## 6.7. Communications Management Plan

6.7.1. Introduction

The Communications Management Plan is a critical component of the SurveiRams System project as it outlines the communication strategy and protocols for the project team and stakeholders. The plan defines the following:

1. The plan outlines the type of information that will be communicated, such as project updates, progress reports, risks, and issues. It also includes the level of detail and format of the information, such as whether it will be communicated verbally or in written form.
2. The plan outlines the methods of communication that will be used, such as meetings, email, telephone, web portal, etc. This ensures that all stakeholders are informed in a timely manner.
3. The plan outlines the frequency of project communications, both formal and informal, to ensure that stakeholders are kept informed on a regular basis.
4. The plan defines the roles and responsibilities of team members and stakeholders in terms of communication, including who is responsible for disseminating project information.
5. The plan outlines the specific communication needs of all stakeholders and how they will be met, such as language requirements and accessibility.
6. The plan outlines the resources allocated for communication, such as budget and personnel, to ensure that communication is effective and efficient.
7. The plan outlines the protocols for communicating sensitive or confidential information, including who must authorize the release of such information.
8. The plan defines a process for managing changes in communication or the communication process, including how changes are proposed, reviewed, and approved. This ensures that all stakeholders are aware of any changes and that the communication process remains consistent throughout the project.
9. The plan outlines the flow of communication within the project, including how information is shared between team members, stakeholders, and other project partners. This helps to ensure that all stakeholders are informed, and that information is shared in a timely manner.
10. The plan identifies any internal or external constraints that may affect project communications, such as legal or regulatory requirements, and outlines how these constraints will be addressed.
11. The plan outlines any standard templates, formats, or documents that must be used for communicating project information, such as progress reports or meeting minutes. This ensures that all stakeholders are provided with consistent and accurate information.
12. The plan includes an escalation process for resolving any communication-based conflicts or issues that may arise during the project. This helps to ensure that any communication-related issues are addressed and resolved in a timely manner.

Overall, the Communications Management Plan is a key tool that helps to ensure that all stakeholders are informed, and that communication is effective and efficient throughout the SurveiRams System project.

6.7.2. Communications Management Approach

The best communications management approach for the SurveiRams System project would be a combination of proactive and reactive strategies.

Proactively, regular project status meetings will be held to ensure all stakeholders are informed and aware of the project’s progress. The project manager will hold regular meetings with the project team and communicate any updates, progress reports, risks, and issues. This will provide stakeholders with an overview of the project’s status and any potential roadblocks. Additionally, a Microsoft Teams team will be created to provide stakeholders with easy access to project information, such as meeting minutes, documents, and project status reports.

Reactively, a clear and concise escalation process will be established to address any communication-based conflicts or issues that arise. The project manager will be readily available to stakeholders to answer any questions or concerns they may have and provide support and guidance when needed.

In addition, a change control process will be implemented to manage any changes in communication or the communication process. This will ensure that any changes are approved by the Change Control Board and that stakeholders are informed of any changes in a timely manner.

Overall, this approach ensures that the project team and stakeholders are kept informed and that any communication-based issues are handled in an efficient and effective manner.

6.7.3. Communications Management Constraints

The Communications Management Constraints for the SurveiRams System project are a crucial aspect of the overall project management plan. These constraints help to define the limitations and boundaries that may impact the communication processes and strategies of the project. By identifying and addressing these constraints, the project team can proactively develop solutions to mitigate potential challenges and ensure the smooth flow of information throughout the project.

This section of the Communications Management Plan will provide an overview of the key constraints that may impact the project's communication processes, including internal and external factors, technological limitations, and regulatory requirements.

Communications management constraints for the SurveiRams System project may include:

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| **Limited budget for communication tools and resources** | The project may have a limited budget for communication tools and resources, such as video conferencing software or project management software. |
| **Limited access to certain stakeholders** | Some stakeholders may be located in remote locations or have limited access to certain forms of communication, such as email or internet. |
| **Limited availability of team members** | Team members may have other commitments or responsibilities that limit their availability for communication. |
| **Language barriers** | If team members or stakeholders speak different languages, there may be a need for translation services or additional resources to facilitate communication. |
| **Confidentiality** | Some information related to the project may be confidential and require special handling and communication protocols. |
| **Resistance to change** | Some stakeholders may be resistant to changes in communication processes or tools, which can make it difficult to implement new communication strategies. |
| **Technical difficulties** | Technical difficulties with communication tools and systems can also be a constraint. |
| **Time constraints** | The project may be under a tight deadline, which can make it challenging to schedule and hold regular communication meetings. |

6.7.4. Stakeholder Communication Requirements

The Stakeholder Communication Requirements are a vital component of the SurveiRams System project as they outline the specific communication needs of all stakeholders involved in the project. Effective communication is essential for ensuring that the project is completed on time, within budget, and to the satisfaction of all stakeholders. By identifying and addressing the communication requirements of stakeholders, the project team can proactively manage expectations, build trust, and foster collaboration.

This section of the Communications Management Plan outlines the specific communication needs of stakeholders and how they will be met throughout the project's lifecycle.

The stakeholder communication requirements for the Dispatch Directory System project would likely include:

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| **Regular project updates** | All stakeholders should be informed of the project's progress, including any issues or risks that may arise. |
| **Clear and concise communication** | 1. All project-related information should be communicated in a clear and concise manner, ensuring that stakeholders understand the message. |
| **Accessibility** | Communication should be accessible to all stakeholders, considering any language or accessibility needs. |
| **Timely communication** | Information should be communicated in a timely manner, ensuring that stakeholders are informed as soon as possible. |
| **Confidentiality** | Any sensitive or confidential information should be communicated to only the necessary stakeholders and handled in a secure manner. |
| **Customized communication** | Communication should be tailored to the specific needs of each stakeholder, considering their level of involvement in the project and their role. |
| **Two-way communication** | Communication should be a two-way process, allowing stakeholders to provide feedback and ask questions. |
| **Feedback mechanisms** | A mechanism for stakeholders to provide feedback on the communication process should be in place to ensure that communication is effective. |

6.7.5. Roles

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| **Roles** | **Responsibilities** |
| Project Sponsor | A high-level executive who provides financial resources and strategic direction for the project. |
| Program Manager | A person responsible for overseeing the Surveirams System and ensuring that it aligns with the organization's overall goals and objectives. The program manager might oversee multiple related projects within the organization. |
| Key Stakeholders | Individuals or groups who have a vested interest in the SurveiRams System, such as the ITRO, BMO, and Security Personnel who rely on the system for their daily operations. |
| Project Manager | The person responsible for planning, executing, and closing the SurveiRams System. The project manager leads the project team and ensures that the system is completed on time, within budget, and to the required quality standards. |
| Development Team | A person responsible for the technical aspects of the SurveiRams System, such as the system architecture, database design, and software development. The team ensures that the system meets the required technical specifications and standards, and that it is scalable, secure, and reliable. |

*Table 6.7—1:Communication Management Roles and Responsibilities*

6.7.6. 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.

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| --- | --- | --- | --- | --- |
| **Name** | **Position** | **Internal, External** | **Project Role** | **Contact Information** |
| Jose Manuel Garcia | Campus Architect | Internal | Project Sponsor | manoletg@apc.edu.ph |
| Ian Christopher Onrubia | Project Manager | Internal | Project Manager | iconrubia@student.apc.edu.ph |
| Jan Karlo Boonggaling | 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*

6.7.7. Communication Methods and Technologies

To prevent misunderstandings, the team must maintain open communication with the stakeholders. To avoid this, the team must notify the stakeholders on the current status of the project and what is happening with the system's development in order to keep them informed. Progress reports, problems, updates, and other pertinent information they need to be aware of may all be the source of updates. On the other hand, choosing the team's preferred method of communication requires careful consideration of both cost and security.

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 of the links of their documents for the stakeholders to consult with that doesn’t require a meeting.

**Budget and Resources Available**

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

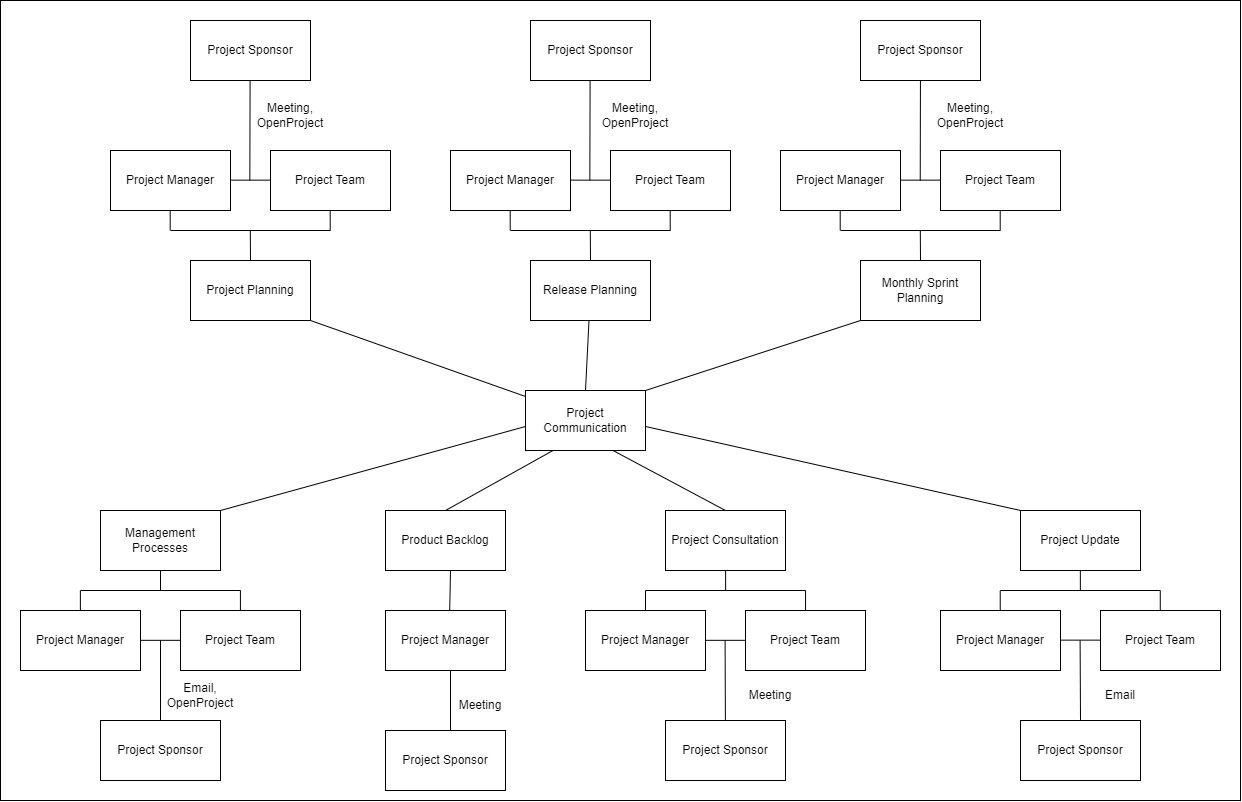
Therefore, the SurveiRams System suggests using a combination of project management software, email, and video conferencing apps like Microsoft Teams to keep the stakeholders updated and achieve the project's goals.

6.7.8. Communications Matrix

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| **Communication** | **Purpose** | **Medium** | **Frequency** | **Audience** |
| Project  Planning | In order 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*

6.7.9. Communication Flowchart



6.7.10. Guidelines for Meetings

Meeting guidelines are a set of principles and recommendations that help ensure effective and productive meetings. These guidelines serve as a framework for conducting meetings in a structured and efficient manner, promoting collaboration, engagement, and positive outcomes. The SurveiRams project is no exception. In order to ensure that meetings are productive, efficient, and effective, it is important to establish clear guidelines for meetings. These guidelines should include information on the purpose of meetings, the roles and responsibilities of attendees, and the procedures that will be followed during meetings.

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.
* **Invite the right participants:** Invite individuals who are directly involved or can contribute meaningfully to the meeting topics.
* **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 everyones time by ending the meeting on time.
* **Encourage active participation:** Create an environment that encourages people to participate and speak. Encourage diverse perspectives and ask open-ended questions and provide opportunities for everyone to contribute.
* **Foster respectful communication:** Maintain a respectful tone and encourage courteous communication among participants. Avoid interrupting others and promote active listening. Ensure that everyone has the opportunity to speak and be heard.
* **Stay focused and manage tangents:** Keep the meeting focused on the agenda items and the defined objectives. Manage tangents or unrelated discussions by gently redirecting the conversation back to the main topics. If necessary, note unrelated ideas for future discussions to maintain efficiency.
* **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.
* **Encourage collaboration and consensus:** Foster a collaborative atmosphere where participants work together to reach consensus or make decisions. Encourage constructive feedback, healthy debates, and the exploration of different viewpoints to arrive at well-informed conclusions.
* **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, you can enhance the efficiency, collaboration, and overall effectiveness of your meetings, leading to better outcomes and stronger teamwork.

6.7.11. Communication Standards

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

* **Regular Team Meetings:** Schedule regular team meetings 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.
* **Non-verbal cues:** Pay attention to non-verbal cues such as body language and facial expressions to better understand others' reactions and sentiments. Use your own non-verbal cues to convey attentiveness and engagement.
* **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 and follow through:** 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.
* **Clear 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.

6.7.12. 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. Team members should be able to resolve these matters through open and direct communication.
2. **Team Lead/Manager Involvement:** If a communication issue persists or if team members are unable to resolve it directly, the next step is to involve the respective team lead or manager. The team lead or manager can mediate the discussion, clarify misunderstandings, and help find a resolution.
3. **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.
4. **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.
5. **Executive or Senior Management Involvement:** In rare cases where the issue is critical, has significant impact, or cannot be resolved through previous escalation levels, it may be necessary to involve executive or senior management. This escalation level should be used sparingly and only when other attempts to resolve the issue have been exhausted.
6. **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.

6.7.13. Glossary of Communication Terminology

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| **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, Zoom, etc., |
| **Documentation** | All documents related to the project |

*Table 6.7—4: Glossary of Communication Management Terminologies*