

Assignment 7 - Project Communications Management

COMMUNICATION PLAN

Project Title: Infrastructure Transformation Project

Project Sponsor: CIO

Date Prepared: 04/19/2016

Project Manager: Amit Prabhakar

Project Customer: ABC Corp.

Course Section 601 - Group 4

Bindra, Kalra, Prabhakar

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Organization Description

ABC Corporation is a fortune 1000 company having headquarter in College Station. It has over 5000 employees and has a full-fledged IT team to support its IT operations. We are part of the IT team of ABC Corporation which is responsible to execute the project in order to address the current business problem. The company currently has many applications hosted on the infrastructure in their own data centers – one in College Station and other in Houston. The hardware infrastructure on which the primary systems, i.e. HR/Payroll, CRM, Tech-Support and email, are hosted is nearing end of life and is out of warranty and support.

The management has decided to refresh the hardware and include virtualization for the servers for the primary systems and redesign the architecture for these four critical applications. This will help provide the opportunity to optimize the hardware and save on space, power, cooling and maintenance in addition to providing a more robust system architecture with built in redundancy. Therefore, to ensure the successful execution of the project, a suitable communication plan has been devised.

Objective

The objective of this document is to lay down a strategy that helps the organization communicate effectively and meet core project objectives. The plan shall focus on how to engage effectively with the stakeholders and measure the progress and success of the work. The main purpose is to ensure that the team members are on the same page regarding their views and actions related to the project. The plan defines the project's structure and methods of information collection, formatting and outlining the understanding among the project team members concerning the processes necessary to expedite the links among people, ideas and information that are critical to the project's success. The intended audience of the plan is the project sponsor, project team, hardware vendor, software vendor, implementation partner and senior leaders whose support is essential to carry out communication plans.

Communication methods

ABC Corp uses share point for sharing documents among the team members during the course of the project. Members depending on their rank have read or write access to the share point portal. The method of communication is not limited to e-mail, cell phone, face-to-face for all communication. The meetings are organized over audio/video conference calls or in person depending upon availability.

Communication Directory

The contact details of people involved in the project are aforementioned in the table: -

Role	Name	Organization	e-mail ID	Direct number
CFO/VP Procurement	Mike R.	ABC Corp	mike@abccorp.com	979 856 2365
Procurement Manager	Harry P.	ABC Corp	harry@abccorp.com	973 856 2376
CIO	John Tim	ABC Corp	john@abccorp.com	923 853 2387
Project Manager	Juli White	ABC Corp	juli@abccorp.com	123 856 2365
Quality Manager	Ria P.	ABC Corp	ria@abccorp.com	234 856 2365
S/W Engineer: Application Technical	Robert Hip	ABC Corp	robert@abccorp.com	345 856 2365
S/W Engineer: HR/Payroll	Erin Pint	ABC Corp	erin@abccorp.com	456 856 2365
Team Leader	Parul G.	ABC Corp	parul@abccorp.com	678 856 2365
System Engineer Infrastructure	Albert	ABC Corp	albert@abccorp.com	789 856 2365
Software Engineer-CRM	Decardio In	ABC Corp	decardio@abccorp.com	876 856 2365
Software Engineer-CRM and Tech Support	Manish Singh	ABC Corp	manish@abccorp.com	453 856 2365
System Engineer-Virtualization	Paalak Paul	ABC Corp	paalak@abccorp.com	324 856 2365
DBA	Ravi Singh	ABC Corp	ravi@abccorp.com	459 856 2365
System Engineer-Storage	Patric Jos	ABC Corp	patric@abccorp.com	569 856 2365
Network Engineer	Sam Wills	ABC Corp	sam@abccorp.com	348 856 2365
Service Delivery Manager	Palak Kalra	Implementation partner	pk@xyz.com	457 856 2365
Project Manager	Nadil Praskar	Implementation partner	np@xyz.com	236 856 2365

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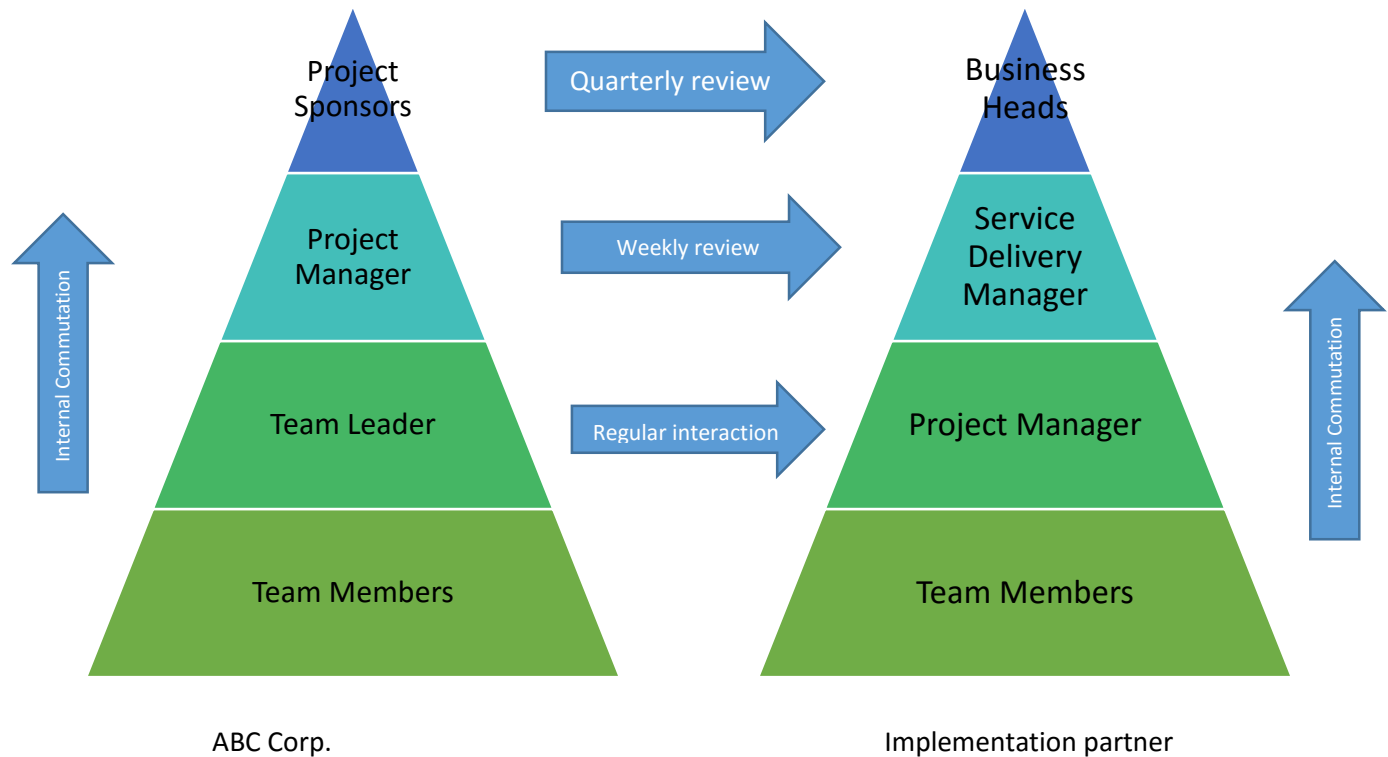
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Communication Strategy

The communication strategy during the project execution for ABC Corp. and implementation partner will be as following:



Whenever required project sponsors (CEO / CFO) can interact with the Business heads of the implementation partner to discuss matters of strategic importance. They will be part of the quarterly review meetings.

The project manager of ABC Corp. and the service delivery manager representing the implementation partner will have weekly review meetings. Any issue needing urgent attentions will be brought to the PM & SDM for immediate closure.

The team lead of ABC Corp and the project manager of the implementation partner will be working together through the project and will interact on daily basis. They will form the communication bridge between the respective teams.

In each organization the team members will communicate with their manager and all communications related to the project will be tracked and recorded. All documents will be shared using share point with role based access.

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Communication Plan Matrix

Audience	Communication Type	Objective	Medium	Frequency	Deliverable
Project team (all members in the project delivery team from ABC Corp and implementation partner)	Operational / Team meetings	Day to day communication	Email, Phone, Video conference, Audio conference, Direct meeting	Daily or as and when required	Implementation status and information exchange
Team Lead of ABC Corp. and Project manager of Implementation partner	Daily progress tracking	Progress reporting	Email, Direct meeting	Daily	Status report
Project manager of ABC Corp. and Service delivery manager of Implementation partner	Weekly progress tracking	Progress reporting, Issue discussion, support required	Direct meeting, video conferencing	Weekly	Status report
Project sponsors	Quarterly progress tracking	Progress reporting, support / approvals required	Direct meeting at ABC Corp. office	Quarterly	Status report

Note: Project team of implementation partner needs to route all communication through their project manager or service delivery manager.

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Communication method and format for communication

Email: All emails will be marked to the team members related to the project only. Every email sent by the team members needs to mark team leader / project manager in the CC and needs to retain a copy for any future request. Each email communication needs to have a defined subject related to the project and all conversations needs to be saved by both sender and receiver. All emails need to be responded within 4 hours.

Audio or Video conference: All audio or video conference needs to be planned 2 business days in advance. The minutes of the meetings needs to be recorder and shared with all attendees. All actionable for the meeting needs to be tracked and closed within the stipulated time.

Phone calls: All phone calls to discuss the issues related to the project must be followed by an E-Mail briefly detailing the discussion and the outcome.

Weekly and quarterly meetings: All weekly and quarterly meetings must be used to track the status of the project and should be presentation based. All presentations, documents for reporting status should be shared with the senior management and a copy needs to be archived in the share point portal for future reference.

Documents: Any document prepared, shared, created for the purpose of the project needs to be kept confidential and should not be shared with any person other than the one designated for the project.

Confidentiality: All communication related to the project should be treated as confidential and should not be shared with any person / organization not part of the project.