

IOTA GAMMA DIRECTORY CONVERSION



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Communications Management Plan

Working Group 4
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INTRODUCTION

This Communications Management Plan sets the communications framework for this project. It will serve as a guide for communications throughout the life of the project and will be updated when communication, as established by this plan, needs to change. This plan identifies and defines the roles of persons involved in this project. It also includes a communications matrix which maps its communication requirements. An in-depth guide for conducting meetings, which details both the rules for communication and method for conducting the meetings, ensuring successful meetings. A project team directory is included to provide contact information for all stakeholders directly involved in the project.

COMMUNICATIONS MANAGEMENT APPROACH

The Project Manager will take a proactive role in ensuring effective communications on this project. The communications requirements are documented in the Communications Matrix presented in this document. The Communications Matrix will be used as the guide for what information to communicate, who is to do the communicating, when to communicate it and to identify the audience with whom to communicate.

As with most project plans, updates or changes may be required as the project progresses or changes are approved. Changes or updates may be required due to changes in personnel, scope, budget, or other reasons. Additionally, updates may be required as the project matures and additional requirements are needed. The project manager is responsible for managing all proposed and approved changes vis-à-vis the communications management plan. Once the change is approved, the project manager will update the plan and supporting documentation and will distribute the updates to the project team and all stakeholders. This methodology is consistent with the project's Change Management Plan and ensures that all project stakeholders remain aware and informed of any changes to communications management.

COMMUNICATIONS MANAGEMENT CONSTRAINTS

All project communication activities will occur within the project's approved budget, schedule, and resource allocations. The project manager is responsible for ensuring that communication activities are performed by the project team and without external resources which will result in exceeding the authorized budget. Communication activities will occur in accordance with the frequencies detailed in the Communication Matrix in order to ensure the project adheres to schedule constraints. Any deviation of these timelines may result in excessive costs or schedule delays and must be approved by the project sponsor.

For the purpose of this project, Working Group 4 ("WG4") will use the standardized formats and templates that have been provided by the instructor for most project communications. In other situations, any specific requirements are provided in the section titled "Communication Standards" in this document. The project manager is responsible for ensuring that approval is requested and obtained prior to the distribution of any confidential information regarding this project.

STAKEHOLDER COMMUNICATION REQUIREMENTS

The project manager will communicate with each stakeholder to determine their preferred frequency and method of communication. Once obtained, this feedback will be maintained by the project manager in the project's Stakeholder Register. Standard project communications will occur in accordance with the Communication Matrix; however, depending on the identified stakeholder communication requirements, individual communication is acceptable and within the constraints outlined for this project.

In addition to identifying communication preferences, stakeholder communication requirements must identify the project's communication channels and ensure that stakeholders have access to these channels. If project information is communicated via secure means or through internal company resources, all stakeholders, internal and external, must have the necessary access to receive project communications.

Project Sponsor

The Project Sponsor is the champion of the project and has authorized the project by signing the project charter. This person is responsible for securing funding for the project and is an integral component for its approval by the organization. Since the Project Sponsor is at the executive level, communications should be presented in summary format unless the Project Sponsor requests more detailed communications.

Key Stakeholders

Normally, “stakeholders” includes all individuals and organizations who are impacted by the project. For this project, we are defining a subset of the stakeholders as Key Stakeholders. These are the stakeholders with whom we need to communicate that have not been included in the other roles defined in this section. The Key Stakeholders includes executive management with high interest and significant authority in the project and key users identified for active participation in the project.

Change Control Board

The Change Control Board (“CCB”) is usually a designated group that reviews technical specifications and authorizes changes within the organization’s infrastructure. For the purposes of this project, the CCB will consist of the Project Sponsor, Project Manager and at least one team member, it will convene on an as needed basis.

Customer

The customer for this project is the Iota Gamma Chapter of AKA, represented by Shelley Worrell as the Project Sponsor. As the customer who will be accepting the final deliverable of this project, the Sponsor will be informed of the project status including any potential impacts to the schedule for the final deliverable or the product itself.

Project Manager

The Project Manager has overall responsibility for successful completion of the project. The Project Manager manages day to day resources, provides project guidance and monitors and reports on

the projects metrics as defined in the Project Management Plan. The Project Manager is the primary distributor of project information according to this Communications Management Plan.

Project Team

The Project Team is comprised of all persons who have a role performing work on the project. The project team needs to have a clear understanding of the work to be completed and the framework in which the project is to be executed. Since the Project Team is responsible for completing the work for the project, they play a key role in creating the Project Plan, especially defining its schedule and work packages. The Project Team requires a detailed level of communications which is achieved through day to day interactions with the Project Manager and other team members along with weekly team meetings.

Technical Lead

The Technical Lead is normally a person on the Project Team who is designated to be responsible for ensuring that all technical aspects of the project are addressed and that the project is implemented in a technically sound manner. Within WG4, this role, as well as any other, is interchangeable amongst team members. The team will be responsible for all technical designs, overseeing the implementation of the designs and developing as-built documentation. The Project Team requires close communications.

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.

Role	Name	Title	Organization/ Department	Email	Phone
Project Sponsor	S. Worrell	Alumna directory manager	Executive	msaka1985@gmail.com	(201) 970-1007
Chapter Tech	J. Baker	Manager	IT	ghostwriter.fa16@gmail.com	(860) 331-9718
Project Manager	I. Henricksen	Project Manager	WG4	ilhenricksen@gmail.com	(973) 647-4786
Project Stakeholders	See Stakeholder Register	See Stakeholder Register	See Stakeholder Register	See Stakeholder Register	See Stakeholder Register
Customer	Iota Gamma Arnelle Downing	President	Executive	karma.ig16@gmail.com	(215) 753-0279.
Project Team Member	S. Argentieri	Team Member	WG4	argentieri.s@husky.neu.edu	(508) 333-4948
Project Team Member	P. Doubeni	Team Member	WG4	doubeni.p@husky.neu.edu	(857)540-8300
Project Team Member	L. Sanchez-Artu	Team Member	WG4	sanchez-artu.l@husky.neu.edu	No phone

The project team will determine, in accordance with Iota Gamma's policies, then preferences, the communication methods and technologies that will be used. This will be based on several factors including: stakeholder communication requirements, available technologies, and organizational policies and standards.

WG4 maintains a Google Drive folder which all project team members access to provide updates, archive various reports, and conduct project communications. This platform enables the instructor, to access project data and communications at any point in time. Access can be granted to any stakeholders with compatible technology as appropriate. If any stakeholders are identified who are not able to access the Google Drive they will be sent email attachments of any required documents. The project manager is responsible for ensuring all project communications and documentation are copied to the Drive.

PERT Charts are the preferred format for communicating schedules to stakeholders. The project schedule will be maintained on both the Google Drive and MS Project. All project communication and documentation, in addition to being maintained on the Google Drive and project website, will be provided for Iota Gamma to archive.

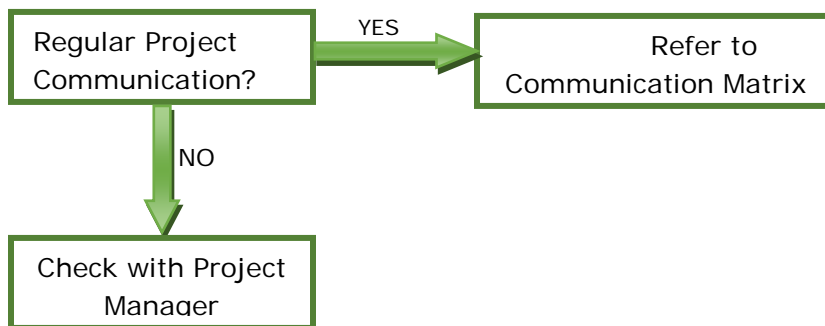
COMMUNICATIONS MATRIX

The following table identifies the communications requirements for this project.

Communication Type	Objective of Communication	Medium	Frequency /Timing	Audience	Owner	Deliverable	Format
Kickoff Meeting	Introduce the project team and the project. Review project objectives and management approach.	Conference call	Once	<ul style="list-style-type: none"> Project Sponsor Project Team Stakeholders 	Project Manager	<ul style="list-style-type: none"> Agenda Meeting Minutes 	<ul style="list-style-type: none"> Soft copy archived on project Google Drive
Project Team Meetings	Review status of the project with the team.	Conference Call	Weekly	<ul style="list-style-type: none"> Project Team Instructor 	Project Manager	<ul style="list-style-type: none"> Agenda Meeting Minutes Project schedule 	<ul style="list-style-type: none"> Soft copy archived on project Google Drive
Technical Design Meetings	Discuss and develop technical design solutions for the project.	Conference Call	At least weekly, more if needed	<ul style="list-style-type: none"> Project Technical Staff 	Acting Technical Lead	<ul style="list-style-type: none"> Agenda Meeting Minutes 	<ul style="list-style-type: none"> Soft copy archived on project Google Drive
Monthly Project Status Meetings	Report on the status of the project to management.	Conference Call	Monthly	<ul style="list-style-type: none"> Project Team Sponsor Chapter Tech 	Project Manager	<ul style="list-style-type: none"> Slide updates Project schedule 	<ul style="list-style-type: none"> Soft copy archived on project Google Drive
Milestone Achieved	Notify the project team of an accomplishment.	Memo	Within 24 hours of completion	<ul style="list-style-type: none"> Project Team Chapter Tech 	Team Lead	<ul style="list-style-type: none"> Memo 	<ul style="list-style-type: none"> Soft copy archived on project Google Drive
Ad-hoc Meetings	Discuss or address an urgent concern.	Google Hangout or Call	As needed	<ul style="list-style-type: none"> Project Team 	Project Team Member	<ul style="list-style-type: none"> Memo 	<ul style="list-style-type: none"> Soft copy archived on project Google Drive
Project Status Reports	Report the status of the project including activities, progress, costs and issues.	Email	Monthly	<ul style="list-style-type: none"> Project Sponsor Project Team Stakeholders 	Project Manager	<ul style="list-style-type: none"> Project Status Report Project schedule 	<ul style="list-style-type: none"> Soft copy archived on project Google Drive

COMMUNICATION FLOWCHART

The communication flowchart below was created to aid in project communication. Since this project is confined to a group of classmates, the flowchart is simply a formality which provides a framework for the project team to follow for this project. It is expected that all team members will be party to all communications. There may be occasions or situations which fall outside of the communication flowchart where additional clarification is necessary. In these situations, the Project Manager is responsible for discussing the communication with the Project Sponsor or Chapter Tech and making a determination on how to proceed.



GUIDELINES FOR MEETINGS

Meeting Agenda

Meeting Agenda will be distributed 1 business day in advance of the meeting. The Agenda should identify the presenter for each topic along with a time limit for that topic. The first item in the agenda should be a review of action items from the previous meeting.

Meeting Minutes

Meeting minutes will be posted within 1 business days following the meeting. Meeting minutes will include the status of all items from the agenda along with new action items and the Tabled Item list.

Action Items

Action Items are recorded in both the meeting agenda and minutes. Action items will include both the action item along with the owner of the action item. Meetings will start with a review of the status of all action items from previous meetings and end with a review of all new action items resulting from the meeting. The review of the new action items will include identifying the owner for each action item.

Meeting Chair Person

The Chair Person is responsible for posting the meeting agenda, facilitating the meeting and distributing the meeting minutes. The Chair Person will ensure that the meeting starts and ends on time and that all presenters adhere to their allocated time frames.

Note Taker

The Note Taker is responsible for documenting the status of all meeting items, maintaining a Parking Lot item list and taking notes of anything else of importance during the meeting. The Note Taker will give a copy of their notes to the Chair Person at the end of the meeting as the Chair Person will use the notes to create the Meeting Minutes.

Time Keeper

The Time Keeper is responsible for helping the facilitator adhere to the time limits set in the meeting agenda. The Time Keeper will let the presenter know when they are approaching the end of their allocated time.

Table

The Table is a tool used by the facilitator to record items which either aren't on the meeting agenda, or items that are deferred pending further information. These items must merit further discussion at a later time or through another forum. The tabled item record should identify an owner for

the item as that person will be responsible for ensuring follow-up. The Tabled Item list is to be included in the meeting minutes.

COMMUNICATION STANDARDS

For this project, WG4 will utilize formats and templates provided by the instructor for all formal project communications. Formal project communications are detailed in the project's communication matrix and include:

Kickoff Meeting, Project Team Meetings, Technical Design Meetings, Monthly Project Status Meetings, and Project Status Reports.

Informal project communications should be professional and effective but there is no standard template or format that must be used.

COMMUNICATION ESCALATION PROCESS

Efficient and timely communication is the key to successful project completion. As such, it is imperative that any disputes, conflicts, or discrepancies regarding project communications are resolved in a way that is conducive to maintaining the project schedule, ensuring the correct communications are distributed, and preventing any ongoing difficulties. In order to ensure that the project stays on schedule and issues are resolved, WG4 will work together and will escalate any major issues to the instructor.

Priority	Definition	Decision Authority	Timeframe for Resolution
Priority 1	Major impact to project or business operations. If not resolved quickly there will be a significant adverse impact to revenue and/or schedule.	Instructor	Within 4 hours

Priority	Definition	Decision Authority	Timeframe for Resolution
Priority 2	Medium impact to project or business operations which may result in some adverse impact to revenue and/or schedule.	Project Sponsor/ Chapter Tech	Within one business day
Priority 3	Slight impact which may cause some minor scheduling difficulties with the project but no impact to business operations or revenue.	Project Manager/Team	Within one business days
Priority 4	Insignificant impact to project but there may be a better solution.	Project Manager/Team	Work continues and any recommendations are submitted via the project change control process

GLOSSARY OF COMMUNICATION TERMINOLOGY

Term	Definition
Communication	The effective sending and receiving of information. Ideally, the information received should match the information sent. It is the responsibility of the sender to ensure this takes place.
Stakeholder	Individuals or groups involved in the project or whose interests may be affected by the project's execution or outcome.
Communications Management Plan	Portion of the overall Project Management Plan which details how project communications will be conducted, who will participate in communications, frequency of communications, and methods of communications.
Escalation	The process which details how conflicts and issues will be passed up the management chain for resolution as well as the timeframe to achieve resolution.
Stakeholder Register	A detailed list of information about stakeholders, their relationship to the project, their disposition and their level of influence. It should include a "best-approach" plan for communicating with the individual in order to garner trust and approval. Will be created for this project next week

SPONSOR ACCEPTANCE

Approved by the Project Sponsor:

Ms. Shelley Worrell
Directory Administrator

Date: _____