# COMMUNICATIONS MANAGEMENT PLAN

## Tracking Activity Project Management

**Asia Pacific College**

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**Makati City, Philippines**

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# Communications Management Plan

## Introduction

The Communications Management Plan plays a vital role in the Tracking Activity Project Management System by outlining the communication strategy and protocols for the project team and stakeholders. The plan encompasses the following key aspects:

1. Information Scope and Format: The plan defines the type of information to be communicated, such as project updates, progress reports, risks, and issues. It also specifies the level of detail and format for communication, whether verbal or written.
2. Communication Methods: The plan outlines the communication channels to be used, including meetings, email, telephone, web portal, etc. This ensures that stakeholders receive timely and appropriate information.
3. Communication Frequency: The plan establishes the frequency of project communications, both formal and informal, to ensure stakeholders are regularly informed.
4. Roles and Responsibilities: The plan clarifies the roles and responsibilities of team members and stakeholders in terms of communication, specifying who is responsible for disseminating project information.
5. Stakeholder Communication Needs: The plan identifies the specific communication requirements of stakeholders, considering factors such as language preferences and accessibility.
6. Communication Resources: The plan allocates resources, such as budget and personnel, to ensure effective and efficient communication.
7. Handling Sensitive Information: The plan defines protocols for communicating sensitive or confidential information, including the authorization process for releasing such information.
8. Change Management in Communication: The plan outlines a process for managing changes in communication or the communication process, including proposal, review, and approval. This ensures stakeholders are aware of changes and maintains consistency.

9. Communication Flow: The plan describes the flow of communication within the project, ensuring information is shared between team members, stakeholders, and partners in a timely manner.
10. Constraints: The plan identifies any internal or external constraints affecting project communication, such as legal or regulatory requirements, and outlines how these constraints will be addressed.
11. Standard Templates and Formats: The plan specifies any required templates, formats, or documents for communicating project information, ensuring consistency and accuracy.
12. Conflict Resolution: The plan includes an escalation process for resolving communication-related conflicts or issues promptly.

Overall, the Communications Management Plan is a crucial tool that ensures stakeholders are well-informed and facilitates effective and efficient communication throughout the Tracking Activity Project Management System.

## Communication Management Approach

The most effective communications management approach for the Tracking Activity Project Management System would involve a combination of proactive and reactive strategies.

Proactive Strategies:

1. Regular Project Status Meetings: Conducting regular meetings to update stakeholders on the project's progress, where the project manager communicates updates, progress reports, risks, and issues. This keeps stakeholders informed and provides an overview of the project's status.
2. Project Website and Web Portal: Creating a dedicated project website or web portal to facilitate easy access to project information, including meeting minutes, documents, and status reports. This allows stakeholders to stay informed and access relevant information conveniently.

Reactive Strategies:

1. Clear Escalation Process: Establishing a well-defined and concise escalation process to address any communication-based conflicts or issues that may arise. This ensures that conflicts are addressed promptly and effectively, and stakeholders can seek resolution for their concerns.
2. Accessible Project Manager: The project manager being readily available to stakeholders, offering support, guidance, and promptly addressing any questions or concerns they may have. This availability fosters effective communication and ensures stakeholders feel supported throughout the project.

In addition, a change control process will be implemented to manage any changes in communication or the communication process itself. This involves obtaining approval from the Change Control Board for any communication-related changes and ensuring timely communication to stakeholders about these changes.

By combining these proactive and reactive strategies, the approach ensures that stakeholders and the project team are well-informed, communication-based issues are addressed promptly, and any changes in communication are managed effectively. This approach contributes to efficient and effective project communication and overall project success.

## Communication Management Constraints

The constraints related to communications management in the Tracking Activity Project Management system are essential considerations within the overall project management plan. These constraints outline the limitations and factors that can impact the project's communication processes and strategies. By recognizing and addressing these constraints, the project team can proactively develop solutions to mitigate potential challenges and ensure smooth information flow throughout the project.

The following are key constraints that may impact the project's communication processes:

1. Limited Communication Budget: The project may have budgetary constraints that limit the allocation of resources for communication tools and resources, such as video conferencing software, project management software, or dedicated communication personnel.
2. Restricted Stakeholder Access: Certain stakeholders may be geographically dispersed or have limited access to specific communication channels, such as email or the internet. This constraint may require alternative communication methods to ensure effective stakeholder engagement.
3. Team Member Availability: Team members may have conflicting commitments or responsibilities, limiting their availability for communication. Scheduling regular communication meetings and finding suitable time slots can be challenging.
4. Language Barriers: If team members or stakeholders speak different languages, language barriers can impede effective communication. Additional resources or translation services may be necessary to facilitate smooth communication.
5. Confidentiality Requirements: The project may involve sensitive information that requires adherence to confidentiality protocols and secure communication channels. This constraint necessitates the implementation of appropriate communication measures to protect confidential data.
6. Resistance to Change: Some stakeholders may exhibit resistance to changes in communication processes or tools. Overcoming resistance and fostering acceptance of new communication strategies can be a constraint that requires careful change management efforts.
7. Technical Challenges: Technical difficulties with communication tools, systems, or connectivity can hinder effective communication. Addressing and resolving these technical issues is crucial to ensure smooth communication flow.
8. Time Constraints: The project's tight deadlines and time-sensitive nature may create challenges in scheduling and conducting regular communication meetings. Efficient time management and concise communication methods can help overcome this constraint.

By recognizing and addressing these constraints, the project team can develop strategies and contingency plans to mitigate their impact and ensure effective communication throughout the Tracking Activity Project Management system.

**Stakeholder Communication Requirements**

The stakeholder communication requirements for the Tracking Activity Project Management system are crucial for ensuring effective and efficient communication throughout the project. These requirements address the specific needs and expectations of stakeholders, enabling the project team to establish a successful communication strategy. The following stakeholder communication requirements can be identified:

1. Regular Project Updates: Stakeholders should receive regular updates on the project's progress, including any challenges, milestones, or changes that may impact them.
2. Clear and Concise Communication: All project-related information should be communicated in a clear and concise manner to ensure understanding and avoid confusion.
3. Accessibility: Communication should be accessible to all stakeholders, taking into account language requirements, cultural considerations, and any accessibility needs.
4. Timely Communication: Information should be communicated in a timely manner, ensuring that stakeholders receive relevant updates when needed and allowing them to make informed decisions.
5. Confidentiality: Sensitive or confidential information should be communicated only to the appropriate stakeholders, following established protocols to maintain confidentiality and security.
6. Customized Communication: Communication should be tailored to the specific needs and preferences of each stakeholder, considering their level of involvement, roles, and responsibilities in the project.
7. Two-Way Communication: Communication should facilitate a two-way exchange of information, encouraging stakeholders to provide feedback, ask questions, and share their perspectives.
8. Feedback Mechanisms: Mechanisms should be established for stakeholders to provide feedback on the communication process, allowing for continuous improvement and addressing any concerns or issues that may arise.

By addressing these stakeholder communication requirements, the project team can foster effective collaboration, manage expectations, and ensure that stakeholders are well-informed and actively engaged throughout the project lifecycle.

**Roles**

| Roles | Responsibilities |
|---|---|
| Project Sponsor | This role is held by a high-level executive who provides strategic direction for the project. The Project Sponsor ensures that the Tracking Activity Project Management System aligns with the organization's overall goals and objectives. They provide support, guidance, and decision-making authority throughout the project. They also oversee the system and ensures its alignment with other related projects within the organization. They are responsible for the overall success of the program and provide strategic direction and coordination. The Project Sponsor ensures that the project meets its objectives and delivers the intended benefits. |
| Project Manager | The Project Manager is responsible for the planning, execution, and closure of the Tracking Activity Project Management System. They lead the project team, coordinate activities, and ensure that the project is completed within the defined timeline, budget, and quality standards. The Project Manager manages risks, resources, and stakeholder expectations while maintaining effective communication with all project participants. |
| Development Team | The Development Team consists of individuals responsible for the technical aspects of the Tracking Activity Project Management System. They are involved in system architecture, database design, software development, and other technical aspects. The Development Team ensures that the system meets the required technical specifications, standards, and addresses scalability, security, and reliability requirements. |
| Key Stakeholders | These individuals or groups have a vested interest in the Tracking Activity Project Management System. They may include the PDO, members of the faculty, and the students who rely on the system for their daily operations. Key stakeholders actively participate in project planning, decision-making, and provide input on requirements, priorities, and project outcomes. |

**Project Team Directory**

The following table contains the contact details of individuals identified in the communications management plan. The provided email addresses and phone numbers will serve as the means to communicate with these individuals.

| Name | Position | Internal/ External | Project Role | Contact Information |
|---|---|---|---|---|
| Jayvee Cabardo | Director of Project Development | Internal | Project Sponsor | jayveec@apc.edu.ph |
| Noreen Keziah Sioco | Head of Development Team | Internal | Project Manager | nssioco@apc.edu.ph |
| Project Development Office | Client | External | External User of the System | - |
| Roselle Wednesday Gardon | Consultant | External | External User of the System | roselleg@apc.edu.ph |
| Team Abyss | Development Team | Internal | Internal User of the System | - |

**Communication Methods and Technologies**

To effectively communicate with stakeholders in the Tracking Activity Project Management System, it is crucial to have a comprehensive understanding of various communication methods and technologies. It is important to assess the capabilities and limitations of each method to ensure timely and efficient delivery of information to stakeholders. This involves selecting appropriate methods for sharing project updates, progress reports, risks, issues, and other relevant details. Consideration should also be given to the cost, feasibility, security, and privacy aspects of different communication technologies. By carefully choosing the most suitable methods and technologies, the

project team can achieve their communication objectives and keep stakeholders well-informed.

When deciding on the most suitable communication methods and technologies for the Tracking Activity Project Management System, several factors should be taken into account:
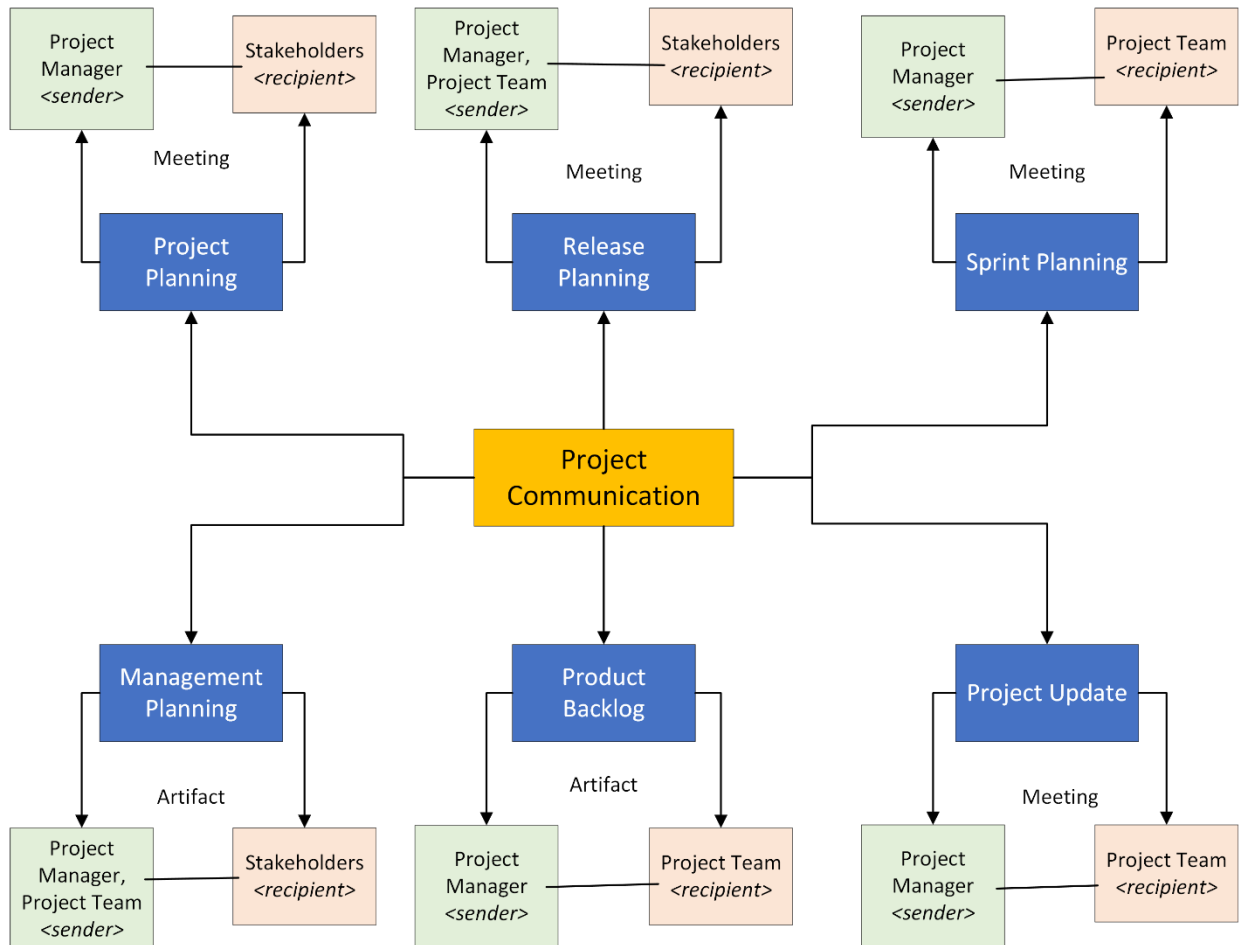
- Project size and complexity: For large and complex projects, utilizing web portals and project management software can centralize information and provide easy access to all stakeholders.
- Stakeholder locations: If stakeholders are geographically dispersed, real-time communication methods like video conferencing and telephone can facilitate effective communication.
- Stakeholder technical expertise: Simple communication methods such as email and telephone are preferable for stakeholders who may not be technologically proficient.
- Nature of the information: When dealing with sensitive or confidential data, secure communication methods like encryption and password-protected portals should be used.
- Budget and resources: The chosen communication methods and technologies should align with the project's budget and available resources.

Considering these factors, it is advisable for the Tracking Activity Project Management System to employ a combination of communication methods and technologies such as project management software, email, telephone, and video conferencing. This approach ensures that all stakeholders remain informed and that the project's communication objectives are successfully met.

## Communications Matrix

| Channel | From | To | Type | Frequency | Format Used | Delivery Media |
|---------|------|-----|------|-----------|-------------|----------------|
| Project Planning | Project Manager | Stakeholders | Meeting | Once before the start of the Project | Formal | Email |
| Release Planning | Project Manager, Project Team | Stakeholders | Meeting | Once before the start of the Project. Updated when necessary | Formal | Email |
| Sprint Planning | Project Manager | Project Team | Meeting | Once every Week | Informal | Teams |
| Management Process | Project Manager, Project Team | Stakeholders | Artifact | Once before the start of the Project. Updated when necessary | Written Document | Email, Teams |
| Product Backlog | Project Manager | Project Team | Artifact | Once every Week | Written Document | Teams |
| Project Update | Project Manager | Project Team | Meeting | Once every Week | Informal | Teams |

## Communication Flowchart

| Project Manager *\<sender>* | | Stakeholders *\<recipient>* | | Project Manager, Project Team *\<sender>* | | Stakeholders *\<recipient>* | | Project Manager *\<sender>* | | Project Team *\<recipient>* |
|---|---|---|---|---|---|---|---|---|---|---|

Meeting — Project Planning

Meeting — Release Planning

Meeting — Sprint Planning

**Project Communication**

Management Planning

Product Backlog

Project Update

Artifact — Project Manager, Project Team *\<sender>* → Stakeholders *\<recipient>*

Artifact — Project Manager *\<sender>* → Project Team *\<recipient>*

Meeting — Project Manager *\<sender>* → Project Team *\<recipient>*

## Guidelines for Meetings

Meetings play a crucial role in facilitating effective communication within the Tracking Activity Project Management System. To ensure their productivity, efficiency, and effectiveness, it is essential to establish clear guidelines for conducting meetings. These guidelines should encompass the following aspects:

1. Purpose of meetings: Clearly define the objectives and intended outcomes of each meeting, whether it is to share project updates, make decisions, address issues, or seek input from stakeholders.

2.  Roles and responsibilities: Outline the roles and responsibilities of attendees, including the project manager, team members, stakeholders, and any specific facilitators or presenters. This ensures that everyone understands their roles and actively contributes to the meeting.

3.  Meeting procedures: Define the procedures that will be followed during meetings, such as the format, agenda creation and distribution, meeting duration, and rules for participation. This helps establish a structured framework and promotes efficient use of meeting time.

4.  Preparation and participation: Encourage attendees to come prepared by reviewing pre-meeting materials, bringing relevant information or documents, and actively participating in discussions. Emphasize the importance of active listening, respectful communication, and constructive contributions.

5.  Documentation and follow-up: Specify the process for documenting meeting minutes, action items, and decisions. Define how these will be shared with attendees and stakeholders, ensuring that everyone has access to accurate and up-to-date information. Assign responsibility for following up on action items and tracking their progress.

By establishing these clear meeting guidelines, the project team and stakeholders can be better prepared, actively engage in discussions, and ensure that meetings are conducted in a consistent and organized manner. This fosters effective communication, minimizes confusion, and enhances the overall success of the Tracking Activity Project Management System.

**Communication Standards**

The recommended communication standards for the Tracking Activity Project Management system are as follows:

1.  Standardized Templates: Creating standardized templates for project communications, such as status reports, meeting agendas, and minutes,

promotes consistency and clarity in the information shared among team members and stakeholders.

2. File Naming Convention: Establishing a standard file naming convention for project documents and files ensures easy access and organization of information. Consistent naming conventions facilitate efficient searching and retrieval of important project-related documents.

3. Web Portal/Network Tool: Utilizing a centralized platform like SharePoint or project management software can enhance communication and collaboration among team members and stakeholders. Such tools provide a common space for sharing documents, updates, and discussions, improving access to information and fostering collaboration.

4. Video Conferencing: Leveraging video conferencing tools such as Google Meets, Zoom, Skype, or similar platforms enables effective communication and collaboration, particularly for team members and stakeholders located in different geographic locations. Video conferencing allows for real-time interaction, visual cues, and face-to-face discussions, enhancing communication quality.

5. Communication Protocols: Implementing clear communication protocols is crucial, especially when handling sensitive or confidential information. Establishing guidelines on who is authorized to share such information and how it should be shared ensures the protection and privacy of sensitive data.

By implementing these communication standards, the Tracking Activity Project Management system can foster efficient and effective communication, enhance collaboration, and ensure the consistency and security of project-related information.

## Communication Escalation Process

The recommended communication escalation process for the Tracking Activity Project Management system includes the following steps:

1. Identify the issue: The project team should identify any communication-related issues that require escalation. This could include miscommunication, unresolved conflicts, or significant roadblocks affecting communication flow.

2. Attempt to resolve within the team: The team should first make an effort to resolve the issue internally. They should engage in open and constructive discussions, involving relevant team members and stakeholders, in an attempt to find a resolution.

3. Involve a communication manager: If the issue persists and cannot be resolved internally, the project team should involve a designated communication manager or a person responsible for communication within the organization. This individual will act as a liaison and provide support in resolving the communication issue.

4. Escalate to higher management: If the communication issue remains unresolved, it should be escalated to higher management for further review and intervention. This step involves seeking the assistance and guidance of senior leaders or executives who have the authority to address the issue.

5. Document the issue and resolution: Throughout the escalation process, it is crucial to document the details of the communication issue, the steps taken to resolve it, and the final resolution. This documentation serves as a reference for future inquiries, provides transparency, and helps identify recurring patterns or areas for improvement.

6. Review and improve: After the escalation process, it is important to conduct a review and analysis of the process itself. This involves assessing the effectiveness of the escalation steps, identifying any shortcomings or bottlenecks, and implementing improvements to enhance future communication escalations.

It is essential to note that the communication escalation process should be adaptable and tailored to the specific needs of the project. The project team should regularly

evaluate and refine the process to ensure its ongoing effectiveness in addressing communication-related challenges.

## Glossary of Communication Terminology

| Term | Definition |
|---|---|
| **Communication Plan** | A document outlining the communication strategy and protocols for the project team and stakeholders. |
| **Stakeholder** | An individual or organization that has an interest or concern in the project. |
| **Communication Method** | The means by which information is conveyed, such as meetings, email, telephone, or web portal. |
| **Communication Frequency** | The regularity with which project communications are distributed. |
| **Communication Objective** | The desired outcome or goal of a particular communication. |
| **Communication Flowchart** | A diagram showing the flow of information within a project. |
| **Escalation Process** | A procedure for resolving communication-based conflicts or issues. |
| **Communication Matrix** | A table outlining the communication requirements for a project. |
| **Communication Standards** | Standard templates, formats, or documents used for communicating within a project. |
| **Communication Constraints** | Factors that may limit or affect the effectiveness of project communications. |
| **Communication Guidelines** | Protocols for conducting meetings, teleconferences, and other forms of communication. |
| **Communication Technology** | Tools and platforms used for communication, such as SharePoint, message boards, and video teleconferencing. |
| **Communication Escalation Process** | A process for escalating communication-based issues or conflicts that cannot be resolved within the project team. |
| **Communication Approaches** | Different strategies and solutions implemented to address communication constraints, ensuring that all stakeholders are kept informed and that the project's communication objectives are met. |