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| Job Details | | | |
| **National Notary Association** | Internal Software Implementation Project for CTO, (Insert Name here) and COO, (Insert name here) | **Director of PM Office** | (Insert Name here) |
| **Job Name & Number** | Notary Index Project / AB5099 | **PM** | (Insert Name here) |
| **Project Coordinator** | (Insert name here) | **Change Management and Training Specialist** | Kate Erickson |

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| Project Summary |
| *The implementation of Confluence as a Central Interactive Repository for all internal departmental resources and key departmental experts Notary Knowledge, each state and all the territories individual guidelines and laws.* |

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| Project Vision |
| *To build a central repository for State specific become and renew processes, requirements, Notary Laws, regulations, and best practices. All data would be readily available and efficiently accessed by all departments through a searchable feature. The quality, accuracy and relevancy of the data will be managed by a select group of Notary experts. This central repository will be accessible to all departments in various formats depending on their specific needs and audience. Every department will be able to contribute data, inquiries and knowledge based on the changing laws, regulations and needs of the customers. All contributions and edits will be submitted through a screening and verification process conducted by a review team identified and managed by the Product Management Department. This project is potentially part of the larger Systems Re-design project driven by Sharon Morgan.* |

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| Communication Plan Objectives |
| * Keep stakeholders informed of project timeline, budget, and project needs * Ensure stakeholders have sufficient advanced warning to provide timely feedback * Provide structured opportunities for feedback from stakeholders * Provide clear insight into any decisions needed or roadblocks * Establish communication channels for departmental feedback document on our current way of doing things “what is working” and “what isn’t working”. * Establish communication channels for the members of a cross-functional departmental team of people committed to facilitating this long-term project. * Establish communication channels for the stakeholders of the Notary Index Project to work with IT to start exploring with the xyz company consultant. What kind of service will meet our needs and how this will integrate into the SOA-based infrastructure build-out? |

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| Communications and Strategy |
| * See associated document. “Stakeholder Communication and Strategy Plan” |

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| Stakeholders Overview | | | | |
| **Person** | **Contact Info** | **Frequency** | **Format/Channel** | **Notes** |
| (name here)- Legislative Affairs | Cell – XXX-XXX-XXX [xyz@xyz.com](mailto:xyz@xyz.com) xyz- Skype | Daily | Weekly check-in meetings, daily emails as needed | **Prefers Skype check-ins.**  Go-to contact for needs, questions, deliverables, etc. Pulls in others as needed. |
| (name here)  - Marketing Manager | Cell – XXX-XXX-XXX [xyz@xyz.com](mailto:xyz@xyz.com) xyz- Skype | Weekly | High-level timeline/budget/progress update via email | Final approval on milestones, strategic direction if needed. |
| (Name Here)  -  COO | Cell – XXX-XXX-XXXX [JamesD@Astonbaby.com](mailto:JamesD@Astonbaby.com) | Major Milestones | Weekly-check in meetings, emails (CC) | Prefers to see final approved files only. |

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| Communication Cadence – What, How & When |
| **Communications will be a mix of**   * Daily emails * Weekly check-ins * Weekly email reports * Major milestone meetings |
| **Daily emails**  As needed with Rebecca on stakeholder team:   * Assistance getting information from other client team members * Assets needed * Minor, non-deliverable approvals (license purchases, etc.) * Questions about project-specific items * Review of deliverables or decisions prior to sending to higher-level stakeholders |
| **Weekly check-ins**  Weekly phone calls with Coordinator and Project Lead to go over progress, questions, and share any related work as it’s completed  Share:   * Timeline & budget flags * What’s been completed * What’s in progress * Any deliverables needing approval * Questions about deliverables |
| **Weekly email reports**  Weekly emails sent on Mondays to relay project timeline, budget, and milestone particulars.  Share:   * Budget burn * Timeline specifics * Links to deliverables approved * Links to edited deliverables * Links to anything to review * Next steps list * Waiting on list |
| **Major milestone meetings**  Meetings set up for presentation and delivery of major milestone deliverables.  Share (3-4 days in advance):   * Agenda for meeting * Attendees needed for meeting * Links or summary of deliverable(s) being presented   Meeting format:   * Agenda review * Deliverable presentation by team lead * Questions/Discussions * Next steps review   Email (immediately after meeting):   * Meeting notes to all attendees * Next steps and waiting on lists * Links to approved or shared deliverables for additional review   After deliverables approved:   * Send email with links to all stakeholders on project |