**PROJECT COMMUNICATIONs MANAGEMENT**

**Systems Migration Project, J.D. Monster Bank**

**Submitted by:**

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1. **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.

1. **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

1. **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 |

1. **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.