

Communications Management Plan

Prepared by John Sangalang Date: 20/8/21

1. Introduction

The purpose of this document is to outline the processes to be followed when communicating with stakeholders.

2. Collection and filing structure for gathering and storing project information

All documentations created by the team will be stored within our Trello Board and Microsoft Team file drive which will be accessible by the team as well as any necessary stakeholders

3. Distribution structure (what information goes to whom, when, and how)

Documentations will be shared with the client when they are completed, via email, with a Teams meeting to discuss any necessary changes, if required. Team members will always have access to all documents using the Microsoft Teams shared drive.

The preferred way of communication for giving updates on key milestones of discussing issues will be messenger, discord (online calls) or Microsoft Team. If any of this is not available or cannot take place within the arranged timeframe then an email update will be given until the time can be available. Discord or email is what should be used to hand over any key deliverables or information. If any of those are unavailable to the relevant stakeholders, then a hard copy will be made available to them.

4. Format, content, and level of detail of key project information

The project format is composed of a set of templates provided by our lecturer, Ramesh Lal. To increase the chance of success, the project charter must clearly state the objective of the project, including the approach of the team towards the project goal. In contrast, the Issue and Risk Register must relate to the previous versions, this means that it should be updated with the progression of the project, which applies to Milestone Report as well. The Milestones should be updated regularly, like Issue and Risk register, and must comprise more than one even when constructing the WBS. When constructing the Work Breakdown Structure, it must contain the following Initiation, Planning, Execution, Monitoring and Control, and Closing schedules, with sub schedules included.

5. Production schedule and resources for producing key project information

There will be four parts required to be delivered, during this project. The first half of the project which consists of "Project proposal" and "Mid-progress Project Status report" we will be delivered on August 16th, 2021, and on October 15th, 2021. The second half will be delivered on Sem 1, 2022, consisting of "Poster Presentation" as well as "Portfolio" to be delivered on Week 13 and 14 of Sem 1, 2022. To ensure that we deliver, the team will conduct a regular two-to-three-week sprint run to decrease planning difficulty, getting early feedback, and increase team performance.

6. Technologies, access methods, and frequency of communications

In terms of communication, the project team will use Discord, in-person meetings, and Microsoft Teams to communicate regarding in the development of the project. We used Microsoft Project 2019 to create the Project Schedule, Microsoft Word to create all other documents, Miro to draw out our user journey, and Figma to wireframe our user journey.

7. Method for updating the communications management plan

The method for updating the communications management plan is going to be based on the team's communication towards their stakeholders. Updating the Communication Management Plan is possible

by completing a Change Request Form. This process is outline within the Change Management Plan, which can be accessed via Microsoft Team's one drive or contacting any of the team members.

8. Escalation procedures

Procedures will be required just in case the project does not go according to plan, which is why we need it to mitigate these issues. If a project is not according to plan, the project team would need to review the project schedule and would need to investigate the critical path analysis. By doing, the team may come into a conclusion which path will be best suited to help combat the issue that the team is currently facing. If the project team still fails to understand, then the team would need to contact the project mentor and explain the current situation.

9. Stakeholder communications analysis

10. Glossary of terms

Microsoft Word - is a cloud-based online documentation that allows the team to collaborate real time.

Discord – an application that allows individuals to video call for team online.