

COMMUNICATIONS MANAGEMENT PLAN

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ABC CORPORATION

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Project Team Directory

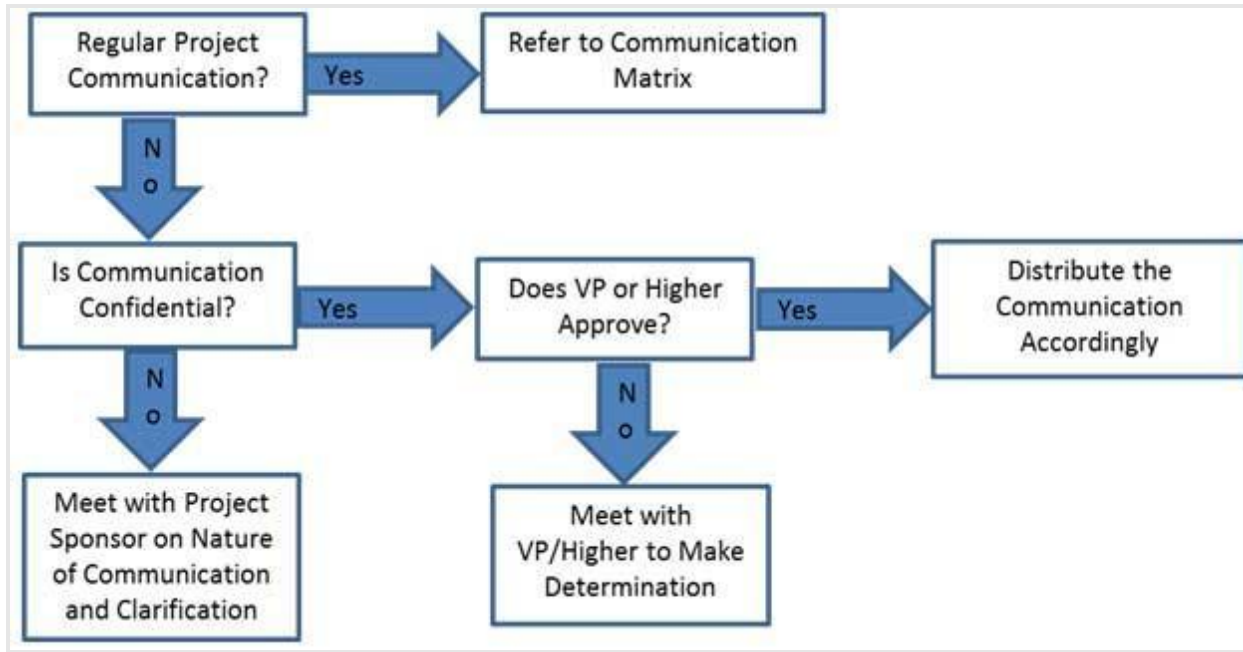
Role	Name	Title	Organization / Department	Email	Phone
Project Sponsor	Roger Wilson	CFO	ABC Company	RWilson@abc.com	503-924-0723
Project Manager	Lisa Sellers	Executive Oversight Committee Chairperson	ABC Company	LSellers@abc.com	813-203-0481
Project Stakeholder	Tom Kane	Facilities Manager	ABC Company	TKane@abc.com	212-405-6790
Project Stakeholder	Edward Speck	Product Manager	ABC Company	ESpeck@abc.com	845-612-3487
Project Stakeholder	James Pulliam	Professional Services Manager	ABC Company	JPulliam@abc.com	718-203-1498
Project Stakeholder	Carol Donners	Warehouse Manager	ABC Company	CDonners@abc.com	917-785-3256
Project Stakeholder	Shavern Belle	Sr. Project Manager	ABC Company	SBelle@abc.com	929-466-1239

COMMUNICATIONS MATRIX

Communication Type	Objective of Communication	Medium	Frequency	Audience	Owner	Deliverable	Format
Kickoff Meeting	Introduce the project team and the project. Review project objectives and management approach.	Zoom Call	Quarterly	Project Sponsor Project Team Stakeholders	Project Manager	Agenda Zoom Recording	Zoom recording on project Google Drive and project website
Project Team Meetings	Review status of the project with the team.	Zoom Call	Weekly	Project Team	Project Manager	Agenda Zoom Recording Project schedule	Zoom recording on Google Drive and project website Review and update SmartSheets
Technical Design Meetings	Discuss and develop technical design solutions for the project.	Zoom Call	As Needed	Project Technical Staff	Technical Lead	Agenda Meeting Minutes	Recordings on Google Drive and project website
Project Charter meeting	Review project charter	In Person Conference	Once	Stakeholders	Project Manager	Email communication	Note keeper will email notes to all

							meeting attendees
Project Launch Meeting	Discuss the project launch and expectations.	Zoom Call	Once	Project Team	Project Manager	Agenda Zoom recording	Recording will be on Google Drive.
Draft Design Requirements meeting	Review and discuss draft design	Zoom Call	Weekly	Project Technical Staff	Technical Lead	Agenda meeting notes	Project website
Web Development Completion meeting	Discuss final web design	Zoom Call	Once	Project Technical Staff	Technical Lead	Agenda meeting notes	Recordings will be saved on google drive and project website
User Testing meeting	Review and discuss the status and progress	Zoom Call	Once	Project Technical Staff	Technical Lead	Agenda meeting notes	Project website
Live Beta testing meeting	Review and discuss the status and progress	Zoom Call	Once	Project Technical Staff	Technical Lead	Agenda meeting notes	Project website and google drive

COMMUNICATION FLOWCHART



COMMUNICATION STANDARDS

For this project, ABC Corp. will utilize standard organizational formats and templates for all formal project communications. Formal project communications are detailed in the project's communication matrix and include the following:

Kickoff Meeting – project team will utilize ABC Corp. standard templates for the meeting agenda and meeting minutes. Additionally, any slides presented will use the ABC Corp. standard slideshow template.

Project Team Meetings – project team will utilize ABC Corp. standard templates for the meeting agenda and meeting minutes. Additionally, any slides presented will use the ABC Corp. standard slideshow template.

Technical Design Meetings - project team will utilize ABC Corp. standard templates for meeting agenda and meeting minutes. Additionally, any slides presented will use the ABC Corp. standard slideshow template.

Monthly Project Status Meetings - project team will utilize ABC Corp. standard templates for meeting agenda and meeting minutes. Additionally, any slides presented will use the ABC Corp. standard slideshow template.

Project Status Reports – project team will utilize ABC Corp. standard templates for meeting agenda and meeting minutes. Additionally, the standard project status report document, available on the share drive, will be used to provide project status.

COMMUNICATION ESCALATION PROCESS

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.	Vice President or higher	Within 4 hours
Priority 2	Medium impact to project or business operations which may result in some adverse impact to revenue and/or schedule.	Project Sponsor	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	Within two business days
Priority 4	Insignificant impact to project but there may be a better solution.	Project Manager	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 details how conflicts and issues will be passed up the management chain for resolution as well as the timeframe to achieve resolution.

SPONSOR ACCEPTANCE

Approved by the Project Sponsor: Tom Kane

Name: Tom Kane

Date: 06/08/2023

Role: Project Sponsor

Title: Manager, Systems Engineering