**Communications Management Plan**

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**1. Introduction**

The purpose of this document is to define the communications goals and strategies of the Project. These high-level strategies and goals are intended to provide guidance in planning and measuring results of the current and future communications efforts.

The Project Communications Management Plan (CMP) defines the project’s structure and methods of information collection, screening, formatting, and distribution of project information. It also outlines understanding among project teams regarding the actions and processes necessary to facilitate the critical links among people, ideas, and information that are necessary for project success.

The overall objective of a Communications Management Plan is to promote the success of a project by meeting the information needs of project stakeholders and outline the goals of the communications efforts to reach and inform each group. Without detailed plans for communications activities that identify the organizational, policy, and material resources needed to carry them out, the Project will not be able to secure needed resources, coordinate efforts with other groups, or report its activities and results to key oversight stakeholders.

Communications planning activities identify the appropriate level of communication for each project stakeholder, what information should be distributed and the frequency of communications. This plan should also include the means of communications (email, face to face meetings, etc). The risk of insufficient planning could result in failure to accomplish key project objectives, duplication of effort, and reduced stakeholder confidence.

**2. Collection and filing structure for gathering and storing project information**

Manual filing systems, databases, project management software such as MS Project. Systems that allow access to technical documentation (blueprints, design specifications, etc.)

**3. Distribution structure (what information goes to whom, when, and how)**

Program Manager: The Program Manager oversees the project management team and the Project Management Office (PMO). He meets regularly with the project team, reviews project status reports, interacts with the Project Directors, Stakeholders and Funding Stakeholders, and prepares program management review reports for the Board.

Project Manager: The Project Manager coordinates and manages all aspects of the project on a daily basis. He supports the facilitator of the meetings/conference calls, coordinates activities with vendors, facilitates the disposition of vendor submitted change orders, prepares project status reports, and prepares and presents summary project status reports to the Project Director.

Project Team Members: The project team must work in an environment of open communications. They must communicate effectively between themselves, as well as with vendors and stakeholders. They prepare detailed status reports to the Program Manager and Project Manager, prepare required site documentation, and update the project plan with hours worked.

Stakeholders: Stakeholders include anyone that has an interest in the project. They include consortium members, DES, Homeland Security, law enforcement agencies, forest service, BLM, the tribes, and different state agencies. They should be provided information on the status of the project to include achievements, milestones met, similar efforts in other states, and project benefits.

Sponsors: Include anyone that has a financial interest in the project. They should be provided information on the budget and status of the project to include achievements, milestones met, and project benefits.

**4. Format, content, and level of detail of key project information**

• Status reporting—describing where the project now stands.

• Progress reporting—describing what the project team has accomplished.

• Forecasting—predicting future project status and progress.

**5. Production schedule and resources for producing key project information**

**6. Technologies, access methods, and frequency of communications**

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| **Communication Type** | **Objective** | **Medium** | **Frequency** | **Audience** | **Owner** |
| Kickoff Meeting | Introduce the project team and the project. Review project objectives and management approach. | Face to Face | Once | • Project Sponsor • Project Team • Stakeholders | Project Manager |
| Project Team Meetings | Review status of the project with the team | Face to Face Conference Call | Weekly | • Project Team | Project Manager |
| Project Status Meeting | Report on the status of the project to the management | Face to Face Conference Call | Weekly | • Project Team • PMO | Project Manager |
| Project Status Report | Report on the status of the project including activities, progress, budget, issues | E-Mail | Biweekly | • Project Sponsor • Project Team • Stakeholders | Project Manager |
| Newsletter | A periodic release of project information as it relates to milestones met, status of the project. | E-mail | Weekly | All Stakeholders | Project Manager |

**7. Method for updating the communications management plan**

Communication management plan would be updated weekly if any changes occur and updates would be distributed through meeting agenda.

**8. Escalation procedures**

Every reasonable effort will be made to resolve project-related issues at the staff level. Items that involve day-to-day activities can normally be addressed by the project team itself. Project-related issues will be initially documented through a Decision/Information Request (DIR). The lack of information or a decision can have a major impact on the productivity of the project team. It is important to document the request on a form so that program management can easily understand what is being requested, evaluate a recommendation, be aware of the impact and track the timeliness of the resolution, as well as the decision itself. During the course of the project, it is inevitable that any number of issues will arise. Such issues must be dealt with quickly and efficiently to mitigate their effect on the project. Many such issues can be addressed at the project management level, and others must be escalated. Issue resolution is most successful as a team effort. An Issue Resolution Request (IRR) will be completed documenting the nature of the issue, impact of the issue, required response dates, person responsible for the issue resolution and recommended response, as appropriate.

**9. Stakeholder communications analysis**

Communication Methods

1. Face-to-face meetings are the most effective means for communicating and resolving issues with stakeholders.

2. If face-to-face meetings aren’t possible or practical (international projects), telephone calls, e-mail, and other electronic tools are useful for exchanging information and dialoguing.

Outputs

1. Performance Reports: Organize and summarize the information gathered, and present the results of any analysis as compared to the performance measurement baseline.

2. Forecasts: Forecasts are updated and reissued based on work performance information provided as the project is executed.

3. Requested Changes: Analysis of project performance often generates requested changes.

4. Recommended Corrective Actions

5. Organizational Process Assets

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| --- | --- | --- | --- | --- |
| **Stakeholders** | **Document Name** | **Document Format** | **Contact Person** | **Due Date** |
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| **Comments:** | | | | |

**10. Glossary of terms**