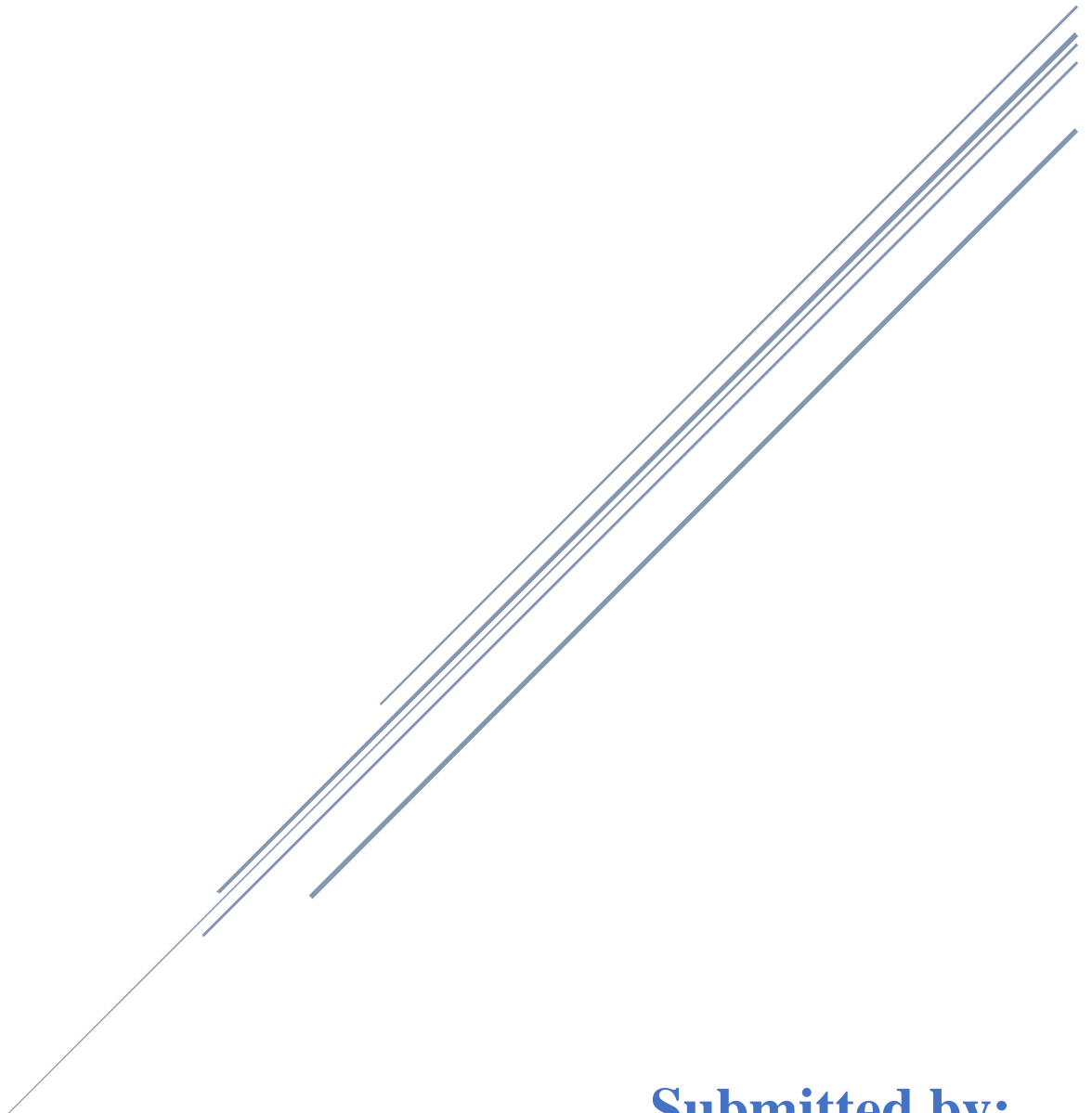# PROJECT COMMUNICATIONS MANAGEMENT

Systems Migration Project, J.D. Monster Bank

Submitted by:
ISYS 630-601 Group 01

I. Introduction

A communications plan, in project management, is a policy-driven approach to providing stakeholders with information about a project. The plan formally defines who should be given specific information, when that information should be delivered and what communication channels will be used to deliver the information.

II. Stakeholder Communication Requirements

In a project that involves so many stakeholders, it is very important that proper communication is maintained among all stakeholders so that everyone is on the same page.

The various stakeholders involved in this project are:

- Sponsor Representative
- Program Manager
- Project Manager
- Technical Manager
- Training Manager
- Project Coordinator
- IT Support Administrator
- Network Support Lead
- Customer Strategist
- Bank representative
- Infrastructure Provider Contractor

ISYS 630, Section 601 – Group 1
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Project Communications Management
April 20, 2017
Document Version: 1.1

III. Communication Matrix

Audience	Information	Delivery Method	Frequency	Communicator
Project Team and stakeholders	Detailed project overview and discussion on project scope and expected deliverables	Meeting	Once	Project Manager
Individual Team Leads	Project status reports	Email/Meetings	Weekly	Project Manager
Project Team	Detailed project status	Email	Weekly	Individual Team Leads
Technical Team	Detailed software/technical topics related discussions, identification of bottlenecks and finding out solutions	Meetings	Weekly	Technical Manager
Project Team	Detailed technical, non – technical and tools training	Workshops/Seminars	Weekly	Training Manager
Project Manager	Discussion about internet speed and other IT issues faced while in operation	Emails	As required	IT Support Administrator
Project Manager	Discussion about network issues	Emails	As required	Network support Lead
Bank Representatives	Status updates of the project and updates on their data migration	Emails	Monthly	Customer Engagement Strategist

IV.   Escalation procedures:

- Separate meetings should be arranged for separate escalations. Multiple escalations should not be clubbed.
- Escalations should be addressed only to the correct stakeholders. Stakeholders not involved in an escalation should not be involved in the mail chain or included in the conference calls.
- Keep the escalation meeting or the call or the email focused on the issue and do not get personal with any remarks on the individual.
- Escalation should be done by giving background, highlight correct data, severity of the situation (high/medium/low) and suggested solutions.
- Always suggest possible solutions while escalating issues to the higher management so that it does not reflect as if you are upward delegating the task.
- Escalations should be documented with correct data points pointing to the
- Involve two levels up in escalation depending on severity.
- Reach out to peer managers for similar escalation situations to get lessons learned out of past experiences.
- If the first escalation fails, have firmness to escalate it to the next level to make it higher and wider.
- When vertical escalation does not work, use horizontal methods, indirect or innovative methods, and any other direction till you get the solution or the required attention for issue resolution.
- Take strong measures from your side if nothing works with regards to the escalation. E.g. terminating the project, face-to-face meeting with senior management etc.