# 6.7 Communications Management Plan

## 6.7.1 Introduction

The Communications Management Plan is a critical component of the Apelo Dental Clinic 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 what kind of information will be conveyed, such as updates on the project's status, progress reports, potential hazards, and challenges. Additionally, it determines the degree of intricacy and structure of the information, whether it will be presented verbally or in written format.
2. The plan outlines the methods of communication that will be used, such as online or physical meetings, email, telephone, text messages, etc. This ensures that all stakeholders are informed promptly.
3. The plan establishes how often the project communications, both formal and informal, will occur to maintain regular and consistent updates for the stakeholders.
4. The plan clarifies the communication-related roles and responsibilities of both team members and stakeholders, including who is accountable for distributing project-related 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 procedures for communicating confidential or sensitive information, specifying the individuals responsible for authorizing the disclosure 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 describes the direction of communication within the project, detailing how information is exchanged among team members, stakeholders, and other partners involved in the project. This promotes the timely sharing of information and ensures that all stakeholders are kept informed.
10. The plan recognizes any limitations, whether internal or external, that may impact project communications, such as legal or regulatory obligations, and establishes how these limitations will be resolved.
11. The plan specifies the required standard templates, formats, or documents for conveying project-related information, such as meeting minutes or progress reports. This guarantees that all stakeholders are furnished with reliable and uniform information.
12. The plan incorporates an escalation mechanism for resolving any conflicts or issues related to communication that might arise during the project. This promotes the prompt identification and resolution of communication-related problems.

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 Apelo Dental Clinic System project.

## 6.7.2 Communications Management Approach

The optimal communication management approach for the Apelo Dental Clinic System project would be a combination of proactive and reactive strategies.

Proactively, the project team will conduct regular project status meetings to keep all stakeholders informed about the project's progress. The project manager will hold frequent meetings with the team to communicate updates, progress reports, risks, and issues to provide stakeholders with an overview of the project's status and potential roadblocks. Additionally, a project website and web portal will be established to facilitate stakeholders' access to project information, including meeting minutes, documents, and project status reports.

Reactively, a straightforward and brief escalation process will be implemented to handle any conflicts or issues that arise concerning communication. The project manager will be easily accessible to stakeholders to address any questions or concerns they may have and offer assistance and direction when necessary.

Furthermore, a process for managing changes in communication or the communication process will be introduced. This process will guarantee that any alterations are sanctioned by the Change Control Board and that stakeholders are notified of any modifications without delay.

In summary, this method guarantees that both the project team and stakeholders are well-informed and that any communication-related problems are addressed promptly and successfully.

## 6.7.3 Communications Management Constraints

The Communications Management Constraints for the Apelo Dental Clinic 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 Apelo Dental Clinic System project may include:

1. **Limited budget for communication equipment and resources:** The project may have a limited budget for communication tools and resources, such as video conferencing software, project management software, or hiring a dedicated communications team.
2. **Limited availability of team members:** The availability of team members for communication may be limited due to their other commitments or responsibilities.
3. **Language barriers:** In case team members or stakeholders communicate in different languages, there might be a requirement for translation services or additional resources to enable communication.
4. **Confidentiality:** Some information related to the project may be confidential and require special handling and communication protocols.
5. **Resistance to change:** Introducing new communication strategies can be challenging due to resistance from some stakeholders who may be unwilling to adopt changes in communication processes or tools.
6. **Technical difficulties:** Technical difficulties with communication tools and systems can also be a constraint.
7. **Time constraints:** Scheduling and conducting regular communication meetings can be challenging if the project is operating under a stringent timeline.

## 6.7.4 Stakeholder Communication Requirements

The Stakeholder Communication Requirements are a vital component of the Apelo Dental Clinic 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 Apelo Dental Clinic System project would probably require stakeholder communication needs such as:

1. **Regular project updates:** It is necessary to keep all stakeholders informed about the project's advancement, which includes notifying them of any problems or risks that may emerge.
2. **Clear and concise communication:** Project-related information must be communicated clearly and concisely to ensure that stakeholders comprehend the message.
3. **Accessibility:** Communication needs to be accessible to all stakeholders, considering any language or accessibility requirements they may have.
4. **Timely communication:** Information should be communicated promptly, ensuring that stakeholders are informed as soon as possible.
5. **Confidentiality:** Sensitive or confidential information must be communicated only to the relevant stakeholders and managed securely.
6. **Customized communication:** Communication should be customized to meet the specific requirements of each stakeholder, considering their level of involvement in the project and their role.
7. **Two-way communication:** Communication should involve both parties, enabling stakeholders to provide feedback and ask questions.
8. **Feedback mechanisms:** There should be a system in place for stakeholders to offer feedback on the communication process, to ensure its effectiveness.

## 6.7.5 Roles

|  |  |
| --- | --- |
| Role | Responsibilities |
| Project Sponsor | A high-level executive who provides financial resources and strategic direction for the project. |
| Project Manager | The person is responsible for planning, executing, and closing the Apelo Dental Clinic 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. |
| Program Manager | The individual in charge of supervising the Apelo Dental Clinic System and ensuring that it corresponds with the organization's broader goals and objectives. The program manager is responsible for monitoring several interrelated projects within the organization. |
| Key Stakeholders | Individuals or groups who have a vested interest in the Apelo Dental Clinic System, such as dentists, clinic employees, and patients who rely on the system for their daily operations. |
| Development Team | A person is responsible for the technical aspects of the Apelo Dental Clinic 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. |

## 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.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name | Position | Internal/External | Project Role | Contact Information |
| Dr. Denroe Apelo | Manager of Operation | Internal | Project Sponsor |  |
| Progmatiks | Team Members  of  Operations | Internal | Internal User  of the system | - |
| ADENICSY Managers | Managers,  Customers | External | External user  of the system | - |
| Jayvee Cabardo | Project Adviser | External | Project  Manager | jayveec@apc.edu.ph |
| - | Junior Developer | Internal | Development  Team | - |
| - | Senior Developer | Internal | Development  Team | - |
| - | Quality  Assurance  Analyst | Internal | Development  Team | - |

## 6.7.7 Communication Methods and Technologies

The successful implementation of the Apelo Dental Clinic System project relies on having a comprehensive grasp of the different communication methods and technologies that will be utilized to establish effective communication with all involved parties. It is crucial to consider the unique strengths and limitations of each communication method and technology to guarantee that all stakeholders receive the necessary information promptly and efficiently. This encompasses selecting suitable approaches for delivering project updates, progress reports, risks, issues, and any other pertinent details.

Additionally, it is crucial to take into account the affordability and practicality of employing various technologies, while also addressing any potential security or privacy issues that may emerge. By meticulously choosing the most suitable communication methods and technologies, the project team can guarantee that all stakeholders are adequately informed and that the project's communication goals are achieved.

When determining the best communication methods and technologies for the Apelo Dental Clinic System project, several factors should be considered. These include:

* **The size and complexity of the project:** When dealing with extensive and intricate projects, web portals and project management software are often the most favorable choice, as they facilitate the consolidation of information and provide convenient access for all stakeholders.
* **The level of technical expertise of stakeholders:** For stakeholders who lack technical expertise, straightforward communication methods like email and telephone may be the optimal choice.
* **The type of information being communicated:** When dealing with sensitive or confidential information, it may be essential to utilize secure methods such as encryption and portals protected by passwords.
* **The budget and resources available:** The selection of communication methods and technologies should align with the project's allocated budget and available resources.

Considering these considerations, it is advisable for the Apelo Dental Clinic System project to employ a blend of communication methods and technologies, such as project management software, email, telephone, and video conferencing. This approach will effectively keep all stakeholders informed and enable the project to achieve its communication goals.

## 6.7.8 Communications Matrix

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Channel | From | To | Type | Frequency | Format Used | Delivery Media |
| Project Planning | Project Manager | Stakeholders | Meeting | Once Before  the start of  the project | Formal | Physical Meeting |
| Release Planning | Project  Manager,  Project  Team | Stakeholders | Meeting | Once before  start of the  project  Updated  when  necessary | Formal | Microsoft Teams, Email |
| Sprint Planning | Project Manager | Project Team | Meeting | Twice a week | Informal | Microsoft Teams |
| Management Processes | Project  Manager,  Project  Team | Stakeholders | Artifact | Once Before  start of the  project  Updated  when  necessary | Written Document | Microsoft Teams, Email |
| Product Backlog | Project Manager | Project Team | Artifact | Once every week | Written Document | Microsoft Teams |
| Project Update | Project Manager | Project Team | Meeting | Once every week | Informal | Microsoft Teams |

## 6.7.9 Communication Flowchart

**A diagram of a project

Description automatically generated with medium confidence**

## 6.7.10 Guidelines for Meetings

Meetings play a vital role in facilitating effective communication within any project, and the Apelo Dental Clinic System project is no exception. To ensure that meetings are productive, efficient, and successful, it is crucial to establish clear meeting guidelines. These guidelines should encompass the purpose of the meetings, the roles and responsibilities of the participants, and the procedures to be followed during the meetings. By having well-defined meeting guidelines in place, both project team members and stakeholders can be better prepared and actively engage in the discussions. Moreover, the project manager can maintain consistency and organization throughout the meetings, thus minimizing confusion and misunderstandings.

Below are the meeting guidelines for Apelo Dental Clinic System project:

* **Purpose:** Meetings are an essential part of the Apelo Dental Clinic System project and are used to discuss project progress, resolve issues, and make decisions.
* **Scheduling:** It is important to plan meetings ahead of time and select a time that is suitable for all participants. The project manager bears the responsibility of coordinating meeting schedules and distributing invitations.
* **Attendance:** Unless there is a valid reason, it is expected that all project team members and stakeholders participate in meetings. If a team member cannot attend, they should promptly notify the project manager.
* **Agenda:** To ensure preparedness and maintain focus during the meeting, it is essential to distribute an agenda beforehand. The agenda should outline the topics to be discussed and the anticipated meeting outcomes. By sharing the agenda in advance, attendees will have the necessary information and the meeting can stay on schedule.
* **Minutes:** During the meeting, it is crucial to record minutes, which should be shared with all participants within 24 hours. These minutes should encompass a concise overview of the discussions held, the decisions reached, and the assigned action items.
* **Decisions:** Whenever feasible, decisions should be reached through consensus. In situations where a consensus cannot be reached, the project sponsor holds exclusive authority to make the final decision.
* **Follow-up:** The project manager is responsible for following up on action items and ensuring that they are completed on time.
* **Communication:** Meetings serve as a platform to communicate project progress and tackle any issues that arise. Attendees should be motivated to express themselves openly and honestly.
* **Technology:** Meetings should be held using technology that is accessible to all attendees. This may include video conferencing, teleconferencing, or web conferencing.
* **Time management:** It is important for meetings to commence and conclude punctually, adhering to the designated time frame. This practice ensures that attendees are not kept waiting and helps to maintain the project's schedule.
* **Evaluation:** Regular evaluations of meetings should be conducted to verify their productivity and gauge attendee satisfaction with the outcomes. Any concerns or issues that arise should be addressed and necessary improvements should be implemented.

## 6.7.11 Communication Standards

The best communication standards for the Apelo Dental Clinic System project may include the following:

* **Standardized Templates:** By creating and utilizing standardized templates for project communications, such as status reports, meeting agendas, and minutes, consistency and clarity can be ensured in the information being conveyed.
* **File Naming Convention:** Establishing a standardized file naming convention for project documents and shared files can facilitate convenient access and organization of information.
* **Web Portal/Network Tool:** By utilizing a standardized platform, such as SharePoint or project management software, for project communication, the accessibility to information and collaboration among team members and stakeholders can be enhanced.
* **Video conferencing:** Video conferencing tools such as Google Meets, Zoom, Skype, and others can prove highly beneficial for team members and stakeholders who are geographically dispersed. These tools enable effective communication and collaboration regardless of the participants' physical locations.
* **Communication protocols:** Implementing a standardized communication protocol specifically designed for handling sensitive or confidential information, including clear guidelines on authorized individuals responsible for sharing such information and the appropriate methods of sharing, can guarantee the safeguarding of sensitive data.

## 6.7.12 Communication Escalation Process

The ideal and best communication escalation process for the Apelo Dental Clinic System project would involve the following steps:

1. **Identify the issue:** The project team should first identify the communication-related issue that needs to be escalated.
2. **Attempt to resolve the issue within the team:** The project team should initially strive to address the issue internally by engaging in discussions with the relevant team members and attempting to find a resolution.
3. **Involve a communication manager:** If the team is unable to resolve the issue internally, they should engage a communication manager or an assigned individual responsible for communication within the organization. This designated person will serve as a mediator between the project team and stakeholders, assisting in resolving the issue.
4. **Escalate to higher management:** If the issue remains unresolved, it should be escalated to higher management for additional examination and resolution.
5. **Document the issue and resolution:** During the escalation process, it is crucial to maintain documentation of the issue, the actions taken to address it, and the ultimate resolution. This practice ensures that comprehensive records are retained for future reference.
6. **Review and Improve:** Following the escalation process, it is essential to evaluate the process itself to identify areas for improvement in future escalations.

It is vital to emphasize that the escalation process should be flexible and adjustable according to the unique requirements of the project. The project team should conduct regular reviews of the escalation process to guarantee its ongoing effectiveness and efficiency in resolving communication-related issues.

## 6.7.13 Glossary of Communication Terminology

|  |  |
| --- | --- |
| Term | Definition |
| Communication Plan | A document that delineates the communication strategy and protocols for both the project team and stakeholders. |
| Stakeholder | An individual or entity that possesses a vested interest or concern in the project. |
| Communication  Method | The methods through which information is transmitted, such as meetings, email, telephone, or web portal. |
| Communication  Frequency | The frequency at which project communications are disseminated. |
| Communication  Objective | The desired outcome or goal of a particular communication. |
| Communication  Flowchart | A diagram showing the flow of information within a project. |
| Escalation Process | A protocol for addressing conflicts or issues arising from communication matters. |
| Communication Matrix | A chart that outlines the communication needs and specifications for a project. |
| Communication  Standards | Standard templates, formats, or documents used for communicating within a project. |
| Communication  Constraints | Elements that can impose restrictions or influence the efficiency of project communications. |
| Communication  Guidelines | Guidelines for conducting meetings, teleconferences, and other communication modalities. |
| Communication  Technology | Tools and platforms used for communication, such as SharePoint, message boards, and video teleconferencing. |
| Communication  Escalation Process | A procedure for escalating communication-related issues or conflicts that cannot be resolved internally within the project team. |
| Communication  Approaches | Various strategies and remedies are deployed to tackle communication limitations, guaranteeing that all stakeholders are adequately informed and the project's communication goals are achieved. |