Communication Plan

Project Name: Project ARCO

Project Manager: Mo Jones

Date: 20 April 2025  
version: 1.0

PRELIMINARIES

Contexts and project background

This team has been given the responsibility of to design, develop, and implement a new automated claims processing system for ARCO insurance company to improve efficiency, reduce processing time and enhance customer satisfaction. This project for a period of 8 weeks with no tolerance and will delivered with the budget of £70,000.

The project methodology adopted is PRINCE2 and Agile approach which would be further broken down into four stages; Initiate, planning stage, execution stage and closing stage. The PRINCE2 approach will be used in the initiate and define stage while execute and closure will follow the Agile framework. Milestones will be used to highlight significant deliverables achieved, usually done at the end stage of the project at each phases which is also known as the end stage assessment. This will be subjected for validation and signoff to the product owner MR Victor Smith

The key participants involved in executing this project will include the project manager and assistant project manager, who will be responsible for general oversight of the project to ensure it is successfully executed. Furthermore, the lead business analyst and the assistant business analyst will be responsible for requirement gathering, analysing and recommending solutions throughout the project. Inclusively, the lead PMO analyst and assistant PMO analyst who will ensure due processes are followed, reports are submitted on time and the governance is standardized across the project board. Also, the software developers who will develop the software for the automated claims processing system, the UI/UX designer who will create wire frames and design the user friendly interface and experiences for this product, the system trainers and the IT staffs who will implement and train the end users on how to effectively use this new product. Finally, the team will have all round support from the system testers and the system trainers throughout the execution and closing phase of the project.

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| --- | --- |
| Project lifecycle phases | Milestone |
| Initiate phase | Signoff business case |
| Planning phase | Sign off benefits & outputs and value review plan |
| Execute phase | Business and system developers/designers deliverables |
| Closure | End project assessment and closure report |

Stakeholder analysis

The stakeholders of this project will include the individuals and organisations with an interest in this project. For efficient communication throughout this project lifespan. The stakeholders (primary and secondary) for this project have been identified and analysed to examine their need needs and responsibilities. Using the RACI matrix as an instrument of stakeholder analysis, project ARCO team will be able to determine the following:

* All stakeholders whose interests will be impacted by this project
* All stakeholders who are responsible for delivering this project
* All stakeholders who are accountable for the success of this project or otherwise.
* All stakeholders who need to be consulted at the different stages of this project.
* All stakeholders must be informed and updated on any development or approval on this project.

STAKEHOLDER ANALYSIS

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **GROUP** | **RESPONSIBLE** | **ACCOUNTABLE** | **CONSULTED** | **INFORMED** | **IMPACT ON PROJECT** |
| Project sponsor | NO | YES | YES | YES | Provides funding and strategies |
| Programme office | NO | NO | YES | YES | Oversees programme level decision and provides governance guidance |
| Development team | YES | YES | YES | NO | Responsible for developing and integrating the software |
| ARCO insurance clients (old and new) | NO | NO | YES | YES | Provides inputs on requirements and validates the solutions |
| Project manager | YES | YES | YES | YES | Oversees day to day activities and overall project delivery throughout the entirety of the project |
| Business analyst | YES | YES | YES | YES | Responsible for requirement gathering and ensuring business solutions |
| ARCO insurance admin | NO | NO | NO | YES | Provides administrative support throughout the project |
| vendors | YES | YES | YES | YES | Supplies software and services required by the project |
| PMO analyst | NO | YES | YES | YES | Provides analytical supports and ensure project governance |
| Government | NO | NO | NO | YES | Regulates and oversees compliance with business laws and regulations |
| Competitors | NO | NO | NO | NO | By project outcome |
| Executive officers | NO | YES | NO | YES | Provides key decisions, approvals and direction |
| Product owner | YES | NO | YES | YES | Provides detailed product requirements and priorities of the product |
| System support officers | YES | YES | NO | NO | Ensures the integrated system is properly supported and well maintained |

**COMMUNICATION OBJECTIVES.**

The apposite purpose of achieving the deliverables of this project is to ensure that there are minimal or no communication gaps and this will be achieved by keeping the relevant stakeholders informed with every significant steps taken in this project as well as the risks and impediments. Thing into consideration the means of communication, the project team will inquire the best and most convenient communication channel acceptable by the stakeholders. The team members will exercise their knowledge of stakeholder management ensuring that information is received by relevant stakeholders using the stakeholder matrix RACI. This will help facilitate effective collaboration by among all the stakeholders and will positively impact the progress of the project.

Furthermore, this will define what communication channel stakeholder will use when requesting feedbacks, updates, reports and how all information data will be gathered, documented and archived. The MOSCOW rule will be used to describe the scope of the project as it will guide the prioritization and will the SMART goal will be used to ensure that the aims are specific, measurable, achievable, relevant and timebound.

ROUTINE COMMUNICATION

All routine communications for this project among team members will be through various channels and these include;

* Microsoft teams will be the mode of communication between team members
* Meeting minutes will be taken by delegated team members on a Rota system at every scheduled meeting
* Weekly general meetings will be held on every Mondays and Thursdays to discus the project progress as against the schedule performance index (SPI)
* Online conference meeting links and meeting agenda will be attached to all scheduled meetings on scheduled tools on MS outlook/MS teams
* Subgroups are free to have meetings to discuss their deadlines
* RAIDS logs will be reviewed and maintained on a weekly basis and will be sent to our project sponsor which will reflect on the highlights reports and will be uploaded on Slack
* The project manager will present the project status reports at the PM support meeting every Friday at 10am. Lead PM can nominate someone in their absence
* The BA team are to present their deliverables at the BA support meeting on Mondays at 10am. Lead BA can nominate someone in their absence.
* Inability to attend meetings should be communicated in at least 12hours before the scheduled meeting to the lead PM/Lead BA or Assistant PM/Assistant BA as soon as possible to reassign task.

COMMUNICATION PLAN BREAKDOWN

Project team shall communicate with stakeholders as shown below

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| --- | --- | --- |
| **Stakeholders** | **Frequency** | **Mode of communication** |
| Project sponsor | As may be required (often) | Phone call, email, teams, slack |
| Programme office | As may be required (often) | Email, MS Teams, slack |
| Team members: PM,BA, project support officers, IT staffs and all team members | Twice a week (Mondays and Thursdays) | Email, slack and MS Teams |
| ARCO admins | As may be required (often) | email |
| Developers | As may be required (often) | Email, slack and teams |
| Testers | As may be required (often) | Email, slack and teams |
| System Trainers | As may be required (often) | Email and teams |

**Communication details, audience, mode and purpose are shown below.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Communication** | **Purpose** | **Audience** | **Author** | **Mode** | **Frequency** |
| General team meetings | To ensure communication and distribution of information to achieve a successful project | Project team members | PM/ Assistant PM | MS teams | Twice a week  Mondays and Fridays |
| PM support meeting (status report) | To ensure everyone is aware of the project status and discuss possible challenges | Project team, project sponsor and executives | Programme office | Ms Teams | Weekly Thursdays |
| BSA support meeting | To encourage continuous learning and discuss possible challenges | Project team and project executives and project sponsor | Programme office | MS teams | Weekly Thursdays |
| Weekly report | To ensure the project sponsor (project board) is updated on the progress and possible issues of the project | Project teams, project sponsor and executives | PM, PMO | MS teams, email | Weekly |

**Budget communication**

The project manager will always examine and manage the budget on a weekly basis by tracking the project costs vs the actual cost with tracking tools (MS project) and will be communicated to all the relevant parties. Project budget is said to be £70,000 but may alter, pending the approval of the business case. The project sponsor will get weekly progress updates that will include the project cost report which is reflected on the project tracker

**Risks and issue communication**

Project ARCO understands the need to effectively communicate with stakeholders, however using the stakeholder matrix to guide the team on who needs to be informed of “what” and “at what point”. The team intends to follow strictly what is required of them in the project plan, but they are also well aware of the risks roadblocks or issues surrounding the project as this is documented in the RAIDS log and will be used to inform the project owner, project sponsor, executives and the entire project team throughout the entirety of the project. At every point of the project lifecycle, the RAIDS log will be updated as quickly as possible and the updated versions of logs will be uploaded on slack to aid easy access.

**Summary of objectives and keys to communication**

The aim of constantly and effectively communicating with stakeholders is to bridge gap of any miscommunication therefore enabling he team to achieve desired deliverables of value. Throughout the project, the team intends to promptly inform stakeholders of any unforeseen or anticipated risks and issues with the use of the RAID logs and other reports. This strategy employed ensures that the time, scope, and cost are monitored and managed to avoid an negative impact on the project. Teams members will continue to consistently to collaborate to ensure the deliverables are met on time.

Project team will ensure that project timeline and the milestones set at each phases of the project lifecycle is met by encouraging effective collaboration and communication. In sum, this communication plan is set to achieve the following

* A written concise document everyone can access
* Set clear objectives and expectations on how and when updates on projects will be shared
* Increase the visibility of project ARCO and its status
* Provide opportunities for feedback and shared opinions
* Boost team collaborative efforts
* Ensure project ARCO continually aligns with the set goals and objectives of product description.

**Budget**

The budget of this project is £70,000 and has been agreed upon by the stakeholders and the project is geared towards succeeding with the approved budget. If there’s any change to this budget, an exception report will be submitted and an approval from the project board will be required. Receive a sign off from the relevant stakeholder must be done before proceeding to utilize the new allocated budget.

**Approval**

Approved by:

Date: