

State of Vermont

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Project Name Here

Communication Management Plan

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Prepared By:

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# Revision History

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| --- | --- | --- | --- |
| Version | Date | Author(s) | Revision Notes |
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# Introduction

Add/edit this section to provide the introduction to your Communications Management Plan. Remove this comment section from final document.

Project Communications Management employs the processes required to ensure timely and appropriate generation, collection, distribution, storage, retrieval, and ultimate disposition of project information. The Project’s communications management processes provide the critical links among people and information that are necessary for successful communications.

The Project’s Communication Management Plan outlines the following:

* **Communication Infrastructure:** Defines the roles and responsibilities of project participants in the review, approval and dissemination of project information.
* **Communication Vehicles:** Identifies thetypes of communications (i.e., the communication deliverables) and their frequency, as well as the methods used to deliver them.
* **Communication Storage**: Provides a description of where project information will be stored and organized in order to ensure accessibility.
* **Communication Effectiveness Evaluation:** Describes the method for reassessing the effectiveness of the project’s communications and identifying any new communication needs.

# Communications Infrastructure

This section should describe the people and groups responsible for project communication. Update the chart below to be relevant to your project. Remove this comment section from final document.

The communications infrastructure, or network, consists of the people and groups that are responsible for developing, distributing and receiving communications. The following table summarizes the type and level of communications for each member of the network:

| Person/Group | Type/Level of Communications |
| --- | --- |
| Oversight Committee | The project Oversight Committee is responsible for deciding management, policy, and directional issues that impact the project. |
| Steering Committee | The Steering Committee is comprised of key stakeholders. It serves as an escalation point for project related decisions as well as a communication channel to the entities each stakeholder is representing (departments, agencies, external contractors, etc.) |
| Project Sponsor | The Project Sponsor is a state employee who provides high-level direction to the project, approves all significant decision requests, and acts as the final level of issue resolution within the project. |
| Project Manager | The Project Manager is responsible for managing the project to a successful completion. He/she oversees the planning and scheduling of work, reports progress, identifies and manages project risks, manages resources, ensures a quality configuration, and directs project communications. |
| Project Team Members | The project team consists of business representatives, technical support personnel, implementation consultants, training and quality assurance\testing personnel. They must communicate effectively between themselves, as well as with vendors and stakeholders.  They must collaborate to ensure proper system functionality, prepare detailed input for status reports to the Project Manager and generate required site documentation. |
| Stakeholders | Stakeholders include anyone that has an interest in the project. They should be provided information on the status of the project to include achievements, milestones met, and any issues that affect the tasks for which they are responsible. |
| Change Agents | Personnel assigned by the Agencies/Departments impacted by the project and potential changes brought about by the project. Change Agents are an extension of the core Project Team, ensuring details about the project reach the individual users affected, while ensuring user feedback is communicated back to the Project Team. |

# Communications Vehicles

## 

## Communications Matrix

Based on an analysis of the Stakeholder communication needs, a Communication Matrix is defined that provides a list of the communication deliverables, target audiences, delivery methods, delivery frequency, and the person(s)/role(s) responsible for each communication deliverable. The Communications Matrix template includes both Project Team and Organizational Change Management (OCM) communications planned.

Insert the communication matrix or provide a reference to where it is stored. Remove this comment section from final document. <<[link to template](http://epmo.vcms.vt.dev.cdc.nicusa.com/sites/epmo/files/Templates/PM/%28Project_Name_Here%29Communication_Matrix.doc)>>

## Project Web Site

This is a dedicated website or page(s) to host information about the project. Project Sharepoint sites can require individual user accounts and licenses, and not effective when numerous user inquiries for information are anticipated. Content on the page(s) could include a page with a Project Overview, some Background and/or History leading up to the project (i.e. business drivers, goals, etc.), and links to many other valuable sources of information (i.e. project status reports published, frequently asked questions, schedules, self-service training, ways to contact the Project Team, etc.). Often, communications sent out will always close with a reference about the Project Site and a link to it.

Insert a link to the Website/page referenced. Remove this comment section from final document. <<link to site>>

## Project Meetings

Update the Type of Meetings chart to be specific to your project. Remove this comment section from final document.

### Types of Meetings

The following table summarizes the meetings that can be expected during this project. Where warranted on larger projects, additional one time meetings may be scheduled for OCM presentations:

| Meeting | Facilitator | Purpose | Frequency |
| --- | --- | --- | --- |
| Oversight Committee | Project Manager | Report on high level project progress, inform stakeholders of project status and on-going activities. | Bi-Monthly |
| Steering Committee | Project Manager | Report on high level project progress, resolve project issues that cannot be resolved at the project/staff level, approve major changes to project plan, provide direction to and act on recommendations from the Project Manager. | Bi-Weekly |
| Project Status | Project Manager | Discuss higher level status, project issues, assignments, and strategies. | Bi-Weekly |
| Project Member | Project Members | Periodic discussions between team members to review issue status and progress. | As-required |
| OCM Overview for Sponsors | PM and OPM | Present an overview of OCM to Sponsor and Sr. Leaders of the groups impacted, explaining the methodology and approach in helping impacted personnel transition. | One time |
| OCM Overview for Change Agents | PM and OPM | Present an overview of OCM and the roles of a Change Agents. | One time |

### 

### Meeting Guidelines

Meetings can be expensive in terms of manpower costs. However, if done properly they can be extremely productive and informative. The key is proper facilitation and preparation. Meetings should not be conducted where no decisions are made, where there is no clearly defined objective, without the right people in attendance, or where issues are discussed with no follow up or action items.

Except for impromptu and informal meetings, there should be an agenda that does the following for each meeting:

* States the meeting title
* States the date, time and location
* Identifies any handouts
* Identifies the facilitator
* Lists invitees
* States the meeting objective
* Lists the topics of discussion

In some instances, timeframes for each may be stipulated to ensure the meeting stays on track, and finishes on time. If the meeting is used for reporting purposes, it is advisable to mention the presenters name next to the topic. In all cases, it is good practice to have a “Wrap Up” topic as the last thing on the agenda prior to adjournment to review action items, and if applicable, schedule the next meeting.

Meeting Minutes will be distributed to all attendees, as well as those who were invited but unable to attend the meeting. Minutes will be completed within 3 business days of the meeting and will be stored on the project’s SharePoint site.

## Project Reports

This provides a description of each of the reports to be generated in support of the project. It should define the data to be collected, the frequency of collection, the responsible party for collection for and compilation / analysis, the report media and format, and the distribution of the report. Remove this comment section from final document.

| Report | Owner/Distributor | Purpose | Frequency | Recipients |
| --- | --- | --- | --- | --- |
| Summary Project Status Report | Project Manager | A report that provides an update on the project health, accomplishments, upcoming tasks, risks and significant issues. | Weekly or Bi-Weekly | Key Stakeholders |
| Detailed Project Status Report | Project Manager | Similar to the Summary Status Report above, with additional details/table on milestones completed and budget. | Monthly or Quarterly | All Stakeholders |

## Project Logs

### Issue/Action Item Log

Describe how issues and action items will be tracked and communicated. Remove this comment section from final document.

### Decision Log

Describe how decisions will be tracked and communicated. Remove this comment section from final document.

### Risk Log

Describe how risks will be tracked and communicated or reference and link a Risk Management Plan. Remove this comment section from final document.

### Change Request Log

Describe how Change Requests will be tracked and communicated or reference and link a Change Management Plan. Remove this comment section from final document.

# Communication Storage

Describe where project communications will be stored (e.g., Project Website, SharePoint site, shared folders, etc.) and how they will be organized within that storage site (e.g., folder structure, etc.). Remove this comment section from final document.

# Communication Effectiveness Evaluation

In this section describe a method for measuring the effectiveness of communication efforts throughout the project to ensure Stakeholder and team member needs continue to be met.

|  |  |  |
| --- | --- | --- |
| Entity | Objective / Goal | Timing |
| Project Team and Key Stakeholders | Stage Gage Reviews:  As the project progresses between phases, the Team discusses their readiness to transition to the next phase, and improvements that may be incorporated into current processes and communication. Stakeholders, (including Change Agents where utilized), are asked for feedback (i.e. face to face meetings, informal surveys, user comments received). Adjustments are made as needed. | End of each Phase, prior to beginning next Phase. |

# Project Approvals

Obtain approval from the Project Sponsor and any other key stakeholders that you want to ensure are on-board with your approach to communications. Remove this comment from the final document.

|  |  |  |  |
| --- | --- | --- | --- |
| Role | Name and Title | Signature | Date |
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