***Operation Up-To-Date***

Communication Plan



Tech Fitters, LLC

123 Main Street

Pleasantville, CA 98745

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Communication Objectives

This document outlines the plan of communication for the Operation Up-To-Date Project Team.

The key communication objectives for this project are:

* Determine and address information and communication needs of project
* Establish and catalog key contact methods for project
* Present accurate and timely information pertaining to project

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| VERBAL COMMUNICATION | | | | |
| WHAT | WHEN | WHERE | OWNER | ATTENDEES |
| Formal Status Meetings | Biweekly  Start of Day  Monday | TBD | Project Manager | Small Business Systems Inc. Stakeholders |
| Training Courses | Monthly  During Project Cycle | On-Site | Project Manager, Project Team | Small Business Systems Inc. Stakeholders,  Staff |
| Ongoing Project Status | Weekly  Start of Day  Tuesday | Home Office | Project Manager | Project Team Members |
| Third Party Expectations and Requirements | As Required | Conference Call | Project Manager | Contractors,  Project Team Members |
| Determine Project Requirements | Beginning of Project,  As Needed | On-Site,  Phone Calls | Project Manger | Small Business Systems Inc. Stakeholders |
| Technical Design Meetings | As Needed | TBD | Project Manager | Project Team Members |
| Project Briefing | After Requirements Are Gathered | TBD | Project Manager | Project Team Members |

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| WRITTEN COMMUNICATION | | | | |
| WHAT | FREQUENCY | METHOD OF DELIVERY | COMMUNICATOR | AUDIENCE |
| Agenda and Review of Meeting Minutes | Weekly | EMAIL | Project Manager | Project Team Members |
| Project Updates  Action Item Status | As Required | EMAIL | Project Manager | Project Team,  Small Business Systems Inc. Stakeholders |
| Project Proposal | Once | Formal Report | Project Manager | Small Business Systems Inc. Stakeholders |
| Status Reports to Project Manager | Weekly  Tuesday  By End of Day | Paper Copy | Project Team Members | Project Manager |
| Detail System Implementation and Provide Critical User Information | As Required | EMAIL | Project Team Members | Small Business Systems Inc. Staff |
| Timeline Update | Every 2 weeks  Thursday By 12pm | Update Project Schedule then EMAIL | Project Manager | Project Team,  Small Business Systems Inc. Stakeholders |
| Support Documents and FAQs | Once, End of Project | Manuals, Procedure Documentation | Project Manager | Small Business Systems Inc. Stakeholders,  Staff |
| Issues Log | As Required | Electronic Database | Project Team Members | Project Manager |
| Project Risks | As Needed | Risk Document | Project Manager | Small Business Systems Inc. Stakeholders,  Project Team Members |
| Product Availability and  Order Status | As Needed | EMAIL | Project Manager | Manufacturers |