COMMUNICATIONS MANAGEMENT PLAN

PROJECT DETAILS

PROJECT No:	*MA-015-02*
DATE:	
FULL PROJECT NAME:	*Project Orion*
PROJECT MANAGER:	*A Smith*
PROJECT SPONSOR:	*F Dole*

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COMMUNICATIONS MANAGEMENT PLAN

ID	STAKEHOLDER	INFORMATION	METHOD	TIMING OR FREQUENCY	SENDER	ASSUMPTIONS	CONSTRAINTS
S001	Call centre agents	High level information on go live, new features and training dates.	Email and verbal updates via team leads.	Monthly until rollout phase then weekly.	Project Manager / Change Manager	All Spanish speaking call centre agents are able to read English up to college level. Team leads will provide verbal updates via meetings.	Email must be plain text, max size attachments is 2mb.
S002	IT support and infra team	Tech spec and hardware requirements. Go live dates and pen test results.	Email and IT weekly mtg at key milestones.	To align with start up, test and prep for launch.	Project Manager	None.	Max size attachments is 2mb.
S003	Marketing	New features for users so marketing can write website blurb.	Email product brief, and arrange meeting with marketing manager.	Dates tbc	Change Manager	Assumes that new product launches will have been completed, so marketing has bandwidth for website update.	Website update must not fall during holiday change freeze.
S004	Customers	Coming soon update on new features and go live help text. Provide in English and Spanish.	Email and on website	Dates tbc	Change Manager	Assumes 60% of emails will get through and remainder of users can self-assist using help text.	Help text must be screen reader compatible.

DEFINITIONS

PROJECT MANAGER The person with responsbility for managing and delivering the project. They will own this log, but may not be the person maintaining it.
PROJECT ID The project number is assigned by the PMO (Project Management Office) once the project is approved for funding.
PROJECT SPONSOR The person with ultimate accountablity for the project. They will hold the purse strings.
PROJECT TITLE The name of the project, this should align with the name given on other project documents (rather than being a nickname).
STAKEHOLDER ID Give each stakeholder a unique identifier or reference so that it can be easily traced.
STAKEHOLDER Enter the name of the stakeholder or stakeholder group.
INFORMATION Give as much detail as you can about the information that the stakeholder/group needs to receive. For example, 'High level information on go live, new features and training dates. '
METHOD Describe how the information will be communicated. For example, email, meetings, website updates, events etc.

TIMING OR FREQUENCY

Describe when and how often the information will be communicated. For some stakeholders a regular update may be needed for others it may be a one off tied to an event. For example, notification of a new system going online with key technical information for a network support team.

SENDER Give the person who will be responsible for making sure the communication is sent. This might not necessarily be the person who writes the email or delivers a presentation, but will be the person who makes the arrangements.
ASSUMPTIONS Include any assumptions that you have made about the communication. For example that new website pages will be available or that assets for the comms will be ready e.g. a new logo. It is worth noting any assumptions you have made about the comms being successfully recieved. For example, it might be that you are assuming all users have email access. You might also be assuming that spam filters will not be a problem. Or you may assume that all recipients can read English to a particular level.
CONSTRAINTS Enter any factors that constrain the communication. For example, a date by which it must be delivered, or a max file size for email.

HOW TO CHANGE THE MENU ITEMS IN STATUS FIELDS

Default settings

We have not set any drop down menus, as it is likely that most projects will have different priorities and categorie

How to create a drop down menu

Click on **Data tab > Data Validation > Settings > List**

In the Source field enter the menu items separated by a comma.

To change the menu items

To change the menu options or remove the dropdown select **Data > Data Validation > Settings > List**

ADDITIONAL FIELDS YOU MIGHT WANT TO ADD

Actions - A column for any actions related to the communication or to manage an assumption.

Task ID/WBS ID - To record any associated tasks on the project schedule.

Risk ID - a look up to any associated risks.

Budget/costs estimate

Project ID - For large communications efforts you may have a separate project. For example there might be a proj

Dependencies - Some comms may be dependent on other tasks being completed.

Approval/Sign-off - To record the person/group who has authority to approve the communication before it is sent

This template was provided by
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ect to translate comms into other languages.

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