COMMUNICATIONS MANAGEMENT PLAN

SurveiRams

ASIA PACIFIC COLLEGE
3 HUMABON PLACE, MAGALLANES
MAKATI CITY, 1232 METRO MANILA

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Introduction

The Communications Management Plan details the processes and strategies for communication that the project team and stakeholders of the SurveiRams project must follow. Planning this is important as communication between all stakeholders ensures good cooperation and a successful outcome that meets the project objectives.

The plan includes what approach the team is planning on using, as well as what might hinder effective communication among all stakeholders involved. The rest of the document discusses specific guidelines, agreements, and expectations on how communication will flow. The processes on how communication escalates within the hierarchy of all stakeholders depending on the need and reason are expounded on.

Communications Approach

The SurveiRams project will be taking the hybrid and two-way approach to manage communication between stakeholders. Each stakeholder has the option to choose whether communication with them will be online or in person, so as to accommodate their needs. This ensures that even distance will not hinder them to update each other with the project status, arising risks, and other matters related to the project.

A team in Microsoft Teams will be created for a central communication zone. Documents such as management plans, meeting minutes, and status reports will be posted there for automatic cloud storage.

The project team and stakeholders must have a two-way communication when needed. Feedback for one another or for every deliverable must be given to ensure stakeholder satisfaction as well as quality assurance.

Communications Management Constraints

There are some factors that could limit the communication processes among stakeholders in the project. Identifying these constraints will aid the project team in strategizing for mitigating and avoiding actions to ensure that the communication among them is efficient.

The following are the identified possible constraints:

Schedule of stakeholders	The team members are students and most of the stakeholders are working full-time. Freeing time for meetings may be difficult.
Technical Issues	Online meetings are part of the communication methods. Device condition, internet connection, and technology literacy may affect the communication process.
Time constraints	The amount of communication between stakeholders might be low due to limited time to do so.

Stakeholder Communication Requirements

The Stakeholder Communication Requirements portion of the document is vital for the project team and stakeholders to maintain a healthy professional relationship. It outlines the expectations and standards that all stakeholders are to uphold throughout the lifecycle of the project, which are the following:

Quick updates	Should any progress, change, or risk arise, relevant stakeholders must be informed within 24-48 hours.
Confidentiality	Only relevant stakeholders will receive confidential information.
Tailored communication	Each stakeholder is different, so communication processes with them must be tailor-made to accommodate their needs.
Two-way communication	Stakeholders not only receive information but give their feedback as well. This could be about the deliverables or the project team themselves.

Roles

Roles	Responsibilities

Project Sponsor	The people who provide finances and input on what direction the project should go. They are also in charge of reviewing requests for any changes needed.
Project Manager	The person leading the team members from the initiation to the closing of the project. They make sure all deliverables are done on time without going over budget, and that the project objectives are met.
Documentation Team	The members of the project team who are responsible for the documents needed for the project. They also update them should any change occur.
Development Team	The members of the project team dealing with the actual development of the application. This could include the database and system architecture.

Table 6.7—1:Communication Management Roles and Responsibilities

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.

Name	Position	Internal, External	Project Role	Contact Information
Jose Manuel Garcia	Campus Architect	Internal	Project Sponsor	manoletg@apc.edu.ph
Jojo Castillo	ITRO Head	Internal	Project Sponsor	jojoc@apc.edu.ph
Ian Christopher Onrubia	Project Manager	Internal	Project Manager	iconrubia@student.apc.edu.ph

Jan Karlo Boongaling	Documentation Specialist	Internal	Documentation Team	jmboongaling@student.apc.edu.ph
Alexis Martin	Quasar Front-end Developer	Internal	Development Team	atmartin@student.apc.edu.ph
Vladimir Ken Perez	Back-end Developer	Internal	Development Team	viperez@student.apc.edu.ph
Yuan Alexandrei Serafico	Software Tester	Internal	Documentation Team	yaserafico@student.apc.edu.ph

Table 6.7—2: Project Team Directory

Communications Methods and Technologies

To prevent misunderstandings, the team needs to be open with each other and the stakeholders. The team must inform the stakeholders of the project's status on a regular basis to avoid misunderstandings. The stakeholders will need information, including reports, issues, and updates for them to understand what is happening in the project.

Factors to be considered in determining the best communication methods and technologies for the SurveiRams system:

Stakeholder's Preference

Stakeholders may prefer to meet online or face-to-face. It really depends on what mode of communication they want. Either way, if they want to meet online, the team may set a meeting through Microsoft Teams.

Type of Information

The team may just send an email with the links of their documents for the stakeholders to consult with that does not require a meeting. This includes weekly updates, reports, and issues.

Budget and Resources Available

The chosen method of communication should be aligned with the budget .

Therefore, the SurveiRams System suggests using a combination of project management software, email, and video conferencing apps like Microsoft Teams to keep the stakeholders updated and achieve the project's goals.
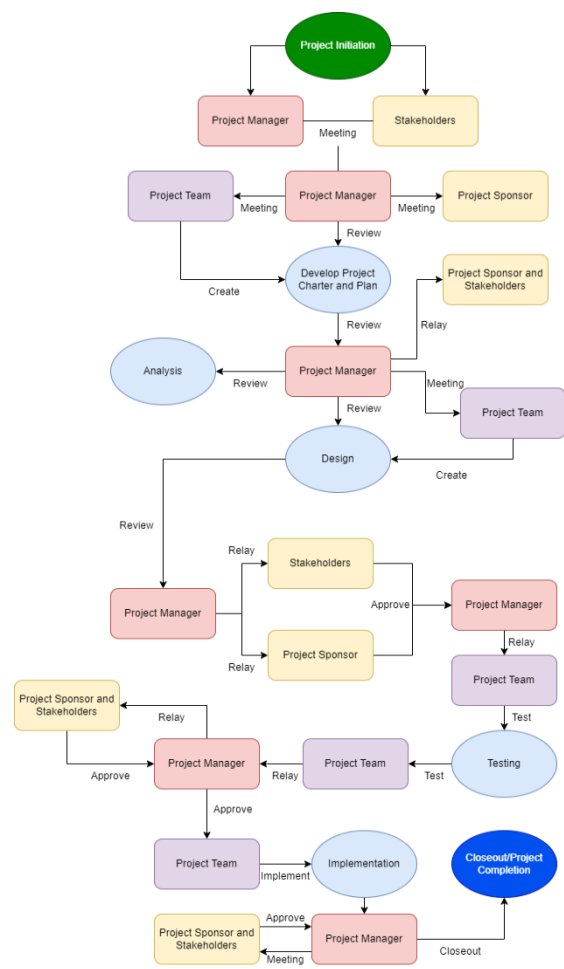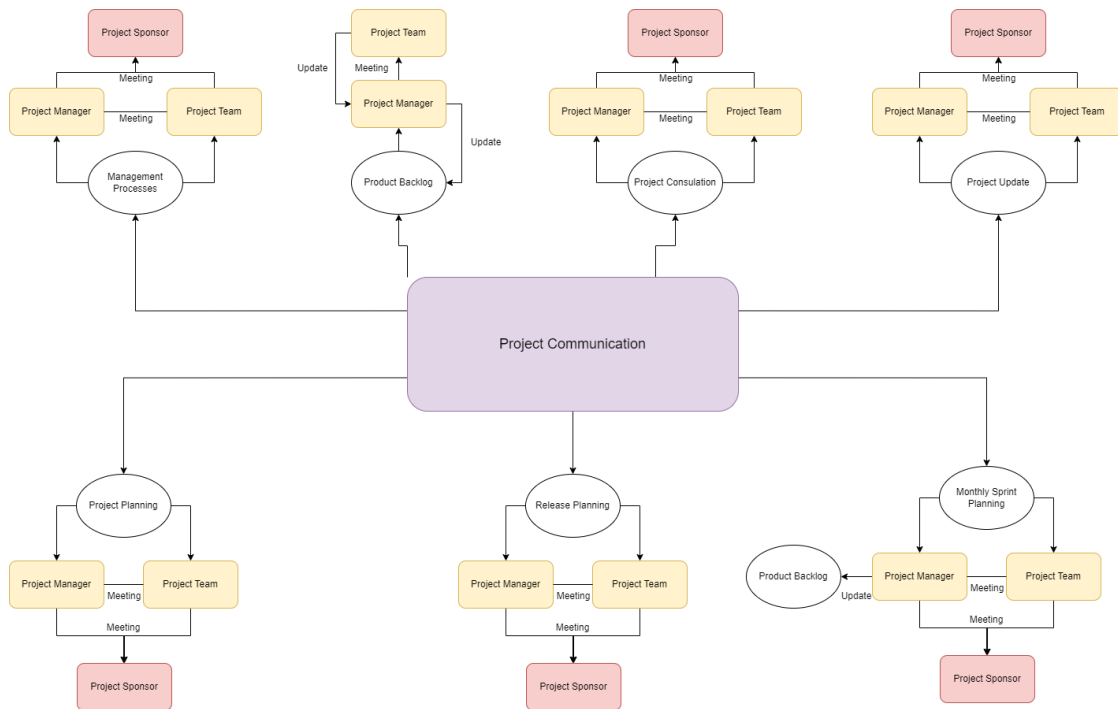
Communications Matrix

Communication	Purpose	Medium	Frequency	Audience
Project Planning	To establish a solid base and maintain the team's focus and progress	OpenProject, Meeting	Once Before the start of the project	Project Manager Project Team Project Sponsor
Release planning	To manage dependencies	OpenProject, Meeting	Once every month	Project Manager Project Team Project Sponsor
Monthly Sprint Planning	To determine monthly goal	OpenProject, Meeting	Once before starting another feature	Project Manager Project Team Project Sponsor
Management processes	To ensure there is coordination in the team	Email, OpenProject	Once every week	Project Manager Project Team Project Sponsor
Product backlog	Inform stakeholders the tasks that has not been processed and need to be addressed	Email/ Meeting	When necessary	Project Manager Project Sponsor
Project Consultation	Enhance project by having stakeholder's guidance and comments	Meeting	Once every week	Project Manager Project Team Project Sponsor
Project Update	Weekly update on the progress of the project	Email	Once every week	Project Manager

				Project Team
				Project Sponsor

Table 6.7—3: Communication Matrix

Communication Flowtchart

Project Initiation → Project Manager / Stakeholders

Project Manager — Meeting — Project Team (Meeting) / Project Manager / Project Sponsor (Meeting)

Review → Develop Project Charter and Plan

Project Team — Create → Develop Project Charter and Plan — Review → Project Manager

Project Manager — Relay → Project Sponsor and Stakeholders

Project Manager — Review → Analysis

Project Manager — Meeting → Project Team

Project Manager — Review → Design

Project Team — Create → Design

Design — Review → Project Manager

Project Manager — Relay → Stakeholders
Project Manager — Relay → Project Sponsor

Stakeholders — Approve → Project Manager
Project Sponsor — Approve → Project Manager

Project Manager — Relay → Project Team — Test → Testing

Testing — Test → Project Team — Relay → Project Manager

Project Manager — Relay → Project Sponsor and Stakeholders — Approve → Project Manager

Project Manager — Approve → Project Team — Implement → Implementation

Implementation — Approve → Project Manager

Project Sponsor and Stakeholders — Meeting → Project Manager

Project Manager — Closeout → Closeout/Project Completion

Guidelines for Meetings

The principles and recommendations in meeting guidelines serve to ensure successful meetings. These will serve as the project team's meeting protocol guidelines. encouraging interaction, participation, and successful outcomes. Project SurveiRams is not an exception, setting up clear meeting rules is crucial for ensuring that meetings are efficient, effective, and productive.

Having clearly outlined meeting guidelines enables project team members and stakeholders to come well-prepared and actively engage in discussions, enhancing their participation. Furthermore, it allows the project manager to maintain consistency and organization throughout meetings, preventing any potential confusion or misunderstandings.

The following guide is to help the project team to initiate a successful meeting:

- **Define Clear Objectives:** Start by clarifying the purpose and objectives of the meeting. Clearly communicate what you aim to accomplish. Ensure that all participants are aware of the desired outcomes.
- **Prepare an Agenda:** Create a well-structured agenda that outlines the topics to be discussed, the time allocated for each item and any necessary materials or preparations.

- **Start and End on time:** Punctuality is crucial for effective meetings. Begin the meeting promptly at the scheduled time, regardless of whether all participants are present. Respect everyone's time by ending the meeting on time.
- **Encourage active participation:** Create an environment that encourages people to participate and speak. Encourage diverse perspectives, ask open-ended questions, and provide opportunities for everyone to contribute.
- **Allocate time effectively:** Allocate sufficient time for each agenda item, considering its importance and complexity. Prioritize critical discussions and be mindful of time constraints. If needed, table less urgent topics for subsequent meetings.
- **Document key points and action items:** Assign someone to document the meeting minutes or key takeaways. Capture important decisions, action items, and responsibilities assigned to individuals. Share the minutes with participants after the meeting to ensure everyone is aligned.
- **Follow up on action items:** Monitor progress on action items and provide updates in subsequent meetings. Hold individuals accountable for their assigned tasks and track their completion. This ensures that the outcomes of the meeting are implemented effectively.

By adhering to these meeting guidelines, the project team can enhance the efficiency, collaboration, and overall effectiveness of your meetings, leading to better outcomes and stronger teamwork.

Communication Standards

The best communication standards for the SurveiRams project may include the following:

- **Regular Team Meetings:** Schedule regular team meetings mostly once or twice a week to discuss project progress, address challenges, and ensure everyone is aligned. These meetings can be conducted in person or remotely, depending on the team's location.
- **Active listening:** Engage in attentive listening, focusing on understanding others' perspectives and ideas. Avoid interrupting and demonstrate respect for the speaker by giving them your full attention.
- **Clear and concise expression:** Express your thoughts and ideas clearly, using simple and concise language. Avoid jargon or overly technical terms that may confuse others.

- **Respectful dialogue:** Foster a respectful and inclusive environment where all participants feel comfortable expressing their opinions. Treat others with courtesy and avoid engaging in personal attacks or disrespectful behavior.

- **Constructive feedback:** Provide feedback in a constructive and tactful manner, emphasizing specific points and suggestions for improvement. Avoid overly critical or negative language that may hinder collaboration.

- **Clarity in questioning:** Ask clear and relevant questions to seek clarification, gather information, or prompt deeper discussion. Avoid vague or ambiguous questions that may lead to confusion.

- **Summarize and recap:** Periodically summarize key points and takeaways from the discussion to ensure everyone is on the same page. This helps consolidate information and maintain focus throughout the meeting.

- **Follow up:** After the meeting, ensure that any action items or decisions are documented and communicated to relevant parties. Take responsibility for assigned tasks and provide updates as necessary.

- **Communication Channels:** Establish clear channels of communication for the project team, such as email, instant messaging platforms, project management tools, or collaboration software. Ensure that everyone knows which channels to use for different types of communication.

- **Documentation:** Emphasize the importance of documenting project-related information. This includes maintaining a project repository for code and design assets, documenting requirements, technical specifications, meeting minutes, and any decisions made during the project.

- **Status Updates:** Regularly provide status updates on project milestones, progress, and any blockers or challenges. This can be done through project management tools, email, or shared documents. Transparent and timely communication helps the team stay informed and take necessary actions.

Communication Escalation Process

The ideal and best communication escalation process for the SurveiRams project would involve the following steps:

1. **Direct Communication:** Encourage team members to communicate directly with each other for routine project-related matters. This includes discussions about tasks, progress updates, and minor issues.
2. **Team Lead/Manager Involvement:** The next step is to include the appropriate team lead or manager if a communication problem persists or if team members are unable to fix it

on their own. The team leader or manager may facilitate the conversation, clear up any confusion, and assist in coming to a decision.

3. **Project Manager/Project Sponsor Involvement:** If the issue remains unresolved or requires higher-level intervention, it should be escalated to the project manager or project sponsor. The project manager or sponsor will assess the situation, provide guidance, and take necessary actions to address the issue.

4. **Project Stakeholder Involvement:** In cases where the issue involves project stakeholders, such as clients or end-users, and it cannot be resolved at the team level, escalate the matter to the project stakeholder(s). This may include scheduling a meeting or providing a detailed written report outlining the issue and the attempts made to resolve it.

5. **Post-Incident Review:** After a communication issue has been resolved, conduct a post-incident review to analyze the root cause, identify areas for improvement, and implement any necessary corrective or preventive actions. This review helps prevent similar communication issues in the future.

It's important to note that the escalation process should be flexible and adaptable to the specific needs of the project. The project team should review the escalation process regularly to ensure that it remains effective and efficient in addressing communication related issues.

Glossary of Communication Terminology

Term	Definition
Team Meetings	Scheduled Gatherings of the project team
Active Listening	Engaging in attentive listening to understand others' perspectives without interruption.
Constructive Feedback	Providing Feedback in a tactful and helpful manner to promote improvement.
Non-verbal cues	Observing and Interpreting body language and facial expressions to understand reactions and sentiments.

Follow-up and Follow-through	Documenting action items, decisions and ensuring their completion.
Post-Incident Review	A review after resolving a communication issue to analyze the root cause, identify areas for improvement, and implement necessary corrective or preventive actions.
Project Manager	The individual responsible for planning, executing, and overseeing a project from initiation to completion, including managing resources, risks, and stakeholders.
Project Management	The application of knowledge, skills, tools, and techniques to achieve project objectives within defined constraints, such as scope, time, cost, and quality.
Communication Standards	Standard templates, formats, or documents used for communicating within a project.
Project-related matters	Tasks, issues, updates, materials that are related to the project
Communication Channels	Is where the team can communicate whether personally or through software applications like MS teams, Facebook Messenger, Discord etc.,
Documentation	All documents related to the project

Table 6.7—4: Glossary of Communication Management Terminologies

SPONSOR ACCEPTANCE

Approved by the Project Sponsor:

Date: May 2023

Mr. Jose Manuel Garcia
Campus Architect

Mr. Jojo F. Castillo
Executive Director, Technical Services