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| **<Communications Management Plan>** |
| **Online bookstore system** |
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**Document Control Information**

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# Introduction

The purpose of the communications management plan is to define the communication requirements for the project and how information will be delivered.

The Communications Management Plan determines how to communicate most efficiently and effectively to the various stakeholders. It defines and documents the communication items content, format, frequency, the audience and expected results. It also defines how to communicate project status and the assignment of activities to the various stakeholders, and the communication strategy for each stakeholder, based on their interests, expectations and influence in the project.

# Communications Objectives

Proactive communication is important on all projects. Communication needs to be:

* **Adequate**: in the right format and right content;
* **Specific**: for the targeted audience;
* **Sufficient**: providing all the necessary information;
* **Concise**: brief, avoiding repetition and non-important information;
* **Timely**: addressing points at the right time.

## Inputs

When planning communication, one of the major inputs is the *Communication Matrix*, in order to identify project stakeholders' groups.

## Media

The communication media that will be used for the project are:

* Messenger
* Document(s) (MS Word, google document);
* Meeting(s) (google meets);
* Face-to-face

# Communication management constraints

- All project communication activities must be suitable for approved budget, plan and resource. To guarantee that the project sticks to its schedule, communication activities will be carried out at the frequency specified in the Communication Matrix. Any departure from these deadlines may result in increased expenses or schedule delays, and the project sponsor must authorise them.

# ROLE IN COMMUNICATION

**Project manager:** The Project Manager is in charge of overseeing the project's execution. The Project Manager is responsible for managing day-to-day resources, project guidance, and monitoring and reporting on project goals as outlined in the Project Management Plan. The Project Manager, as the person in charge of the project's execution, is the project's principalcommunicator, disseminating information following Communications Management Plan.

**Technical Lead:** The Technical Lead who is in charge of making sure that all technical aspects of the project are handled and that the project is carried out in a technically sound manner. The Technical Lead is in charge of all technical designs, as well as monitoring their execution and creating as-built documentation. Close collaboration with the Project Manager and the Project Team is required of the Technical Lead.

**Project Team:** The Project Team is made up of everyone who contributes to the project's success. The project team must have a thorough grasp of the work to be done as well as the framework in which it will be carried out. Because the Project Team is in charge of finishing the project's work, they played a key role in the Project Plan, which included establishing the timetable and work packages. The Project Team demands a high degree of detailed communication, which is accomplished through daily contacts with the Project Manager and other team members, as well as weekly team meetings.

**Customer**: the customer will be involved in reviewing prototypes, approval of designs and implementation stages and acceptance of the final project the project generates.

# Communication matrix

In this section the following meetings are described:

* Kick-off Meeting
* Project design meeting
* Project technical meeting
* Project Status Meeting
* Project-End Review Meeting

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| **MEETING** | **Kick-off Meeting** |
| **Purpose** | *Introduce the project. Review project goal, expectation of client, stakeholder and management approach, which must be clear.* |
| **Media** | Face to face |
| **Frequency** | Once |
| **Attendees** | Project sponsor, project teams, stakeholders |
| **Owner** | Project manager |
| **Deliverable** | - Agenda  - Meeting Minutes |
| **Format** | Google document is shared on google drive of project |

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| **MEETING** | **Project design meeting** |
| **Purpose** | *Discuss about UI and UX of websites* |
| **Media** | Meeting online (google meet) |
| **Frequency** | Once every 2 weeks |
| **Attendees** | Designer, developer, customer |
| **Owner** | Technical lead |
| **Deliverable** | - Agenda  - Designs  - Meeting Minutes |
| **Format** | Google document is shared on google drive of project |

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| **MEETING** | **Project technical meeting** |
| **Purpose** | Identify all relevant technical details, concerns, or uncertainties and the best solution for implementing more complex features. The meetings can also help developer teams save time, saving the client’s money, as collaborative brainstorming sessions often identify the best solution to overcome a problem |
| **Media** | Meeting online (google meet) |
| **Frequency** | Project manager |
| **Attendees** | Developer teams |
| **Owner** | Technical lead |
| **Deliverable** | - Agenda  - Meeting Minutes |
| **Format** | Google document is shared on google drive of project |

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| **MEETING** | **Project status meeting** |
| **Purpose** | Report on the status of the project to management, check progress. Discuss new risks. Discuss and resolve conflicts. |
| **Media** | Meeting online (google meet) |
| **Frequency** | Monthly |
| **Attendees** | Developer teams, business manager, project manager |
| **Owner** | Project manager |
| **Deliverable** | - Slide updates  - Project schedule  - Meeting Minutes |
| **Format** | Google document is shared on google drive of project |

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| **MEETING** | **Project-end review meeting** |
| **Purpose** | Review the project performance and main achievements. Discuss if the objectives have been reached and if not, why. Discuss problems and challenges faced during project and the way they were addressed;  Discuss Lessons Learned and Best Practises that might be useful for future projects. |
| **Media** | Meeting online (google meet) |
| **Frequency** | Monthly |
| **Attendees** | Developer teams, business manager, project manager, business analysis |
| **Owner** | Project manager |
| **Deliverable** | - Agenda  - Meeting Minutes |
| **Format** | Google document is shared on google drive of project |