

Communications Management Plan

Members:

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# Plan Communications Management

The plan communications management process will develop the approach and plan for project communications based on stakeholder information needs and requirements, as well as using available assets of the organization. Key to this planning process is documenting an approach that results in the highest possible number of stakeholders receiving the most effective, efficient communications possible.

The communications management plan answers questions such as:

* Who needs what information?
* When do they need the information?
* Where will information be stored?
* In what format(s) will information be stored?
* How will information be retrieved?

Inputs to the plan communications management are Project Management Plan, Stakeholder register, Enterprise environmental factors, and Organizational process assets.

The tools and techniques utilized to plan communications management include Communication requirements analysis, Communication technology, Communication models, Communication methods, and Meetings. The PM must take an active role in ensuring effective communications occur on the project.

Team roles and communications will be documented in ***Appendix A*** for referral by team members. Communications requirements will be documented in the communications matrix, shown in ***Appendix B***.

The choice of technology with which to communicate is highly important. For the Workflow Widget project, the communications technologies will be email, web conferencing, Slack, GitHub and MS Project.  The model will take into account standard communications model of Microsoft Project and will overcome its limitations by monitoring communication process and identifying gaps in communication. The secondary systems used will allow the project team to communicate as soon as possible with associated mobile applications, reminders of tasks, and ease of document sharing as drafts are created.

For Slack and GitHub repo access, contact the PM for setup instructions.

Available communications methods considered for the Workflow Widget project include Interactive communication and Push communication, and the chosen methods are meetings, phone calls, video conferencing, emails, and summary reports.

The output of the plan communications management process is the communications management plan. Other project documents receiving updates include the project schedule and stakeholder register.

# Manage Communications

In addition to the communications management plan, the inputs to the manage communications process include Work performance reports, Enterprise environmental factors, and Organizational process assets. Project communication activities must occur within the limitations imposed by the approved budget, schedule, and resource allocations. The project manager is responsible for ensuring that communication activities are performed by the project team and without using other resources which could cause a budget overrun. Communication activities will occur in accordance with the frequencies detailed in the Communication Matrix in order to ensure the project adheres to schedule constraints.

The tools and techniques to be employed to manage communications include Communication technology, communication methods, and performance reporting. All project documents will be stored in a private GitHub repository with version control. Standardized formats and templates existing in the organization may be used for communications related to the Workflow Widget project. Where necessary, additional formats and templates may need to be developed.

Organizational process assets such as the information management policy will be used to govern such things as the distribution of confidential information. The PM is responsible for ensuring that proper protocols are followed.

The outputs of the manage communication process include Project Communications, Project management plan update, Project Document update, and Organizational process assets update.

# Control Communications

The inputs to the control communications process include Project Management Plan, Project Communications, Issue log, work performance data, and Organizational process assets. These will ensure that key issues such as performance indicators, issues, schedule, costs and scope performance are identified and included in project communications.

The tools and techniques applied to the control communications process include Information Management systems, expert judgement, and meetings.

The outputs of the control communications process include Work performance information, Change requests, Project management plan, Project Document updates, and Organizational process asset updates and will ensure that project communication is controlled, documented, and performed.

## Appendix A - 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.

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|  |  |  |
| **Project Sponsor / Director** | **Name:** | Dr. Shaun-Inn Wu |
|  | **Organization:** | California State University, San Marcos (CSUSM) |
|  | **Email:** | shauninn@csusm.edu |
|  | **Phone:** | *Unknown* |
|  |  |  |
| **Project Team** | **Organization:** | CSUSM |
|  | **Email:** | VortekSolutions.CIS@gmail.com |
|  |  |  |
| **Project Manager** | **Name:** | Justin Goulet |
| **Project Team Leader** | **Organization:** | CSUSM |
| **Project Team Member** | **Email:** | goule001@cougars.csusm.edu |
|  | **Primary Task:** | Management & Documentation |
|  | **Phone:** | (760) 221 - 2699 |
|  |  |  |
| **Project Team Member** | **Name:** | Chris Larsen |
|  | **Organization:** | CSUSM |
|  | **Email:** | larse030@cougars.csusm.edu |
|  | **Primary Task:** | UX, Development |
|  | **Phone:** | (760) 504 - 8477 |
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| **Project Team Member** | **Name:** | Mikal Callahan |
|  | **Organization:** | CSUSM |
|  | **Email:** | calla033@cougars.csusm.edu |
|  | **Primary Task:** | UI/UX, Development |
|  | **Phone:** | (760) 580 - 5528 |
|  |  |  |
| **Project Team Member** | **Name:** | Brock Corbett |
|  | **Organization:** | CSUSM |
|  | **Email:** | corbe009@cougars.csusm.edu |
|  | **Primary Task:** | Development |
|  | **Phone:** | (760) 807- 8067 |
|  |  |  |
| **Steering Committee** | **Name:** | Thomas (Ty) Usrey |
|  | **Organization:** | Northrop Grumman |
|  | **Email:** | thomas.usrey@ngc.com |
|  | **Phone:** | *Unknown* |
|  |  |  |
| **Key Stakeholder(s)** | See Stakeholder Register (Not Yet Created) | |
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## Appendix B - Communications Matrix

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| **Communication Type** | **Kickoff Meeting** | **Project Team Meetings** | **Technical Design Meetings** | **Status Meetings** | **Project Status Reports** |
| **Objective of Communication** | Introduce the project team and the project.  Review project objectives and management approach. | Integrate research, design and implementation | Discuss and develop technical design solutions for the project | Report on the status of the project to director | Report the status of the project including activities, progress, costs and issues |
| **Medium** | Face to Face | Face to Face,  Online Meeting | Face to Face,  Online Meeting | Online Meeting | Online |
| **Frequency** | Once | Weekly | Weekly | Weekly / Monthly | Weekly |
| **Audience** | Project Team, Sponsor, Steering Committee | Project Team | Project Team | Project Team,  Project Sponsor | Project Team,  Project Sponsor,  Steering Committee |
| **Owner** | Steering Committee | Project Manager | Project Manager | Project Sponsor | Project Manager |
| **Deliverable** | Agenda,  Meeting Notes | Project Status | Section included in “Project Status Reports” | Report Drafts | Summarized Weekly Status Reports |
| **Format** | Northrop Office | CSUSM - Informal | Skype / CSUSM - Informal | Skype | Email / Slack |