Lab: Create a Communications Management Plan

Estimated duration: 30 minutes

Objective

- Document the required details for every identified communications item in a communications management plan

Prerequisites

You must have Microsoft Office or Microsoft 365 apps installed on your computer or have access to the free web version of Microsoft 365.

Scenario: Server and Facility Upgrade Project

Technology Company Inc. (TCI) is expanding its Information Technology (IT) infrastructure. A new project, Server Facility Upgrade, was approved last week and needs to be completed in six months. Debbie Jackson, who heads the Operations department, is sponsoring and funding this project. Initial cost projections calculated a budget of $220K for this project.

The key objectives of this project include:

- Add ten servers to the existing network infrastructure.

- Install additional electrical outlets and breakers to support servers and data connectivity requirements for twenty new hires.

- Procure and set up twenty new workstations, including required computers and shared printers. Ensure adequate wireless connectivity in the new work area.

- Perform a security scan on all new servers before integrating them into to the existing corporate network.

The unsaid objective remains that the project must be completed on time and within budget.

Alex Sims has been assigned as the project manager. Maggie Carlson will work with Alex on the project. The project charter is approved, and project planning is underway.

Server acquisitions are external. The installation will be accomplished by a vendor providing the servers. This vendor will also install new data connections as required. The final source selection is planned within the month. Secure Environment (SE) LLC has been contracted to conduct a security scan of the new server farm. Luis Hernandez has worked with TCI on numerous occasions and is a trusted vendor. He always submits updated status every two weeks.

Debbie wants a strong vendor management program and periodic contract status updates in place. Debbie has also requested that a Change Control Board (CCB) consisting of Facilities, HR, IT, Operations, and Contracting be formed to review all change requests for this project.

The Facilities contact is Deven Maxwell. His group will be in charge of all facility readiness requirements, permit acquisitions, and electrical support.

The IT representative is Sunny Myers. She will oversee the integration of the new servers into the existing server infrastructure.

An HR representative is yet to be assigned. They will ensure technical training is provided to all new hires.

Alex is planning to conduct weekly status meetings for the duration of the project and will require timely updates.

Exercise

Create the communications management plan based on the scenario.

Step 1: Keeping the CTRL key pressed, click **here** to download the **Communications Management Plan** template.

Note: Use the COMMAND key instead of CTRL on Mac systems.

Step 2: Open the communications management plan template. The document has various fields/columns that you need to complete.

Communications Management Plan for <<*Add project name* >>					
Communications Item (What)	**Owner** (Who-Sender)	**Audience** (Who-Receiver)	**Timing** (When)	**Format/Medium** (How & Where)	**Purpose (Why)**
Version:			**Date**:		

Step 3: Enter a relevant project name. For example, **Server Facility Upgrade**.

Step 4: Think about all communication items for the Server and Facility Upgrade project. In the **Communications Item** column, add each item.

Step 5: Next, add details of the team member or stakeholder responsible for sending out communication for the identified item. For example, the weekly status report is a communications item. The project manager is responsible for creating and updating the status report. Therefore, the owner for this item will be **Alex Simms**.

Step 6: Enter the audience for each communication item. The audience for a communication item drives the information depth required in the communication. For example, suppose a communication item is targeted toward team members. In that case, the level of depth may be much higher when compared to the detail in a communication item for the senior management or sponsor.

Step 7: Next, add the timing or frequency of the communication. For example, weekly, bi-weekly, etc. You can even specify the time when the communication will happen.

Step 8: Then, add the format and medium for delivering the communication. For example, a status report may be in a Written format stored on a common drive. The link to the report may be sent to the identified audience. Another example for this column specifies if the meeting is virtual, in a physical conference room, or both.

Step 9: Enter the importance of this communication item for the project's success.

The image displays an example of all details for a communication item.

Communications Management Plan for Server and Facility Upgrade Project					
Communications Item **(What)**	**Owner** **(Who-Sender)**	**Audience** **(Who-Receiver)**	**Timing** **(When)**	**Format/Medium** **(How & Where)**	**Purpose (Why)**
Weekly Project Status Meet	Alex Sims	Maggie Carlson Deven Maxwell Sunny Myers HR Representative Debbie Jackson	Weekly Wednesday at 8:00 AM - 8:30 AM Continuous	Main Conference Room	Review schedule, scope, and budget status, facility and permit status, discuss open issues/risks, review project deliverables

Step 10: After adding the communications items, add the version and date for the communications management plan.

Version : 1.0	**Date** : February 18, 2023

Step 11: Save the communications management plan with a relevant name.

Make sure to attempt the exercise, as it will help you gain a clear understanding of the concepts covered in the module.

Potential Solution

After completing the exercise, you can refer to the **Potential Solution** document to compare the potential improvements listed in this document with your responses. Keeping the CTRL key pressed, click **here** to view or download the **Potential Solution** document.

Note 1: The document will open in a new tab.

Note 2: Use the COMMAND key instead of CTRL on Mac systems.