

<Insert Project Name>

Communication Plan

Project Phase: **Planning and Design**

Customer: <Insert Client Name>

Document ID: <Insert Document Identification Number>

Name	Position Title	Organization	Signature	Date

Communication Plan

Document Purpose

This document is to be used during the Planning and Design Phase of a project to document the format of project Communication. This should be completed at the end of the Planning and Design phase.

The purpose of the Communication Plan is to detail how communications will be managed throughout the project life cycle. The plan will include all planned and periodic communications occurring between all the <Project Name> project stakeholders, scheduled written and oral communications, responses to ad-hoc requests for information, the frequency of the scheduled communications, and the responsible person(s) for providing the information.

References

Document Name	Document Location	Author(s)

Acronyms, Definitions and Abbreviations

Item	Description

RASIC Chart

Name	Responsible	Approving	Supporting	Informed	Consulted

Communication Plan

Version History

Version	Author	Date Issued	Change Description

Distribution List

Name	Title	Review or Information

Contacts

	Author	Customer
Name:		
Title		
Organization:		
Address Line 1:		
Address Line 2:		
Address Line 3:		
Telephone:		
Email:		

Communication Plan

Contents

1.	Participants Roles and Responsibilities	5
1.1	Steering / Advisory Committee	5
1.2	Project Sponsor	5
1.3	Project Director	6
1.4	Project Manager	6
1.5	Business Project Team.....	6
1.6	Technical Project Team	6
2	Communication Process	7
2.1	Informal.....	7
2.2	Formal.....	7
2.2.1	Status Meetings	7
2.2.2	Status Reports	8
2.3	External Communication	8
3	Communication Management	8
3.1	Communication Distribution.....	8
3.2	Communication Tracking and Storage	9
3.3	Communication Changes	9
4	Communication Schedule	9

1. Participants Roles and Responsibilities

This section describes the roles and responsibilities of the project stakeholders with regard to the Communication Plan.

1.1 Steering / Advisory Committee

The Steering Committee will:

- *provide strategic direction*
- *resolve conflicts*
- *expedite a process that unresolved at a lower level*
- *be responsible for providing and maintaining the necessary resources*
- *provide leadership, support, and assistance in implementing departmental policies*

The Steering Committee will primarily communicate and provide guidance via the project sponsor. Direct communication with the project manager may be required for quick responses. The committee has the responsibility to ensure that the Project Sponsor is provided all relevant information for the <Project Name> project. Each committee members will help to ensure the success of the project by sharing information with the stakeholder groups they represent.

1.2 Project Sponsor

The project sponsor is responsible for the success of the project and for ensuring that project-related policies are effectively implemented. The project manager frequently communicates with the project sponsor on critical factors such as, project status, issues, and risks.

The project sponsor will provide direction and issue resolution to avoid impacting the project schedule, budget, or scope. The project sponsor will work with the project manager, technical and business project leads, and vendors to achieve solutions and reduce (or mitigate) risks.

The project sponsor will keep the committee updated on the project status and will meet with project manager as needed to review project progress and provide guidance, resources, and funding support where necessary.

1.3 Project Director

The Project Director is responsible for planning and overseeing the project to ensure that deliverables and functionality are achieved as defined in the Project Charter and Project Plans. The Project Director is also responsible for managing resources assigned to the project. They will also serve as the primary liaison between the Project Sponsor and the Steering Committee, escalating decisions and issues as required.

1.4 Project Manager

The Project Manager is the coordinator of all project communications both unidirectional and multidirectional. The Project Manager is also responsible for retaining copies of all communications relating to the project.

The <Project Name> project manager is responsible for communicating status for scope, schedule, and cost, as well as monitoring, controlling, and communicating the risks. The <Project Name> project manager has the responsibility to ensure that all information related to the <Project Name> project is consistent, correct, accurate, and timely. The <Project Name> project manager will review and approve all information being provided to the various stakeholders.

The project manager will ensure continued user participation and that requirements remain relatively stable throughout the project. The project manager will report directly to the project sponsor.

1.5 Business Project Team

The Business Project Teams responsibilities include:

- *Defining requirements.*
- *Performing user testing.*
- *Acceptance of products and solution.*

1.6 Technical Project Team

The Technical Project Team will be responsible for the successful development, data conversion, implementation, documentation and support of the project. The technical team will deliver a system that meets all of the defined functional requirements. The

technical team shall deliver the system in adherence to the schedule described in the Project Plan.

The technical project lead is responsible for reporting any issues that may impact the project. They must also provide recommendations to resolve issues, and assist the project manager in the successful implementation of the project. The technical project lead will report to the project manager and will be responsible for gathering all project related information from the relevant stakeholders.

The training of users will be undertaken by the technical team upon successful project implementation.

2 Communication Process

2.1 Informal

Informal communications pertain to email, conversations, or phone calls and act as a means to supplement and enhance formal communication. Due to the various informal methods and the ad-hoc nature of informal communication, they are not detailed in this plan.

2.2 Formal

The project will require various types of formal communication. The general types of formal communication and their purpose are described below.

2.2.1 Status Meetings

There are five basic types of status meetings for the project:

Status meetings internal to the project business team to discuss assignments and activities etc.

Status meetings and reports between the project business team, and the technical project team;

Steering / Advisory Committee meetings with the project sponsor, project stakeholders, and project manager to review progress, risks, and issues;

Status meetings and reports between the project sponsors and the steering committee; and

Status meetings and reports to stakeholders.

2.2.2 Status Reports

A variety of status reporting will be produced during the project. Status reports will be produced at regular intervals to provide stakeholders status and progress information for the project. The reports will contain the following:

- *Project status on major activities*
- *Project schedule*
- *Budget and cost tracking*
- *Status of issues and risks*
- *Status of action items, if applicable.*
- *Future or planned activities*

The intention of these status reports is to inform stakeholders of the project's progress and keep them actively involved. The information provided will be detailed enough to allow stakeholders to make informed decisions and maintain oversight of the project.

2.3 External Communication

This section describes policy regarding enquiries from news / print media and any other requests. For all communication with the general public it is imperative that representatives from the following departments are consulted and included in the communication distribution:

- *Group Legal*
- *Marketing Communication*
- *Customer Knowledge*

Note: Project team members are not allowed to communicate with the media unless prior approval or direction has been granted from the project sponsor.

3 Communication Management

3.1 Communication Distribution

Various methods will be employed to distribute project information to communicate with project stakeholders. The primary methods to distribute information will be through email and the company intranet. Whenever possible, to expedite the dissemination of information, documentation will be distributed via email.

Teleconferencing will be used where possible to communicate with stakeholders based remotely.

Documents will be stored electronically on a secure file server and as hard copies within the filing structure. The Project Manager will be the owner of these files folders and is responsible for security regarding these folders.

3.2 Communication Tracking and Storage

A copy of all Project Plans and Project Status Reports must be saved into a centralized document repository. Written communications received or generated internally are also retained and stored in the document repository. Project email that contain decisions or have pertinent value to the project are retained for historical purposes.

3.3 Communication Changes

Changes to the communication process may be proposed by any recipient or communication creator. The Project Manager must approve the change following discussion with the communication stakeholders prior to making the change official. Changes to communication format or content are handled through the standard document change control process.

Changes to content must be approved by the respective project lead or manager (depending on the content), and then are disseminated with an explanation of the change. Appropriate revision and version details are included with the updated version. This Communication Plan will be updated on a quarterly basis.

4 Communication Schedule

The following chart describes the planned communications schedule and associated responsibilities.

Table 1: Communication Schedule

Information Type	Prepared By	Purpose	Target Audience(s)	Delivery Method	Delivery Frequency	Responsible
<i>Project Plan</i>	<i>Project Manager</i>	<i>To articulate project background, scope, roles/responsibilities, risk, deliverables, schedule, staffing, communication, and close-out.</i>	<i>Project Team</i>	<i>Email</i>	<i>At project start-up</i>	<i>Project Manager</i>
<i>Project Schedule</i>	<i>Project Manager</i>	<i>Document and monitor key tasks, milestones and assigned resources</i>	<i>Project Team, Sponsor, Customer</i>	<i>Email</i>	<i>As Needed</i>	<i>Project Manager</i>
<i>Kick Off Meeting</i>	<i>Project Manager</i>	<i>The kick-off meeting is used to clarify goals and objectives, individual roles and responsibilities, interdependencies</i>	<i>Project Team</i>	<i>Meeting</i>	<i>Once at project start-up</i>	<i>Project Manager</i>
<i>Weekly Status Meeting</i>	<i>Project Manager</i>	<i>Discuss status, issues and concerns related to the Project</i>	<i>Project Team</i>	<i>Oral presentation, discussions</i>	<i>Weekly</i>	<i>Project Manager</i>
<i>Project Sponsor Meeting</i>	<i>Project Manager</i>	<i>Communicate Risk, issues, resource concerns, schedule, deliverables, milestones, etc.</i>	<i>Project Sponsor</i>	<i>Meeting</i>	<i>Monthly</i>	<i>Project Manager</i>
<i>PMO Status Meetings</i>	<i>Project Manager</i>	<i>Report project status, including significant accomplishments,</i>	<i>Project Manager</i>	<i>Email, Meeting</i>	<i>Distributed prior to the scheduled meeting</i>	<i>Project Manager</i>

		<i>issues, and costs.</i>				
<i>Status Reporting</i>	<i>Project Manager</i>	<i>Report project progress, milestones, status, risks and issues, etc.</i>	<i>Project Team, Sponsor, Customer, PMO</i>	<i>Email</i>	<i>Weekly</i>	<i>Project Manager</i>
<i>Change Requests</i>	<i>Project Manager</i>	<i>Communicate, receive approval and document status of all change requests.</i>	<i>Program Staff, Project Sponsor, Project Manager, PMO</i>	<i>Email, Meeting</i>	<i>As Needed</i>	<i>Project Manager</i>

End of Document
