

Communications Management Plan

COMMUNICAITON MANAGEMENT PLAN

XYZ Company

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INTRODUCTION

This Communications Management Plan sets the communications framework for this project. It will serve as a guide for communications throughout the life of the project and will be updated as communication needs change. This plan identifies and defines the roles of the 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.

COMMUNICATION 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 personnel, scope, budget, or other reasons. Additionally, updates may be required as the project matures, and additional requirements are needed. 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. This methodology is consistent with the project's Change Management Plan and ensures that all project stakeholders remain aware and informed of any changes to communications management.

COMMUNICATION 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 per the frequencies detailed in the Communication Matrix 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.

XYZ Company organizational 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.

XYZ Company 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 before the distribution of any confidential information regarding this project.

STAKEHOLDER COMMUNICATION REQUIREMENTS

As part of identifying all project stakeholders, the project manager will communicate with each stakeholder to determine their preferred frequency and method of communication. This feedback will be maintained by the project manager in the project's Stakeholder Register. Standard project communications will occur per the Communication Matrix; however, depending on the identified stakeholder communication requirements, individual communication is acceptable and within the constraints outlined for this project.

In addition to identifying communication preferences, stakeholder communication requirements must identify the project's communication channels and ensure that stakeholders have access to these channels. If the 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 and communication requirements are established, 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.

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 individuals.

Project Team				
Role	Name	Department	Telephone	E-mail
Project Manager:	Shawnette Johnson	ABC Web Design IT Management Department	555-524-5264	s.johnson@abcweb.com
Web Designer	Helen Peters	ABC Web Design Computer systems Department	555-284-6325	h.peters@abcweb.com
Senior Web Developer	Jason Morris	ABC Web Design Computer systems Department	555-245-9865	j.morris@abcweb.com
Consultant Analyst	Cindy Lewis	ABC Web Design IT Department	555-978-8845	c.lewis@abcweb.com

Senior Web Designer	Scott Fassett	ABC Web Design Computer systems Department	555-212-1367	s.Fassett@abcweb.com
Project Stakeholders:				
Chief Financial Officer	Roger Wilson	XYZ Company Executive Offices	555-326-3781	R.Wilson@xyz.com
Executive Oversight Committee Chairman	Lisa Sellers	XYZ Company Executive Offices	555-482-3782	L.Sellers@xyz.com
Facilities Manager Project Sponsor	Tom Kane	XYZ Company Facility Management Office	555-458-8546	T.Kane@xyz.com
Product Manager	Edward Speck	XYZ Company	555-256-5468	E.Speck@xyz.com
Professional Service Manager	James Pulliam	XYZ Company	555-845-9984	J.Pulliam@xyz.com
XYZ Company Warehouse Manager	Carol Donners	XYZ Company	555-297-1324	C.Donners@xyz.com

COMMUNICATION MATRIX

The following table identifies the communications requirements for this project.

Project Communication Plan	
Project Title:	XYZ Website Project
Project Manager:	Shawnette Johnson
Executive Sponsor:	Tom Kane
Principal Stakeholder:	Roger Wilson (CFO)
Date:	11/03/2020

Deliverable Info (What)	Recipients (Who)	Delivery Method(s) (How)	Schedule (When)	Who's Responsible (Owner) Communication
Project Information				
Project Kickoff Meeting	<ul style="list-style-type: none"> Project Sponsor Project Team Project Stakeholders 	<ul style="list-style-type: none"> Face to Face Virtual 	Once at the Initiation of the project	Project manager <ul style="list-style-type: none"> Agenda, Meeting Minutes
Project Team Meetings	<ul style="list-style-type: none"> Project Team 	<ul style="list-style-type: none"> Face to Face Virtual Conference Call 	Daily Weekly	Project Manager <ul style="list-style-type: none"> Daily Scrum, and project status review
Technical Design Meetings	<ul style="list-style-type: none"> Project Technical Staff 	<ul style="list-style-type: none"> Face to Face 	As needed	Technical Lead <ul style="list-style-type: none"> discuss technical design solutions for the project
Monthly Project Status Meetings	<ul style="list-style-type: none"> Stakeholders Project Sponsor 	<ul style="list-style-type: none"> Face to Face Conference Calls 	Monthly	Project Manager <ul style="list-style-type: none"> Slide updates Project schedule
Project Status Reports	<ul style="list-style-type: none"> Project Sponsor Project Team Stakeholders 	<ul style="list-style-type: none"> Email 	Monthly	Project Manager <ul style="list-style-type: none"> Project Status Project Schedule

GUIDELINES FOR MEETINGS

Meeting Agenda

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 are recorded in both the meeting agenda and minutes. 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. The review of the new action items will include identifying the owner for each action item.

Parking Lot

The Parking Lot is a tool used by the facilitator to record and defer items that are not on the meeting agenda; however, merit further discussion at a later time or through another forum. 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

For this project, XYZ Company 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 – project team will utilize XYZ Company standard templates for meeting agenda and meeting minutes. Additionally, any slides presented will use the XYZ Company standard slideshow template.

Project Team Meetings – project team will utilize XYZ Company standard templates for meeting agenda and meeting minutes. Additionally, any slides presented will use the XYZ Company standard slideshow template.

Technical Design Meetings - project team will utilize XYZ Company standard templates for meeting agenda and meeting minutes. Additionally, any slides presented will use the XYZ Company standard slideshow template.

Monthly Project Status Meetings - project team will utilize XYZ Company standard templates for meeting agenda and meeting minutes. Additionally, any slides presented will use the XYZ Company standard slideshow template.

Project Status Reports – project team will utilize XYZ Company standard templates for meeting agenda and meeting minutes. Additionally, the standard project status report document, available on the shared 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

Efficient and timely communication is the key to successful project completion. As such, any disputes, conflicts, or discrepancies regarding project communications must be 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, XYZ Company 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	A Major impact on the project or business operations. If not resolved quickly there will be a significant adverse impact on revenue and/or schedule.	Vice President or higher	Within 4 hours
Priority 2	A Medium impact to project or business operations which may result in some adverse impact on revenue and/or schedule.	Project Sponsor	Within one business day
Priority 3	A 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	No Insignificant impact on the project but there may be a better solution.	Project Manager	Work continues and any recommendations are submitted via the project change control process

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	The portion of the overall Project Management Plan 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:

Tom Kane

Date: November 03, 2020

Project Sponsor

XYZ Company, Facilities Manager