**6.7. Communications Management Plan**

**6.7.1. Introduction**

This is an important component of the project as the communications management plan outlines how the team will operate to fulfill the system, it outlines the strategy of the communication for the team and stakeholders.

The plan will discuss the type of information which will be communicated throughout the development which includes project updates, discussing progress report, risks, and issues with the project. The plan also specifies the communication needs of all parties involved and what the approach will be in order for the communication process to go accordingly.

**6.7.2. Communications Management Approach**

The project manager is the one responsible for holding regular meetings with the project team and discuss the updates being made. These meetings will be held to ensure that everyone is aware of the progress of the project. The team should also establish a way to address any conflicts or issues that arise by communicating clearly.

**6.7.3. Communications Management Constraints**

The Communications Management Constraints for the project are crucial to the overall project management plan because these constraints help in defining the limitations which may impact the communication processes and strategies created for the project. The team will look to develop solutions with the help of identifying the constraints in order to mitigate potential challenges. This section will provide an overview of the constraints that may impact the project’s communication strategies and processes. These constraints are the following:

1. Availability of team members: Some team members may have other work or responsibilities now making them unavailable to communicate.
2. Limited budget for resources and tools used for communication: The budget may not be sufficient to fund communication tools which can be used to improve the communication management plan.
3. Time conflicts: The provided deadlines may provide challenges in completing requirements and could result in conflicts with conducting regular meetings.
4. Technical difficulties: This may include internet problems and other technicalities that may be a constraint to communication processes.

**6.7.4 Communication Methods and Technologies**

The Villamin Wood and Ironworks System requires understanding from the team of the communication methods and technologies in order to effectively communicate with the stakeholders. It is essential to consider different factors and limitations in ensuring that the stakeholders will receive the information they need at the right time and in an efficient manner. This includes delivering project updates, progress reports, and other relevant information. Some factors to consider are the location of the stakeholders, level of technical expertise of the stakeholders which should be considered to factor how the team should communicate. Also, the budget and resources available.

Based on the stated factors, it is important for the team to utilize the use of technologies such as a project management software, email, telephone and video conferencing for meetings.

**6.7.4 Communication Matrix**

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| --- | --- | --- | --- | --- |
| Communication Type | Purpose | Medium | Frequency | Audience |
| Initial Meeting | Introduction of the project team and the proposed project, presenting the objectives and the entire project plan. | Microsoft Teams | Once | * Project Manager * Project Team Members * Client |
| Team Meetings | Discussing the tasks and working on the deliverables. | Microsoft Teams  Face-to-face Meetings | Weekly | * Project Manager * Project Team Members |
| Progress Reports | Updating progress with the project and its deliverables. | Microsoft Teams  Face-to-face Meetings | Every other week | * Project Manager * Project Team Members |
| Sprint Meeting | To discuss the works that need to be completed and plan on how to accomplish. | Microsoft Teams  Face-to-face Meetings | Every other week | * Project Manager * Project Team Members |
| Technical Meetings | To discuss any technical issues regarding the project development and plan on how to resolve. | Microsoft Teams  Face-to-face Meetings | Only when needed | * Project Manager * Project Team Members |

**Roles and Responsibilities**

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| --- | --- | --- | --- |
| Roles | Authority | Responsibility | Competency |
| Project Sponsor | Approves the needed deliverables and budget of the project.  Provides feedback and comments on what can be improved.  Able to allot project resources and consent to project scope changes,  schedule and budgeting plan with significant effects. | Ensures that the project delivers the anticipated benefits and value and is in line with the organization's strategic goals and objectives.  Provide guidance to the project and project manager.  Communicate with the stakeholder and project manager for the progress of the project and team. | Communicating effectively with the team.  Strong leadership and strategic thinking skills.  Understands the team’s goal for the project.  Ability to support the project. |
| Product Owner | Make choices about the growth and direction of a product. They have the power to establish requirements, set priorities for the product backlog, and make critical decisions on the features, functionalities, and release timelines. | Responsible of representing the interests of the stakeholders, working with the development team, and making sure the product satisfies consumer needs and accomplishes business objectives. Throughout the course of the product's lifecycle, they are responsible for maximizing its value and making strategic decisions. | Stakeholder Management, Leadership and Collaboration Skills, Communication Skills, and Continuous Learning and Adaptability. |
| Project Manager | Authority to make decisions regarding the project.  Approve changes to project scope, schedule, and budget that has low change effect. | Control and help execute a solution to a problem in the project and monitors the work of the team members. | Strong leadership, communication skills, and project management skills. Knowledge of the company for precise information. |
| Developer | Designing, creating, and implementing software solutions in accordance with project needs and technical specifications are the domain of a developer. To guarantee the successful delivery of the software product, they have the authority to develop and edit code, create, and maintain software components, and work with team members. | Responsible to convert conceptual designs and specifications into useful software programs. They must write clear, effective, and well-documented code, perform unit tests to ensure functionality, and debug and fix software bugs. Work closely with product owner and project manager. | Programming Languages, Problem-Solving Skills, Technical Knowledge, Coding and Debugging, Collaboration and Teamwork, Time Management, and Continuous Learning. |
| Quality Assurance  (Internal User) | Ensures that products and deliverables fulfill its quality standards. Develop and implement quality processes, conduct testing, and checks the quality of the system and deliverables. | Ensures that the entire project deliverables and product are consistently meeting its quality standards. Ensure that the overall quality of the product and deliverables are met by establishing quality criteria, development processes, and implements corrective actions. | Technical Skills, Communication skills, Problem-solving skills, Collaboration, and Time Management. |
| Product/System Tester  (Internal Users) | Evaluate and validates the performance and functioning of a system or software program. Authority to find and report errors or problems, work with stakeholders and developers to fix them, and make improved suggestions. | Ensure that the system operates as intended and meets the quality standard set for it. Responsible for designing and executing test cases, identifying, and reporting defects, and verifying that the system meets the specified requirements. | Technical Skills, Communication Skills, Time Management, Analytic and Problem-Solving Abilities. |
| Customers  (External Users) | Test the project’s system. | Provides feedback on the project’s system.  Communicates with the team to help improve the system. | Communication skills.  Knowledge in using an online system. |
| Client  (External User) | Company Owner that introduced the project and will test the system. | Provides feedback on the deliverables and system. Communicates with the project sponsor, project stakeholder, and project manager for updates and progress. | Strong leadership, communication skills, and negotiation skills. |