A picture containing drawing

Description automatically generated

**Project Communication Plan**

**The Virtual Job Fair**

**Nova Scotia Community College**

**Prepared By**

**Ashraf Mamun (W0425052)**

**November 06, 2020**

Table of Contents

[Introduction 3](#_Toc55572688)

[Communications Management Approach 3](#_Toc55572689)

[Communications Management Constraints 3](#_Toc55572690)

[Stakeholder Communication Requirements 4](#_Toc55572691)

[Roles 4](#_Toc55572692)

[Project Team Directory 6](#_Toc55572693)

[Communication Methods and Technologies 7](#_Toc55572694)

[Communications Matrix 8](#_Toc55572695)

[RACI Matrix for the VJF Project 9](#_Toc55572696)

[Communication Flowchart 9](#_Toc55572697)

[Guidelines for Meetings 10](#_Toc55572698)

[Communication Standards 11](#_Toc55572699)

[Communication Escalation Process 11](#_Toc55572700)

[Communication Monitoring Plan 12](#_Toc55572701)

[Glossary of Communication Terminology 12](#_Toc55572702)

[References 14](#_Toc55572703)

# Introduction

This communication management plan sets the communications framework and standard for the Virtual Job Fair (VJF) project.

It will serve as a guide for communications throughout the project and will be updated as needed. This plan defines the roles of persons involved in this project. It also includes a communications matrix that maps the communication requirements of this project. An in-depth guide for conducting meetings details both the communications rules and how the meetings will be conducted, ensuring successful meetings. A project team directory is included to provide contact information for all stakeholders directly involved in the project.

# Communications Management Approach

The Project Manager will take a proactive role in ensuring effective communications on this project. The communications requirements are documented in the Communications Matrix presented in this document. The Communications Matrix will be used as the guide for what information to communicate, who is to do the communicating, when to communicate it, and to whom to communicate.

As with most project plans, updates or changes may be required as the project progresses, or changes are approved. Changes or updates may be required due to changes in business needs, available alternative, personnel, scope, budget, or other reasons. The project manager is responsible for managing all proposed and approved changes to the communications management plan. Once the change is approved, the project manager will update the plan and supporting documentation and will distribute the updates to the project team and all stakeholders to make sure that all project stakeholders remain aware and informed of any changes to communications management.

# Communications Management Constraints

All project communication activities will occur within the project’s approved budget, schedule, and resource allocations. The project manager is responsible for ensuring that communication activities are performed by the project team and without external resources which will result in exceeding the authorized budget. Communication activities will occur in accordance with the frequencies detailed in the Communication Matrix in order to ensure the project adheres to schedule constraints. Any deviation of these timelines may result in excessive costs or schedule delays and must be approved by the project sponsor.

Nova Scotia Community College (NSCC) policy states that where applicable, standardized formats and templates must be used for all formal project communications. The details of these policy requirements are provided in the section titled “Standardization of Communication” in this document.

Only members of the advising committee and the client may authorize the distribution of confidential information. The project manager is responsible for ensuring that approval is requested and obtained prior to the distribution of any confidential information regarding this project.

# Stakeholder Communication Requirements

The project manager will ensure the standard project communications will occur in accordance with the Communication Matrix. All stakeholders, internal and external, must have the access to receive project communication. If any additional channel is required, will be implemented within the project’s constraints.

Once all stakeholders have been identified and communication requirements are established, the project team will use the project communication matrix as the basis for all communications.

# Roles

**Project Sponsor**

The project sponsor, Jamie Hartling, has authorized the project by signing the project charter. He is responsible for the funding of the project and responsible for its success. Communications with Jamie should be presented in summary format unless he requests more detailed communications.

**Program Manager**

The project manager is responsible to own and manage most of the resources assigned to the VJF project. The project manager is also responsible for monitoring the communication of the project. the Project Manager is the primary communicator for the project distributing information according to this Communications Management Plan.

**Key Stakeholders**

The key stakeholders of the VJF project includes the organizations and companies who are willing to participate in the job fair, the students and recent graduates of NSCC and the faculties and administrative members of NSCC across the campuses.

**Change Control Board**

A change control board (CCB) is formed to evaluate and approve any change requests by the stakeholders. The CCB will consist of a member from technical team as well as members from management and administrative team. Technical design documents and user impact analysis are typical of the type of communication this group requires.

**Customer**

The customer for this project is Marc Scarfone. Marc will be informed of the project status including any changes in time, cost, deliverables and will be accepting the final product, the web-based app for the job fair.

**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**

Since the project team is responsible for completing the work they require a detailed level of communications which are achieved through the day to day interactions with the project manager and other team members along with weekly team meetings.

**Advisors Committee**

The Advisory Committee includes 3 faculty members of the NSCC is responsible for providing technical and strategic advisors for the project. The committee requires communications on matters regarding the change in scope, time, budget, and deliverables.

**Technical Lead**

The Technical Lead 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 tall technical designs, implementation, and documentation, and also responsible for communicating technical issues to the advisors and teams. The lead will be in 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** | J. Hartling | Academic Chair | Technology and Environment, NSCC | [j.hartling@abc.com](mailto:j.hartling@abc.com) | (111) 111-1111 |
| **Project Manager** | 1. Mamun | Project Manager | IT Campus, NSCC | [a.mamun@abc.com](mailto:a.mamun@abc.com) | (222) 222-2222 |
| **Project Stakeholders** | Organizations and companies, students of NSCC, Faculties, and administrative members of NSCC. | See Stakeholder Register | See Stakeholder Register | See Stakeholder Register | See Stakeholder Register |
| **Customer** | Marc Scarfone, Faculty, IT and Creative Industry | Faculty | NSCC | m.scarfone@abc.com | (333) 333-3333 |
| **Project Team** | Abdullah Karson,  Kelly Chin, Matt Walsh, Sid Soojhawon | Developers, QA, BA | NSCC | [a.karson@abc.com](mailto:a.karson@abc.com)  [k.chin@abc.com](mailto:k.chin@abc.com)  [m.walse@abc.com](mailto:m.walse@abc.com)  [s.soojhawon@abc.com](mailto:s.soojhawon@abc.com) | (444) 444-4444  (555) 555-5555  (666) 666-6666  (777) 777-7777 |
| **Technical Lead** | Ricardo Oliveira | r.oliviera@abc.com | NSCC | [r.oliviera@abc.com](mailto:r.oliviera@abc.com) | (888) 888-8888 |

# Communication Methods and Technologies

The project team will determine the communication methods and technologies based on several factors which include stakeholder communication requirements, available technologies, and NSCC’s policies and standards.

The VJF project will maintain a shared drive in addition to Microsoft Teams SharePoint use to provide updates, various reports, and conduct project communications. This platform allows advisors, NSCC management, stakeholders, team to access the project updated information and communications at any point of time. Microsoft Team will be used to live communication, meetings, and live chat. When requires, the IT Job Fair website will be updated with the required information which will be viewed by external stakeholders. The project manager is responsible for ensuring all project communications and documents are copied in the shared drive as well as Microsoft’s share point.

For project management, the team will use the MS Project Software as NSCC maintains the licenses of MS Project software. The team is responsible for developing, maintaining, and communicating by using the software. PERT Charts will be used for communicating schedules to stakeholders. The project schedule will be maintained on both the MS SharePoint and the share drive.

# Communications Matrix

The following table identifies the communications requirements for the VJF project.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Communication Type** | **Objective of Communication** | **Medium** | **Frequency** | **Audience** | **Owner** | **Deliverable** | **Format** |
| Kickoff Meeting | Introduce the project team and the VJF project. Review project objectives and approaches. | * Online by using MS Team | Once | * Project Sponsor * Project Team * Advisors | Project Manager | * Agenda * Meeting Minutes | * Digital copy will be kept in Share drive and MS SharePoint |
| Project Team Meetings | Review the status of the project with the team. | * Online by using MS Team | Weekly | * Project Team | Project Manager | * Agenda * Meeting Minutes * Project schedule | * Digital copy will be kept in Share drive and MS SharePoint |
| Technical Design Meetings | Discuss and develop technical design solutions for the project. | * Online by using MS Team | As Needed | * Project Team * Advisors | Technical Lead | * Agenda * Meeting Minutes | * Digital copy will be kept in Share drive and MS SharePoint |
| Monthly Project Status Meetings | Report on the status of the project to the client, Advisors. | * Online by using MS Team | Monthly | * Project Team * Client * Advisors | Project Manager | * Project Reports updates * Project schedule | * Digital copy will be kept in Share drive and MS SharePoint |
| Project Status Reports | Report the status of the project including activities, progress, costs, and issues. | * Email (NSCC domain only) | Monthly | * Project Sponsor * Project Team * Stakeholders (NSCC Faculty and management) | Project Manager | * Project Status Report * Project schedule | * Soft copy archived on the project SharePoint site and project web site |

# RACI Matrix for the VJF Project

Table

Description automatically generated

# Communication Flowchart

The communication flowchart describes a flow and a framework for the project team to follow for this project. The project manager is responsible for ad-hoc reports requires by aby stakeholders. The project manager will be discussing the communication with the project sponsor and will make a determination on how to proceed.

**The VJF project communication Flowchart**

Diagram

Description automatically generated

# Guidelines for Meetings

**Meeting Agenda**

A meeting agenda will be distributed 2 business days earlier of the meeting. For the project team meetings agenda can be distributed in 1 business day in advance. For every meeting, an agenda for reviewing of action items from the previous meeting should be included. Agendas can be communicated via email of the NSCC domain.

**Meeting Minutes**

For every meeting, the owner of the meeting will make sure that the meeting minutes are taken. The minutes will be distributed within 2 business days following the meeting. The meeting minutes should include the status of agenda items as well as the new action items. Meeting minutes can be distributed via email of the NSCC domain.

Meeting minutes will be distributed within 2 business days following the meeting. Meeting minutes will include the status of all items from the agenda along with new action items and the Parking Lot list.

**Action Items**

The action items are recorded in the agenda and meeting minutes. The action items must be recorded with the responsible person of the item, result, start date and end date. Every meeting will start with the review of previous action items and if requires the new action items will be added.

**Meeting Chair**

The chair of the meeting is responsible for distributing the meeting agenda and meeting minutes within the timeframe. The chair will be responsible for scheduling the meeting, start time, end time, and participants adhere to their allocated time frame.

**Note Taker**

There will a note-taker for every meeting will be assigned by the chair of the meeting. The note taker will take note of the meeting discussions and action items and at the end of the meeting, the note taker will give a copy of their notes to the meeting chair. The chair will use the note to create the meeting minutes.

# Communication Standards

NSCC’s standard format and templates for communication will be used for the VJF project. Formal project communications are detailed in the project’s communication matrix and for all the meetings the project team will utilize NSCC’s standard templates and formats for meeting agendas and meeting minutes. In addition, any slides will be presented must include the NSCC logo.

Informal project communications should be professional and effective but there is no standard template or format that must be used.

# Communication Escalation Process

The VJF project’s success greatly depends on efficient and timely communication. To resolve any conflicts, dispute, or discrepancies regarding the project communication are resolved by the NSCC’s standard escalation model to provide a framework for escalating communication issues. The below table describes the priority, the conflict details, decision authorities and timeframe to any discrepancies.

**Conflicts priority, decision authority and resolution timeframe**

|  |  |  |  |
| --- | --- | --- | --- |
| **Priority** | **Conflict Definition** | **Decision Authority** | **Timeframe for Resolution** |
| Priority 1 | Major impact to project in terms of deliverables, time, scope, or budget. If not resolved quickly there will be a significant adverse impact on revenue or schedule. | Jamie Hartling, Academic Dean | Within one day |
| Priority 2 | Medium impact to the project which may result in some adverse impact to revenue or schedule. | Marc Scarfone | Within one day |
| Priority 3 | Slight the impact which may cause some minor scheduling difficulties with the project but no impact to project schedule or revenue. | Project Manager | Within two days |
| Priority 4 | Insignificant impact to project but there may be a better solution. | Project Manager | Within three days |

# Communication Monitoring Plan

The communication process will be monitored to determine if the information needs of the project stakeholders are met.

Communications inspection will be assessed against the communications management plan every week. The inspection will include:

**Feedback from Stakeholders** – Are the stakeholders are getting the information they need.

**Check the Share Drive:** All the required reports are placed in the SharePoint and in the Share Drive or not.

**Check the Issue Log:** All the issues are logged into the issue log in a timely manner or not.

# Glossary of Communication Terminology

Communication Management Plan: This plan states who will send and receive information on aspects of the project, what details are communicated, and when communications are sent. It is part of the project management plan.

Communication: The effective sending and receiving of information. Ideally, the information received should match the information sent. It is the responsibility of the sender to ensure this takes place.

Stakeholders: Broadly, a stakeholder is any party which may be affected by a project. In project management, the term usually refers to parties with an interest in the successful completion of a project.

Kickoff Meeting: The first meeting between a project team and stakeholders. It serves to review project expectations and to build enthusiasm for a project.

Client: Clients are the people or organizations for whom the project is being undertaken.

Project Manager: They are organized, passionate and goal-oriented who understand what projects have in common, and their strategic role in how organizations succeed, learn and change.

Sponsor:  The project sponsor is “a person or group who provides resources and support for the project, program or portfolio for enabling success.

Team member: Team members are the individuals who actively work on one or more phases of the project.

Deliverables: Identify the product, service, or results created when all of the work in this work package is complete. Include any critical intermediate deliverables.

Budget: Designate the budget for this work package, plus any critical resource information and assumptions.

Team: The project team consists of full-time and part-time resources assigned to work on the deliverables of the project.

Scope: Scope is the way you describe the boundaries of the project; it defines what the project will deliver and what it will not deliver.

**Sponsor Acceptance**

Approved by the Project Sponsor:

Date:

Jamie Hartling

Academic Chair

Technology and Environment

Nova Scotia Community College

# References

*Project Communication Management Plan* [DOC]. (n.d.). Project Management Docs. Retrieved From: [https://www.projectmanagementdocs.com/template/project-planning/communications-management-plan/#axzz6cvWO1rCh](https://www.projectmanagementdocs.com/template/project-planning/communications-management-plan/%23axzz6cvWO1rCh)

Eby, Kate. (2017, February 24).The Complete Glossary of Project Management Terminology. Retrieved October 30, 2020, from <https://www.smartsheet.com/complete-glossary-project-management-terminology>