**Communication Management Plan**

**<E-Cliniq>**

**Project V**

**3 Humabon Place, Magallanes**

**Makati City, 1232**

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**Table of Contents**

[Introduction 3](#_Toc339366622)

[Communications Management Approach 3](#_Toc339366623)

[Communications Management Constraints 4](#_Toc339366624)

[Stakeholder Communication Requirements 5](#_Toc339366625)

[Roles 6](#_Toc339366626)

[Project Team Directory 7](#_Toc339366627)

[Communication Methods and Technologies 8](#_Toc339366628)

[Communications Matrix 10](#_Toc339366629)

[Communication Flowchart 11](#_Toc339366630)

[Guidelines for Meetings 11](#_Toc339366631)

[Communication Standards 13](#_Toc339366632)

[Communication Escalation Process 14](#_Toc339366633)

[Glossary of Communication Terminology 15](#_Toc339366634)

# Introduction

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

1. The plan details the information to be communicated, such as project updates, progress reports, risks, and issues, including the level of detail and format.
2. The plan specifies the communication methods to be used, such as meetings, email, telephone, web portal, etc., to ensure timely information for all stakeholders.
3. The plan sets the frequency of project communications, both formal and informal, to keep stakeholders regularly informed.
4. The plan defines the roles and responsibilities of team members and stakeholders in communication, including who disseminates project information.
5. The plan addresses the specific communication needs of all stakeholders, such as language requirements and accessibility.
6. The plan allocates resources for communication, such as budget and personnel, to ensure effective and efficient communication.
7. The plan sets protocols for communicating sensitive or confidential information, including authorization for release.
8. The plan establishes a process for managing changes in communication or the communication process, including proposal, review, and approval of changes to ensure consistency throughout the project.
9. The plan outlines the flow of communication within the project, including information sharing between team members, stakeholders, and other project partners to ensure timely information for all stakeholders.
10. The plan identifies any internal or external constraints that may affect project communications and outlines how these constraints will be addressed.
11. The plan specifies any standard templates, formats or documents to be used for communicating project information to provide consistent and accurate information to all stakeholders.
12. The plan includes an escalation process for resolving any communication-based conflicts or issues that may arise during the project to ensure timely resolution of communication-related issues.

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 E-Cliniq project.

# Communications Management Approach

The most effective approach to managing communications for the E-Cliniq project would involve combining proactive and reactive strategies.

Proactively, regular project status meetings will be conducted to keep all stakeholders well-informed and updated on the project's progress. The project manager will regularly meet with the project team, providing updates, progress reports, and addressing any risks or issues. This approach will offer stakeholders a comprehensive overview of the project's status and potential obstacles. Additionally, a dedicated project website and web portal will be established, granting stakeholders convenient access to project-related information such as meeting minutes, documents, and status reports.

Reactively, an escalation process will be established to promptly address any conflicts or issues related to communication. The project manager will be readily available to respond to stakeholders' questions or concerns, offering support and guidance when necessary.

Moreover, a change control process will be implemented to manage any alterations in communication or the communication process. This process will involve obtaining approval from the Change Control Board and ensuring stakeholders are promptly informed of any changes. Overall, this approach guarantees that the project team and stakeholders remain well-informed, while effectively handling any communication-related challenges that may arise.

# Communications Management Constraints

The Communications Management Constraints for the E-Cliniq project are an important part of the overall project management plan. These constraints define limitations and boundaries that may affect the project’s communication processes and strategies. By identifying and addressing these constraints, the project team can proactively develop solutions to mitigate potential challenges and ensure smooth information flow.

This section of the Communications Management Plan provides an overview of 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 E-Cliniq project may include:

1. **Limited budget for communication** tools and resources such as video conferencing software, project management software, or hiring a dedicated communications team may be a constraint.
2. **Limited access to certain stakeholders** located in remote locations or with limited access to certain forms of communication may be a constraint.
3. **Limited availability of team members** due to other commitments or responsibilities may be a constraint.
4. **Language barriers** may require translation services or additional resources to facilitate communication.
5. **Confidentiality** of some project information may require special handling and communication protocols.
6. **Resistance to change** in communication processes or tools by some stakeholders can make it difficult to implement new communication strategies.
7. **Technical difficulties** with communication tools and systems can be a constraint.
8. **Time constraints** due to tight project deadlines can make it challenging to schedule and hold regular communication meetings.

# Stakeholder Communication Requirements

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 are a crucial part of the E-Cliniq project as they detail the specific communication needs of all stakeholders. Effective communication is essential for completing the project on time, within budget, and to the satisfaction of all stakeholders. By identifying and addressing stakeholders' communication requirements, the project team can proactively manage expectations, build trust, and foster collaboration.

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

The E-Cliniq project would probably require stakeholder communication needs such as:

1. **Regular project updates:** It is imperative to consistently inform all stakeholders about the project's progress, including the disclosure of any emerging issues or risks.
2. **Clear and concise communication:** Project-related information needs to be conveyed in a manner that is easily understood and succinct, ensuring stakeholders comprehend the message effectively.
3. **Accessibility:** Communication should be accessible to all stakeholders, taking into account any language or accessibility requirements they may have.
4. **Timely communication:** Information should be communicated promptly, guaranteeing that stakeholders receive it in a timely manner, without delays.
5. **Confidentiality:** Sensitive or confidential information must only be shared with relevant stakeholders and handled securely to maintain confidentiality.
6. **Customized communication:** Communication should be tailored to meet the specific needs of each stakeholder, considering their level of involvement in the project and their respective roles.
7. **Two-way communication:** Effective communication involves active participation from both parties, allowing stakeholders to provide feedback and seek clarification through meaningful dialogue.
8. **Feedback mechanisms:** Mechanisms should be in place to facilitate stakeholder feedback on the communication process, ensuring continuous improvement and effectiveness.

# Roles

|  |  |
| --- | --- |
| Role | Responsibilities |
| Project Sponsor | An executive at a senior level who offers financial resources and strategic guidance for the project. |
| Project Manager | The person in charge of the planning, execution, and completion of E-Cliniq. The project manager leads the project team and ensures that the system is finished within the designated timeframe, budget, and quality standards. |
| Key Stakeholders | Individuals or groups with a vested interest in E-Cliniq, including the APC Administrator, Nurse, Doctor, Dentist, and Patients who rely on the system for their daily operations. |
| Development Team | A person responsible for the technical aspects of E-Cliniq, such as the system's architecture, database design, and software development. The team ensures that the system satisfies the necessary technical specifications and standards while being scalable, secure, and reliable. |

# 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 |
| Jojo F. Castillo | Clinic Administrator | Internal | Project Sponsor | jojoc@apc.edu.ph |
| Ana Mae J. Torre | Clinic Nurse | Internal | Internal User of the System | anamaet@apc.edu.ph |
| APC Doctor | Doctor | Internal | Internal User of the System | - |
| APC Dentist | Dentist | Internal | Internal User of the System | - |
| Roselle Wednesday L. Gardon | Director, Computer Science | External | Project Adviser | roselleg@apc.edu.ph |
| John Angel Manahan | Project Manager | Internal | Project Manager | jmmanahan@  student.apc.edu.ph |
| Project V | Team Members of Operations | Internal | Development Team | - |

# Communication Methods and Technologies

The E-Cliniq project requires a deep understanding of the communication methods and technologies used to effectively communicate with stakeholders. It’s important to consider the capabilities and limitations of each method and technology to ensure stakeholders receive timely and efficient information. This includes determining the appropriate methods for delivering project updates, progress reports, risks, issues, and other relevant information.

It’s important to consider the cost and feasibility of using different technologies, as well as any security or privacy concerns. By carefully selecting the most appropriate communication methods and technologies, the project team can ensure that all stakeholders are kept informed and that the project’s communication objectives are met.

When determining the best communication methods and technologies for E-Cliniq, several factors should be considered. These include:

* **The scope and complexity of the project:** Web portals and project management software are frequently the best option when dealing with large-scale and complex projects since they make it easier to gather information and give all stakeholders easy access.
* **The technical proficiency of the stakeholders:** For stakeholders without technical proficiency, direct communication techniques like email and phone may be the best option.
* **The type of information being communicated:** Using secure techniques like encryption and password-protected portals may be necessary when dealing with sensitive or confidential material.
* **The project's budget and resources:** Communication strategies and technology should be chosen in accordance with the project's allotted budget and resources.

Based on the factors mentioned earlier, it is recommended that the E-Cliniq project use a combination of communication methods and technologies such as project management software, email, telephone, and video conferencing to keep all stakeholders informed and meet the project's communication objectives.

# 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 | Microsoft Teams |
| 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 | Once 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 |

# Communication Flowchart

A diagram of a project

Description automatically generated with low confidence

# Guidelines for Meetings

Meetings are a crucial part of effective communication in any project, including the E-Cliniq project. To ensure productive, efficient, and effective meetings, it’s important to establish clear guidelines. These guidelines should include information on the purpose of meetings, roles and responsibilities of attendees, and procedures to follow during meetings.

With well-defined guidelines, project team members and stakeholders can be better prepared for meetings and participate more effectively. The project manager can also ensure that meetings are conducted consistently and organized to avoid confusion and misunderstandings.

Below are the meeting guidelines for E-Cliniq project:

* **Purpose:** Meetings serve as an essential tool for discussing project status, finding solutions to problems, and reaching decisions for the E-Cliniq project.
* **Scheduling:** It is important to plan meetings in advance and at times that are convenient for all participants. Meeting invitations and scheduling are the project manager's responsibilities.
* **Attendance:** Unless they have a legitimate excuse, all project team members and stakeholders are required to attend meetings. Team members should let the project manager know as soon as possible if they won't be able to attend.
* **Agenda:** Prior to the meeting, an agenda specifying the subjects to be covered and the desired results should be distributed. Doing agendas will be made sure that everyone is ready and that the meeting keeps on schedule.
* **Minutes:** Minutes of the meeting should be recorded and given to all participants within 24 hours. A summary of the conversations, the conclusions made, and the assigned action items should all be included in the minutes.
* **Decisions:** Whenever achievable, decisions should be reached by consensus. If agreement cannot be obtained, the project sponsor will have final say.
* **Follow-up:** The project manager oversees making sure that action items are followed up on and finished on schedule.
* **Communication:** Project updates and problems are discussed during meetings. Participants should be urged to speak honestly and openly.
* **Technology:** Accessible technology should be used during meetings for all participants. This could involve web conferences, video conferences, or teleconferences.
* **Time management:** Meetings must begin and end on schedule, and they must not last longer than allocated. By doing this, it will be made sure that attendees aren't kept waiting, and the project will finish on time.
* **Evaluation:** To ensure that meetings are successful and that participants are happy with the results, they should be frequently evaluated. Any problems must be resolved, and improvements made.

# Communication Standards

The best communication standards for the E-Cliniq project may include the following:

* **Standardized Templates:** By creating and employing standard templates for project communications like status reports, meeting agendas, and minutes, it is possible to guarantee consistency and clarity in the data communicated.
* **File Naming Convention:** Creating a standardized file naming convention for files and documents shared on the project will help assure simple information access and organization.
* **Web portal/Network Tool:** By using a common platform, such as SharePoint or project management software, for project communication, team members and stakeholders can collaborate more effectively and have easier access to information.
* **Video conferencing:** Team members and stakeholders that are spread out geographically can benefit greatly from using video conferencing platforms like Google Meets, Zoom, Skype, etc.
* **Communication protocols:** Sensitive data can be protected by having a standard communication protocol in place that specifies who is authorized to share it and how it should be shared.

# Communication Escalation Process

The ideal and best communication escalation process for the E-Cliniq project would involve the following steps:

1. **Identify the issue:** The first step for the project team in escalating a communication-related issue is to identify the issue that needs to be escalated.
2. **Attempt to resolve the issue within the team:** The project team should first try to resolve the communication-related issue within the team by discussing it with relevant team members and finding a solution.
3. **Involve a communication manager:** If the communication-related issue cannot be resolved within the team, the team should involve a communication manager or a designated person responsible for communication within the organization. This person will act as a liaison between the project team and stakeholders to help resolve the issue.
4. **Escalate to higher management:** If the communication-related issue still cannot be resolved, it should be escalated to higher management for further review and resolution.
5. **Document the issue and resolution:** During the escalation process, it’s important to document the issue, the steps taken to resolve it, and the final resolution to keep proper records for future reference.
6. **Review and Improve:** After the escalation process, it’s important to review the process to identify areas for improvement for future escalations.

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

# Glossary of Communication Terminology

|  |  |
| --- | --- |
| Term | Definition |
| Communication Plan | A written document that details the plan for how the project team and stakeholders will communicate and the protocols they will follow. |
| Stakeholder | A person or entity that holds a vested interest or concern in the project. |
| Communication  Method | The methods or channels through which information is communicated, including but not limited to meetings, email, telephone, or web portal. |
| Communication  Frequency | The frequency at which project communications are disseminated. |
| Communication  Objective | The intended result or objective of a specific communication. |
| Communication  Flowchart | A graphical representation illustrating the movement or transfer of information within a project. |
| Escalation Process | A protocol or set of steps for effectively resolving conflicts or issues related to communication. |
| Communication Matrix | A tabular format presenting the communication needs or specifications for a project. |
| Communication  Standards | Predefined templates, formats, or documents commonly employed for communication purposes within a project. |
| Communication  Constraints | Various factors that can impose limitations or influence the effectiveness of project communications. |
| Communication  Guidelines | Guidelines or protocols to follow when conducting meetings, teleconferences, and other types of communication. |
| Communication  Technology | Technological tools and platforms utilized for communication, including 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 | To solve communication issues, several tactics and solutions are used, making sure that all interested parties are kept informed and that the project's communication goals are achieved. |

**Sponsor Acceptance**

Approved by the Project Sponsor:

Date:

Jojo F. Castillo

Clinic Administrator

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