

Communication Plan

Document Control

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Introduction

This Communication Plan outlines the communication strategy for the Financial Management System (FMS) project. It defines the communication objectives, stakeholders, methods, frequency, and responsibilities to ensure effective information flow throughout the project lifecycle.

Communication Objectives

- Ensure all stakeholders are informed about project progress, milestones, and deliverables
- Facilitate timely decision-making through clear and concise information sharing
- Manage stakeholder expectations through transparent communication
- Identify and address issues, risks, and concerns promptly
- Build and maintain stakeholder engagement and support
- Document and share project decisions, changes, and lessons learned

Communication Matrix

| Communication Type | Objective | Medium | Frequency | Audience | Owner |
|----------------------------|--|--|-----------|-------------------------------------|------------------|
| Project Status Report | Provide updates on project progress, milestones, issues, and risks | Email, Project Portal | Weekly | All Stakeholders | Project Manager |
| Steering Committee Meeting | Review project status, address issues, make key decisions | In-person/ Virtual Meeting | Bi-weekly | Executive Stakeholders | Project Sponsor |
| Team Status Meeting | Coordinate activities, address issues, share updates | In-person/ Virtual Meeting | Daily | Project Team | Project Manager |
| Requirements Workshop | Gather and validate requirements | In-person/ Virtual Workshop | As needed | Business Stakeholders, Project Team | Business Analyst |
| Executive Briefing | Provide high-level updates on project status and business impact | In-person/ Virtual Meeting, Presentation | Monthly | Executive Leadership | Project Sponsor |
| Project Newsletter | Share project updates, achievements, | Email, Intranet | Monthly | All Stakeholders | Business Analyst |

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|---------------------------------|---|-------------------------------------|------------------|-------------------------------------|--------------------|
| | and upcoming activities | | | | |
| Technical Review Meeting | Review technical design, address technical issues | In-person/ Virtual Meeting | Weekly | Technical Team | Solution Architect |
| Change Control Board Meeting | Review and approve change requests | In-person/ Virtual Meeting | As needed | CCB Members | Project Manager |
| User Acceptance Testing Updates | Communicate UAT progress, issues, and results | Email, Meeting | Daily during UAT | Project Team, Business Stakeholders | QA Lead |
| Project Documentation | Document project requirements, designs, and decisions | Project Portal, Document Repository | Ongoing | Project Team, Stakeholders | Business Analyst |

Communication Roles and Responsibilities

| Role | Communication Responsibilities |
|-----------------|---|
| Project Sponsor | <ul style="list-style-type: none"> • Communicate project vision and objectives to executive leadership • Chair steering committee meetings • Communicate major project decisions and changes • Escalate critical issues to executive leadership |
| Project Manager | <ul style="list-style-type: none"> • Develop and maintain the communication plan |

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| | <ul style="list-style-type: none"> • Prepare and distribute project status reports • Facilitate team status meetings • Communicate project issues, risks, and changes • Coordinate stakeholder communications |
| Business Analyst | <ul style="list-style-type: none"> • Facilitate requirements workshops • Document and communicate business requirements • Prepare and distribute project newsletter • Maintain project documentation • Communicate between business stakeholders and technical team |
| Solution Architect | <ul style="list-style-type: none"> • Communicate technical design and architecture • Facilitate technical review meetings • Document and communicate technical decisions • Communicate technical constraints and issues |
| QA Lead | <ul style="list-style-type: none"> • Communicate test plans and strategies • Report testing progress and results • Document and communicate defects and issues • Provide UAT updates |
| Team Members | <ul style="list-style-type: none"> • Provide status updates on assigned tasks • Communicate issues and blockers • Participate in team meetings and workshops • Document work products and decisions |

Communication Guidelines

Email Communication

- Use clear and descriptive subject lines with project identifier (e.g., [FMS] Status Report - Week 12)
- Keep emails concise and focused on a single topic when possible

- Use bullet points for clarity and readability
- Clearly state any actions required and deadlines
- Use "Reply All" only when necessary

Meeting Guidelines

- Distribute agenda at least 24 hours before the meeting
- Start and end meetings on time
- Document meeting minutes and action items
- Distribute meeting minutes within 24 hours after the meeting
- Follow up on action items before the next meeting

Documentation Standards

- Use standard templates for all project documentation
- Include version control information on all documents
- Store all documentation in the project repository
- Follow the document naming convention: [Project]_[Document Type]_[Version]
- Update the document register when adding or modifying documents

Escalation Process

The following escalation process should be followed for issues that cannot be resolved at the current level:

| Escalation Level | Responsible | Timeframe |
|------------------|--|--------------------------------------|
| Level 1 | Team Member → Team Lead | Within 1 day of issue identification |
| Level 2 | Team Lead → Project Manager | If not resolved within 2 days |
| Level 3 | Project Manager → Project Sponsor | If not resolved within 3 days |
| Level 4 | Project Sponsor → Executive Leadership | If not resolved within 5 days |

Communication Tools

| Tool | Purpose | Access Information |
|-------------------|---|-------------------------------------|
| Microsoft Teams | Virtual meetings, team collaboration, instant messaging | Team: FMS Project |
| SharePoint | Document repository, project portal | Site: FMS Project Portal |
| JIRA | Issue tracking, task management | Project: FMS |
| Confluence | Project documentation, knowledge base | Space: FMS Project |
| Outlook | Email communication, meeting scheduling | Distribution List: FMS-Project-Team |
| Microsoft Project | Project scheduling, resource management | File: FMS_Project_Plan.mpp |