable and secure cloud-based solutions to optimize organizational infrastructure and support digital transformation.  **Server Administrator:** Person responsible for managing and maintaining server systems, ensuring their stability, performance, and security to support uninterrupted operations and data management.  **Stakeholder**: Any individual, group, or organization that is directly or indirectly impacted by or has an interest in the project.  **Departments in a company structure:** They are distinct functional units responsible for specific areas of operations and tasks, enabling effective organization and collaboration.  **Suppliers in a company structure:** They are external entities that provide goods, services, or resources to support the operations and supply chain of the organization.  **Project Sponsor:** The individual or group that provides financial resources, support, and oversight for the project.  **Communication Plan:** A document that outlines the approach, methods, channels, and frequency of communication for the project.  **Communication Channel:** The medium or method used to convey project information, such as emails, meetings, reports, or project management tools.  **Project Team:** The group of individuals responsible for executing the project tasks and achieving the project objectives.  **Change Management:** The process of planning, implementing, and controlling changes to project scope, objectives, deliverables, or other project elements.  **Project Status Report:** A regular report that provides an overview of the project's progress, key accomplishments, challenges, risks, and upcoming milestones.  **Meeting Minutes:** Formal documentation of the discussions, decisions, and action items from project meetings.  **Key Performance Indicators (KPIs):** Specific metrics or measures used to evaluate the project's performance, progress, and success against predefined objectives.  **Escalation Procedure:** The predefined process for raising and addressing issues or concerns that require higher-level attention or decision-making. |