Communications Plan

Project Name:

*Visitor Management Software*

Prepared By: Name1 - Project Manager

Position: Project manager

Date: October 2022

Version No: v1.0

**Document Change Control**

The following is the document control for the revisions to this document.

|  |  |  |  |
| --- | --- | --- | --- |
| **Version Number** | **Date of Issue** | **Author(s)** | **Brief Description of Change** |
| Version 1.0 | October 12, 2022 | Name1 - Project Manager | Initial version for review and comment |
| Version 1.1 | Pending | Name1 - Project Manager | Incorporated changes from leadership review |
| Version 1.2 | Pending | Name3 | Reformatting for Project Management Framework  example |

## Definition

The following are definitions of terms, abbreviations and acronyms used in this document.

|  |  |
| --- | --- |
| **Term** | **Definition** |
| CIO | Chief Information Officer |
| DoIT | UW-Madison - Division of Information Technology |
| DoITnet | DoIT Intranet |
| MTeam | DoIT - Management Team |
| Op Directors | DoIT Operations Directors |
| PSST | Project Startup and Status Tool |

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## 1. Introduction

The purpose of the communication plan is to ensure the Project Management Improvement Project provides relevant, accurate, and consistent project information to project stakeholders and other appropriate audiences. By effectively communicating the project can accomplish its work with the support and cooperation of each stakeholder group.

The communication plan provides a framework to manage and coordinate the wide variety of communications that take place during the project. The communication plan covers who will receive the communications, how the communications will be delivered, what information will be communicated, who communicates, and the frequency of the communications.

## 2. Communication Objectives

Effective and open communications is critical to the success of the project.

The key communication objectives for the project are:

* Promote and gain support for the Project Management Improvement Project
* Encourage use of project management best practices
* Give accurate and timely information about the project
* Ensure a consistent message

# 3. Communication Purpose and Target Audiences

This section identifies the audiences targeted in this Communication Plan, and the purpose of communicating with each audience. A complete list of the participants in each audience can be found in the Appendix.

|  |  |
| --- | --- |
| **Audience** | **Communication Purpose** |
| Project Sponsor | Project plans, project progress, project issues |
| Project Core Team | Project direction, project deliverables, clear direction and delegation of tasks |
| Project Review Team | Project direction, project deliverables, changes in work processes |
| DoIT CIO Office | Project Strategy, changes to business operations and policy, project deliverables, project progress |
| DoIT Management Groups: DoIT Tech Directors DoIT Op Directors  DoIT Roundtable  DoIT Mteam | Project Strategy, changes to business operations and policy, project deliverables, project progress |
| DoIT project managers | Project Strategy, impact due to changes in procedures or policies, project deliverables, project progress |
| DoIT staff | Impact due to changes in procedures or policies, changes in business procedures and policies, project progress |

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# 4. Communication Message and Delivery

The following outlines the targeted audiences, the key communication messages to be delivered, and the method for delivering the information, the communicator, and the frequency of the delivery.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Audience** | **Message** | **Delivery Method** | **Delivery Frequency** | **Communicator** |
| Project Sponsor | Project Plans    Status Reports | Meeting    Report published in My Webspace with DoITnet and PSST link | Weekly    Biweekly | Project Manager    Project Manager |
| Project Core Team | Project Plans    Status Reports | Meeting    Report published in My Webspace with DoITnet and PSST link | Weekly    Biweekly | Project Manager    Project Manager |
| Project Review Team | Project Briefing    Status Reports | Meeting: Oral briefing and presentation slides    Report published in My Webspace with DoITnet and PSST link | Monthly    Biweekly | Project Manager    Project Manager |
| DoIT CIO Office | Status Reports      Project Briefing | Report published in My Webspace with DoITnet and PSST link    Meeting: Oral briefing and presentation slides | Biweekly      Quarterly | Project Manager      Project Sponsor  Project Manager |
| DoIT Management Groups   * DoIT Tech Directors * DoIT MTeam * DoIT Op Directors * DoIT Roundtable        * DoIT Tech Directors * DoIT MTeam * DoIT Op Directors * DoIT Roundtable | Status Reports            Project Briefing | Report published in My Webspace with DoITnet and PSST link          Meeting: Oral briefing and presentation slides  (briefings held more frequently as requested) | Biweekly              Quarterly  Quarterly  Semi-annually  Annually | Project Manager            Project Sponsor  Project Manager |
| DoIT project managers | Project Briefing | **DoIT Project Management Forum Meeting**: Oral briefing and briefing notes | Monthly | Project Manager  Project Core Team |
| DoIT staff | Project Briefing | **DoIT All Staff Meeting**:  Oral briefing and presentation slides | Annually | Project Sponsor Project Manager |

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# 5. Communication Message Contents

The section outlines the contents of the key communications.

### Project Plans

* Current and Future Plans
* Project Issues and Problems
* Planned Project Deliverables for Next Period

### Status Report

* Status Summary
* Status of Schedule
* Status of Budget
* Status of Scope
* Accomplishments Achieved
* Concerns/Issues
* Next Steps
* Project Team Members

### Project Briefing

* Goals of Project Management Improvement
* Project Status
* Project Problems and Issues
* Project Checklist

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# Appendix

# Target Audience Participants

|  |  |  |
| --- | --- | --- |
| **Audience** | **Participants** | **Organization** |
| Project Sponsor | Name2 - Project Sponsor | DoIT - Division Office |
| Project Core Team | Name2 - Project Sponsor  Name1 - Project Manager  Name3  Name4  Name5  Name6  Name7  Name8  Name9  Name10  Name11 | DoIT - Division Office  DoIT - Division Office  DoIT - System Engineering and Operations  DoIT - Application Development and Integration  DoIT - Network Services  DoIT - Academic Technology Solutions  DoIT - Financial Services  DoIT - Enterprise Internet Services  DoIT - Network Services  DoIT - Application Development and Integration  DoIT - Application Development and Integration |
| Project Review Team | Name12  Name13  Name14  Name15  Name16  Name17  Name18  Name19  Name20  Name21  Name22  Name23  Name24  Name25  Name26  Name27  Name28  Name29  Name30 | DoIT - Application Development and Integration  DoIT - Application Development and Integration  DoIT - Application Development and Integration  DoIT - Application Development and Integration  DoIT - Academic Technology Solutions  DoIT - Academic Technology Solutions  DoIT - Academic Technology Solutions  DoIT - Academic Technology Solutions  DoIT - Enterprise Internet Services  DoIT - Enterprise Internet Services  DoIT - Enterprise Internet Services  DoIT - Enterprise Internet Services  DoIT - Network Services  DoIT - Network Services  DoIT - User Services  DoIT - System Engineering and Operations  DoIT - System Engineering and Operations  DoIT - System Engineering and Operations  DoIT - System Engineering and Operations |
| DoIT CIO Office | Per DoIT Organization | DoIT |
| DoIT Tech Directors | Per DoIT Organization | DoIT |
| DoIT Op Directors | Per DoIT Organization | DoIT |
| DoIT Roundtable | Per DoIT Organization | DoIT |
| DoIT MTeam | DoIT managers | DoIT |
| DoIT project managers | DoIT project managers | DoIT |
| DoIT staff | DoIT staff | DoIT |

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