CT SUPPLIER WEB PORTAL
COMMUNICATION PLAN

1. INTRODUCTION

1.1 PURPOSE

The purpose of this communication plan is to establish guidelines for information sharing in a project. All members of the project are expected to follow the defined protocol for communication and any changes will need to be approved by the project manager. The CT Supplier Web Portal Communication Plan includes techniques, methods and modes of information distribution, transfer, formatting, screening, and understanding among the teams. It links ideas, thoughts, knowledge, plans, structures, and information that are required to deliver the project successfully.

The intended audience of the project communication plan is the project sponsors, stakeholders, project manager, development team, and other people involved in the project.

1.2 GOALS AND OBJECTIVES

For the CT Supplier Web Portal Project, the following are the specific goals and objectives of the communication plan for the success of the project.

- Create clear understanding and flow of information among the team members, sponsors, and project manager
- Improve the dialogue between development team and critical stakeholders
- Increase the knowledge about the overall project purpose, project plan and deliverables

2. PROJECT COMMUNICATION MATRIX

Document	Related Stakeholders	Frequency	Format
Project Initiation Meeting	Complete Project team including sponsors and suppliers	Once in the beginning of the project	Conference Call
Daily status report	Project manager	Daily	Email
Weekly status report	Project manager, Functional manager, Project sponsors	Weekly	Email
Monthly status report	Internal business development team	Monthly	Conference call, Hard copy
Monthly status report	Suppliers	Monthly	Email, Hard copy
Meeting summaries	Project manager, Functional manager, Project sponsors	After each meeting	Email
Software/hardware procurement Meeting	Project manager	Monthly	Hard copy
Meeting for training plan	Training coordinator	Once web portal is deployed	Email
Meeting for major change requests	Project manager, development team, users	Once any change in required other than planned	Change Management Application

3. ESCALATION PROCEDURES

To maintain the planned timeline of the delivery, the CT Supplier Web Portal Project will use a structured approach to resolve any disputes, conflicts, or discrepancies regarding project communications. This will help to ensure the correct communications are distributed and prevent any ongoing difficulties. The project will use an escalation model to provide a framework for escalating communication issues.

The fist level of escalation is to the team lead for team members. The next level is the project manager. If the project manager is insufficient for overcoming any disputes or issues, then it can be escalated to the program manager. The highest level of escalation will be the managing director under extreme circumstances.

Levels of escalation are as follows:

1. Team lead
2. Project manager
3. Program manager
4. Managing director
5. CEO

The table below defines the priority levels of conflict, the decision authorities, and timeframes for resolution.

Priority	Definition	Decision authority	Resolution time
1	Major impact to "CT supplier web portal" project. If not resolved quickly there will be a significant adverse impact to revenue and/or schedule of CT supplier web portal project.	MD or above	Within 5 hours
2	Medium impact to project delivery and functioning which may result in some adverse impact to revenue and/or schedule.	Project sponsors	Within 2 business days
3	Small impact which may cause some minor scheduling difficulties with the milestones but no impact to overall delivery timeline.	Project manager	Within 3 business days
4	Insignificant impact to project but there may be a better approach with more efficient solution.	Project manager	As and when other high priority task are completed

4. COMMUNICATION MEDIUM

In order to have effective communication among the team members, project manager, project sponsors, and all other stakeholders who are involved in the CT Supplier Web Portal Project, the information must be distributed and communicated via methods and technologies available to all. Determining all the methods and technologies available for information communication in the project is one of the factors in stakeholder's requirements.

As described in the stakeholder analysis for project communication, CT Technology has several types of communication mediums available. Of these mediums, email, hard copies, Jira requests (for change request management), will all be used. These are in accordance with policies and standards defined by CT Technology.

In the CT Supplier Web Portal Project most of the communication will be occur over emails. Documents are also available on the SharePoint Portal apart from the emails sent on regular basis as per the frequency defined in the stakeholder analysis for project communication in above Section 2. SharePoint allows users to collaborate and have better clarity about the required information. All the intended people including development team, project manager, sponsors, and stakeholders have access to the modes of communication mentioned above. Meetings will happen face to face and sometimes via telephone or video conferencing. These technologies and equipment are available at CT Technology.

For external suppliers, all the required communication will happen via email. They will be provided access to the authorized documents via email. Suppliers can ask for any document they need apart from regular email communication. Stakeholders who do not have access to SharePoint, a separate website will be established to provide access to authorized documents. Stakeholders who face issues with their credentials can contact to it help desk to setup login id and password for the website. The project manager will be responsible for all the document uploads on the website and for ensuring that all updated documents are available on the website.

CT Technology uses Microsoft Office and Microsoft Project software to create various documents needed for the project. The project manager is responsible for maintaining the standards of the documentation and approvals of the document formats. They are also responsible for preserving a backup of all the documents in the event of server failure. Time schedules are preferably provided using project management software. The documents are also maintained on the shared drive of the project. The access to shared drive folders will be given according to the authority to the documents. Naming convention for documents will be decided by the project manager which will be in line with the standards followed in the CT Technology. Maintaining quality of the documents and standardization is the responsibility of project manager.