**Communication Management Plan**

**EZ-Maintenance Project**

**VanHorn Solutions**

**406 Montana Street**

**Helena, MT 59601**

**04/04/2024**

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**Introduction**

This Communications Management Plan sets the communications framework for this project. It will serve as a guide for communication throughout the life of the project. This plan identifies and defines the roles of everyone involved in this project. A project team directory is included to provide contact information for all stakeholders directly involved in the project.

**Communications Management Approach**

Project Manager Zack Nikkel will ensure effective communications on this project. The Communications Matrix in this document will be used as the guide for all project communications.

Changes or updates may be required as the project matures, and additional requirements are needed. Once the change is approved by the project sponsor, the project manager will update the plan and will distribute the updates to the project team and stakeholders. This methodology is consistent with the project’s Change Management Plan and ensures that all project stakeholders remain aware of any changes.

**Communications Management Constraints**

All project communication activities will occur within the project’s approved budget, schedule, and resource allocations. Communication activities will occur in accordance with the frequencies detailed in the Communication Matrix. Any deviation of these timelines must be approved by the project sponsor.

VanHorn Solutions organizational policy also states that only a Vice President or higher-level employee 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 communicate with each stakeholder to determine their preferred frequency and method of communication. Standard project communications will occur in accordance with the Communication Matrix; however, depending on the identified stakeholder communication requirements, individual communication is acceptable and within the constraints outlined for this project.

If project information is communicated via secure means or through internal company resources, all stakeholders, internal and external, must have the necessary access to receive project communications.

Once all stakeholders have been identified the project team will maintain this information in the project’s Stakeholder Register and use this, along with the project communication matrix as the basis for all communications.

**Roles**

**Project Sponsor**

The project sponsor is the champion of the project and has authorized the project by signing the project charter. Since the Project Sponsor is at the executive level communications should be presented in summary format unless the Project Sponsor requests more detailed communications.

**Program Manager**

The Program Manager is responsible for overall program costs and profitability and as such they require more detailed communications than the Project Sponsor.

**Key Stakeholders**

These are the stakeholders with whom we need to communicate and are not included in the other roles defined in this section. The Key Stakeholders includes executive management with an interest in the project and key users identified for participation in the project.

**Change Control Board**

Technical design documents, user impact analysis and implementation strategies are typical of the types of communication this group requires.

**Customer**

The customer for this project is Kayla Rada. As the customer who will be accepting the final deliverable of this project, they will be informed of the project status including potential impacts to the schedule for the final deliverable or the product itself.

**Project Manager**

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**

The Project Team requires a detailed level of communication which is achieved through daily interactions with the Project Manager and other team members along with weekly team meetings.

**Steering Committee**

The Steering Committee includes management representing the departments which make up the organization. The Steering Committee requires communication on matters which will change the scope of the project and its deliverables.

**Technical Lead**

The Technical Lead is responsible for all technical designs, overseeing the implementation of the designs and developing as-build documentation. The Technical Lead requires 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** | Kayla Rada | VP of Technology | IT | [a.white@abc.com](mailto:a.white@abc.com) | (555) 555-1212 |
| **Program Manager** | Peter Van Horn | PMO Manager | PMO | [b.brown@abc.com](mailto:b.brown@abc.com) | (555) 555-1313 |
| **Project Manager** | Zack Nikkel | Project Manager | PMO | [c.black@abc.com](mailto:c.black@abc.com) | (555) 555-1414 |
| **Project Stakeholders** | See Stakeholder Register | See Stakeholder Register | See Stakeholder Register | See Stakeholder Register | See Stakeholder Register |
| **Customer** | Kayla Rada | Manager | IT | [J.Doe@xyz.com](mailto:J.Doe@xyz.com) | (615) 555-8121 |
| **Project Team** |  |  |  |  |  |
| **Technical Lead** | Clayton DeSimone | Lead Developer | IT |  |  |
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**Communication Methods and Technologies**

The project team will determine the communication methods and technologies based on several factors to include: stakeholder communication requirements, available technologies (internal and external), and organizational policies and standards.

VanHorn Solutions LLC maintains a SharePoint platform within the PMO which all projects use to provide updates, archive various reports, and conduct project communications. This platform enables senior management and stakeholders with compatible technology to access project data and communications. SharePoint also allows stakeholders and project team members to collaborate on project work.

All project teams are responsible for developing, maintaining, and communicating schedules using MS Project software. PERT Charts are the preferred format for communicating schedules to stakeholders. The project schedule will be maintained on the SharePoint platform.

All project communication and documentation, in addition to being maintained on the SharePoint platform and project website, will be archived on the internal VanHorn Solutions shared drive which resides in the PMO program directory. Organizational naming conventions for files and folders will be applied to all archived work.

**Communications Matrix**

The following table identifies the communications requirements for this project.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Communication Type** | **Objective of Communication** | **Medium** | **Frequency** | **Audience** | **Owner** | **Deliverable** | **Format** |
| Kickoff Meeting | Introduce the project team and the project. Review project objectives and management approach. | * Face to Face | Once | * Project Sponsor * Project Team * Stakeholders | Project Manager | * Agenda * Meeting Minutes | * Soft copy archived on project SharePoint site and project web site |
| Project Team Meetings | Review status of the project with the team. | * Face to Face * Conference Call | Weekly | * Project Team | Project Manager | * Agenda * Meeting Minutes * Project schedule | * Soft copy archived on project SharePoint site and project web site |
| Technical Design Meetings | Discuss and develop technical design solutions for the project. | * Face to Face | As Needed | * Project Technical Staff | Technical Lead | * Agenda * Meeting Minutes | * Soft copy archived on project SharePoint site and project web site |
| Monthly Project Status Meetings | Report on the status of the project to management. | * Face to Face * Conference Call | Monthly | * PMO | Project Manager | * Slide updates * Project schedule | * Soft copy archived on project SharePoint site and project web site |
| Project Status Reports | Report the status of the project including activities, progress, costs, and issues. | * Email | Monthly | * Project Sponsor * Project Team * Stakeholders * PMO | Project Manager | * Project Status Report * Project schedule | * Soft copy archived on project SharePoint site and project web site |

**Communication Flowchart**

This flowchart provides a framework for the project team to follow for this project. However, there may be occasions or situations which fall outside of the communication flowchart where additional clarification is necessary. In these situations, the Project Manager is responsible for discussing communication with the Project Sponsor and making a determination.



**Guidelines for Meetings**

**Meeting Agenda**

The meeting Agenda will be distributed 5 business days in advance of the meeting. The agenda should identify the presenter for each topic along with a time limit for that topic. The first item on the agenda should be a review of action items from the previous meeting.

**Meeting Minutes**

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**

Action items will include both the action item along with the owner of the action item. Meetings will start with a review of the status of all action items from previous meetings and end with a review of all new action items resulting from the meeting.

**Meeting Chairperson**

The Chairperson is responsible for distributing the meeting agenda, facilitating the meeting, and distributing the meeting minutes.

**Note Taker**

The Note Taker will give a copy of their notes to the Chairperson at the end of the meeting as the Chairperson will use the notes to create the Meeting Minutes.

**Timekeeper**

The Timekeeper will let the presenter know when they are approaching the end of their allocated time. Typically, a quick hand signal to the presenter indicating how many minutes remain for the topic is sufficient.

**Parking Lot**

The Parking Lot is a tool used by the facilitator to record and defer items which aren’t on the meeting agenda; however, merit further discussion later.

A parking lot record should identify an owner for the item as that person will be responsible for ensuring follow-up. The Parking Lot list is to be included in the meeting minutes.

**Communication Standards**

VanHorn Solutions LLC will utilize standard organizational formats and templates for all formal project communications. Formal project communications are detailed in the project’s communication matrix and include:

Kickoff Meeting – the project team will utilize VanHorn Solutions LLC standard templates for meeting agenda and meeting minutes. Additionally, any slides presented will use the ABC Corp. standard slideshow template.

Project Team Meetings – the project team will utilize VanHorn Solutions LLC standard templates for meeting agenda and meeting minutes. Additionally, any slides presented will use the ABC Corp. standard slideshow template.

Technical Design Meetings - the project team will utilize VanHorn Solutions LLC standard templates for meeting agenda and meeting minutes. Additionally, any slides presented will use the ABC Corp. standard slideshow template.

Monthly Project Status Meetings - project team will utilize VanHorn Solutions LLC standard templates for meeting agenda and meeting minutes. Additionally, any slides presented will use the ABC Corp. standard slideshow template.

Project Status Reports – project team will utilize VanHorn Solutions LLC standard templates for meeting agenda and meeting minutes. Additionally, the standard project status report document, available on the share drive, will be used to provide project status.

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

**Communication Escalation Process**

It is imperative that any disputes, conflicts, or discrepancies regarding project communications are resolved in a way that is conducive to maintaining the project schedule, ensuring the correct communications are distributed, and preventing any ongoing difficulties. To ensure projects stay on schedule and issues are resolved, VanHorn Solutions LLC will use its standard escalation model to provide a framework for escalating communication issues. The table below defines the priority levels, decision authorities, and timeframes for resolution.

|  |  |  |  |
| --- | --- | --- | --- |
| **Priority** | **Definition** | **Decision Authority** | **Timeframe for Resolution** |
| Priority 1 | Major impact on project or business operations. If not resolved quickly there will be a significant adverse impact to revenue and/or schedule. | Vice President or higher | Within 4 hours |
| Priority 2 | Medium impact to project or business operations which may result in some adverse impact to revenue and/or schedule. | Project Sponsor | Within one business day |
| Priority 3 | Slight impact which may cause some minor scheduling difficulties with the project but no impact to business operations or revenue. | Project Manager | Within two business days |
| Priority 4 | Insignificant impact to project but there may be a better solution. | Project Manager | Work continues and any recommendations are submitted via the project change control process |

\*\* NOTE: Any communication including sensitive and/or confidential information will require escalation to VP level or higher for approval prior to external distribution.

**Glossary of Communication Terminology**

|  |  |
| --- | --- |
| Term | Definition |
| 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. |
| Stakeholder | Individuals or groups involved in the project or whose interests may be affected by the project’s execution or outcome. |
| Communications Management Plan | Portion of the overall Project Management Plan which details how project communications will be conducted, who will participate in communications, frequency of communications, and methods of communications. |
| Escalation | The process which details how conflicts and issues will be passed up the management chain for resolution as well as the timeframe to achieve resolution. |
|  |  |

Sponsor Acceptance

Approved by the Project Sponsor:

Date:

Kayla Rada