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COMMUNICATIONS MANAGEMENT PLAN TEMPLATE

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COMMUNICATION MANAGEMENT PLAN <PROJECT NAME>

COMPANY NAME
STREET ADDRESS
CITY, STATE ZIP CODE

DATE

Document History

Version	Issue Date	Changes
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1. INTRODUCTION

The Communications Management Plan is intended to specify the project's communication requirements and the method by which information will be disseminated. The following is defined in the Communications Management Plan:

- *What information will be communicated—to include the level of detail and format*
- *How the information will be communicated—in meetings, email, telephone, web portal, etc.*
- *When information will be distributed—the frequency of project communications both formal and informal*
- *Who is responsible for communicating project information*
- *Communication requirements for all project stakeholders*
- *What resources the project allocates for communication*
- *How any sensitive or confidential information is communicated and who must authorize this*
- *How changes in communication or the communication process are managed*
- *The flow of project communications*
- *Any constraints, internal or external, which affect project communications*
- *Any standard templates, formats, or documents the project must use for communicating*
- *An escalation process for resolving any communication-based conflicts or issues*

The communications framework for this project is established by this Communications Management Plan. It will function as a communication guide for the duration of the project and will be revised in response to evolving communication requirements. The roles of the individuals involved in this project are identified and defined in this plan. A communications matrix is also included, which illustrates the project's communication needs. An exhaustive manual for conducting meetings delineates the communication protocols and the manner in which they will be conducted, thereby guaranteeing their success. A project team directory is included to furnish contact information for all stakeholders who are directly involved in the project.

2. COMMUNICATIONS MANAGEMENT APPROACH

Approximately 85% of a Project Manager's time is dedicated to communication. Consider this: As a Project Manager, you are dedicating the majority of your time to the following tasks: composing and reading emails, conducting meetings, writing the project plan, meeting with team members, overseeing work in progress, meeting with clients over lunch, and engaging in a variety of other activities that are directly related to your projects.

Significant consideration should be given to the manner in which you intend to oversee communications for this project. Many project management issues can be prevented by employing an effective communications management strategy. Provide an overview of your communications management strategy in this section.



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On this project, the Project Manager will assume a proactive role in guaranteeing that effective communication is maintained. The Communications Matrix, which is included in this document, contains the necessary communication requirements. The Communications Matrix will serve as a reference for the information that should be communicated, the individual responsible for the communication, the appropriate timing, and the recipient.

As is the case with the majority of project plans, updates or modifications may be necessary as the project advances or modifications are approved. Personnel, scope, budget, or other factors may necessitate modifications or updates. Furthermore, the project may necessitate updates as it progresses, and new requirements arise. The project manager is accountable for overseeing all proposed and approved modifications to the communications management plan. The project manager will distribute the updates to the project team and all stakeholders after the change is approved, and the plan and supporting documentation will be updated. This methodology is in accordance with the project's Change Management Plan and guarantees that all project stakeholders are kept informed and informed of any modifications to communications management.

3. COMMUNICATIONS MANAGEMENT CONSTRAINTS

All projects are subject to constraints and limitations, as they must be within the scope of the project and comply with the budget, scheduling, and resource requirements. This rule applies to project planning and documentation as well. Additionally, legislative, regulatory, technological, or organizational policies may necessitate compliance as part of communications management. These constraints must be clearly understood and communicated to all stakeholders. Although communications management is undoubtedly one of the most critical components of project management, it must be executed in a manner that is both effective and within the constraints of the allocated budget, time, and resources.

The project's approved budget, schedule, and resource allocations will govern all project communication activities. The project manager is accountable for guaranteeing that the project team performs communication activities without the involvement of external resources, which could lead to the budget exceeding the authorized amount. The project will adhere to the schedule constraints by conducting communication activities in accordance with the frequencies specified in the Communication Matrix. The project sponsor must approve any deviation from these timelines, as it may lead to excessive costs or schedule delays.

The organizational policy of Advantech Digital mandates the use of standardized formats and templates for all formal project communications, where applicable. The section titled "Standardization of Communication" in this document contains the specifics of these policy requirements.

The organizational policy of Advantech Digital also stipulates that the distribution of confidential information may only be authorized by a Vice President or a higher-level employee. The project manager is accountable for obtaining and requesting approval before disclosing any confidential information related to this project.



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4. STAKEHOLDER COMMUNICATION REQUIREMENTS

The majority of projects are comprised of a diverse array of stakeholders, each of whom may have a unique perspective and impact on the project. Therefore, it is crucial for project teams to ascertain the communication needs of these stakeholders in order to disseminate project information more effectively. In order to effectively manage stakeholder interest, expectations, and influence and ensure a successful project, it is essential to have a comprehensive understanding of their communication requirements, which can be achieved through a variety of methods.

The project manager will engage in communication with each stakeholder to ascertain their preferred method of communication and frequency as part of the identification process for all project stakeholders. This feedback will be recorded in the Stakeholder Register of the project by the project manager. Standard project communications will adhere to the Communication Matrix; however, individual communication is permissible and within the project's constraints, contingent upon the communication requirements of the identified stakeholders.

Stakeholder communication requirements must not only identify communication preferences but also identify the project's communication channels and guarantee that stakeholders have access to them. Project information must be communicated through secure means or internal company resources in order for all stakeholders, both internal and external, to have the requisite access to receive project communications.

After the identification of all stakeholders and the establishment of communication requirements, the project team will record this information in the project's Stakeholder Register and utilize it, in conjunction with the project communication matrix, as the foundation for all communications.

5. ROLES

5.1. Project Sponsor

The project charter has been signed by the project sponsor, who is the project's champion. This individual is accountable for the project's funding and, in the end, for its success. Unless the Project Sponsor requests more detailed communications, communications should be presented in summary format, as the Project Sponsor is at the executive level.

5.2. Program Manager

The Program Manager is responsible for the project's program level and owns the majority of the resources assigned to the project. The Program Manager is accountable for the overall program costs and profitability; consequently, they necessitate more detailed communications than the Project Sponsor.



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5.3.Key Stakeholders

Stakeholders typically encompass all individuals and organizations that are affected by the project. We are designating a subset of stakeholders as Key Stakeholders for this project. These are the stakeholders with whom we must communicate and are not included in the other roles defined in this section. Executive management with an interest in the project and key users identified for participation in the project are included in the Key Stakeholders.

5.4.Change Control Board

The Change Control Board is a designated group that reviews technical specifications and authorizes changes to the organization's infrastructure. The types of communication that this group necessitates include technical design documents, user impact analysis, and implementation strategies.

5.5.Customer

If the project is the outcome of a solicitation, it is imperative to identify the customer. In this scenario, the customer will be involved in the review of prototypes, the approval of designs and implementation stages, and the acceptance of the final project that the project generates.

The client for this project is **MSR DIGITAL**. The customer who will be accepting the final deliverable of this project will be informed of the project status, including any potential impacts to the schedule for the final deliverable or the product itself.

5.6.Project Manager

It is the Project Manager's responsibility to oversee the project's execution. The Project Manager is responsible for the management of daily resources, the provision of project guidance, and the monitoring and reporting of project metrics in accordance with the Project Management Plan. The Project Manager is the primary communicator for the project, distributing information in accordance with this Communications Management Plan, as the individual responsible for its execution.

5.7.Project Team

The Project Team is composed of all individuals who are responsible for performing work on the project. The project team must possess a comprehensive comprehension of the work that must be accomplished and the framework within which the project is to be executed. The Project Team was instrumental in the development of the Project Plan, which included the establishment of its schedule and work packages, as they are accountable for the project's completion. The Project Team necessitates an important level of communication, which is accomplished through weekly team meetings and daily interactions with the Project Manager and other team members.



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5.8. Steering Committee

Management representatives from the organization's departments comprise the Steering Committee. The Steering Committee is responsible for the strategic oversight of changes that affect the organization as a whole. The Steering Committee's objective is to guarantee that organizational modifications are implemented in a manner that is advantageous to the organization as a whole. The Steering Committee necessitates communication regarding matters that will alter the project's scope and deliverables.

5.9. Technical Lead

The Technical Lead is a member of the Project Team who is responsible for ensuring that all technical aspects of the project are addressed and that the project is implemented in a technically sound manner. The Technical Lead is accountable for the development of as-built documentation and the supervision of the implementation of all technical designs. The Technical Lead necessitates frequent communication with the Project Manager and the Project Team.

6. PROJECT TEAM DIRECTORY

The contact information for all individuals identified in this communications management plan is provided in the following table. These individuals will be contacted via the email addresses and phone numbers provided in this table.

Role	Name	Title	Organization/ Department	Email	Phone
Project Sponsor	MHA	VP	IT	email@email.com	+1-234-5678
Program Manager	HMR	PMO Manager	PMO	email@email.com	+1-234-5678
Project Manager	AR	Project Manager	PMO	email@email.com	+1-234-5678
Project Stakeholders	See Stakeholder Register	See Stakeholder Register	See Stakeholder Register	See Stakeholder Register	See Stakeholder Register
Customer	MSR DIGITAL	Manager	IT	email@email.com	+1-234-5678
Project Team					
Technical Lead					



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7. COMMUNICATION METHODS AND TECHNOLOGIES

The methods and technologies employed to communicate are frequently just as significant as the information being conveyed. Consider a substantial project that involves numerous stakeholders, each of whom possesses distinct technological capabilities. Some individuals may have access to a shared drive, while others do not. Some individuals may have access to video teleconferencing, while others are limited to email and telephone communication. In order to be effective, project information must be disseminated to all parties through a method that utilizes available technology. Part of the stakeholder communication requirements should involve determining the available technologies and communication methods.

Several factors, such as stakeholder communication requirements, available technologies (internal and external), and organizational policies and standards, will be considered by the project team in accordance with Advantech Digital organizational policy. The communication methods and technologies will be determined on this basis.

A SharePoint platform is maintained by Advantech Digital within the PMO, which is utilized by all projects to conduct project communications, archive various reports, and provide updates. Senior management and stakeholders with compatible technology can access project data and communications at any given moment through this platform. Finally, SharePoint enables stakeholders and project team members to collaborate on project work and communication.

A web site will be established for the project for stakeholders who are unable to access SharePoint. A username and password will be required to access the website. In order to access the website, any stakeholders who have been identified as being unable to access SharePoint will be provided with a unique username and password. The project manager is accountable for ensuring that all project communications and documentation are copied to the website and that the content is consistent with the SharePoint platform.

MS Project software licenses are maintained by Advantech Digital. Using this software, all project teams are accountable for the development, maintenance, and communication of schedules. PERT Charts are the preferred format for presenting schedules to stakeholders. The project website and the SharePoint platform will both be used to maintain the project schedule.

In addition to being maintained on the SharePoint platform and project website, all project communication and documentation will be archived on the internal Advantech Digital shared drive, which is located in the PMO program directory. All archived work will adhere to organizational naming conventions for files and folders.



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8. COMMUNICATIONS MATRIX

The following table identifies the communications requirements for this project.

Communication Type	Objective of Communication	Medium	Frequency	Audience	Owner	Deliverable	Format
Kickoff Meeting	Introduce the project team and the project. Review project objectives and management approach.	<ul style="list-style-type: none"> • Face to Face 	Once	<ul style="list-style-type: none"> • Project Sponsor • Project Team • Stakeholders 	Project Manager	<ul style="list-style-type: none"> • Agenda • Meeting Minutes 	<ul style="list-style-type: none"> • Soft copy archived on project SharePoint site and project web site
Project Team Meetings	Review status of the project with the team.	<ul style="list-style-type: none"> • Face to Face • Conference Call 	Weekly	<ul style="list-style-type: none"> • Project Team 	Project Manager	<ul style="list-style-type: none"> • Agenda • Meeting Minutes • Project schedule 	<ul style="list-style-type: none"> • Soft copy archived on project SharePoint site and project web site
Technical Design Meetings	Discuss and develop technical design solutions for the project.	<ul style="list-style-type: none"> • Face to Face 	As Needed	<ul style="list-style-type: none"> • Project Technical Staff 	Technical Lead	<ul style="list-style-type: none"> • Agenda • Meeting Minutes 	<ul style="list-style-type: none"> • Soft copy archived on project SharePoint site and project web site
Monthly Project Status Meetings	Report on the status of the project to management.	<ul style="list-style-type: none"> • Face to Face • Conference Call 	Monthly	<ul style="list-style-type: none"> • PMO 	Project Manager	<ul style="list-style-type: none"> • Slide updates • Project schedule 	<ul style="list-style-type: none"> • Soft copy archived on project SharePoint site and project web site
Project Status Reports	Report the status of the project including activities, progress, costs, and issues.	<ul style="list-style-type: none"> • Email 	Monthly	<ul style="list-style-type: none"> • Project Sponsor • Project Team • Stakeholders • PMO 	Project Manager	<ul style="list-style-type: none"> • Project Status Report • Project schedule 	<ul style="list-style-type: none"> • Soft copy archived on project SharePoint site and project web site



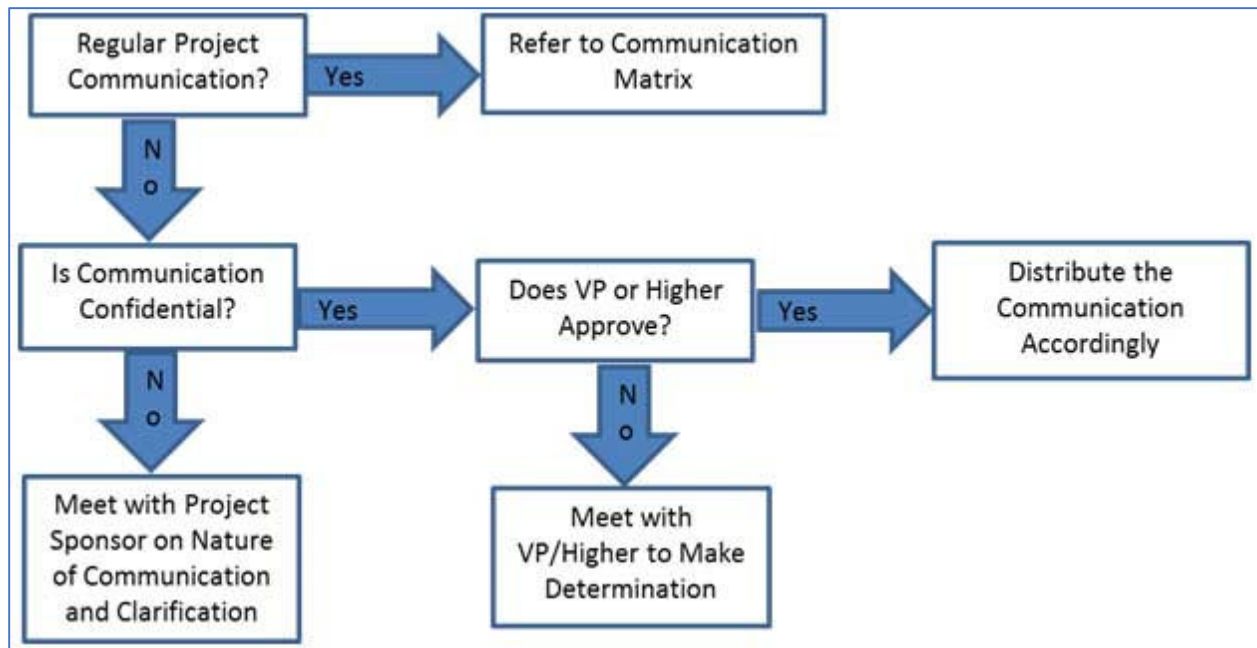
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9. COMMUNICATION FLOWCHART

Flowcharts are a visual representation of a process or processes that frequently facilitate comprehension of the intended functionality of the process. The complexity of project communications may be extreme, contingent upon the size and scope of the project, as well as the number of stakeholders. A flowchart offers all stakeholders a more comprehensive comprehension of the procedures associated with the distribution of all project communications.

The communication flowchart below was developed to facilitate project communication. The project team is provided with a framework to adhere to in this project by this flowchart. Nevertheless, there may be instances or circumstances that are not included in the communication flowchart and necessitate further clarification. In these circumstances, the Project Manager is accountable for engaging in a conversation with the Project Sponsor regarding the communication and determining the appropriate course of action.





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10. GUIDELINES FOR MEETINGS

10.1. Meeting Agenda

The agenda for the meeting will be distributed five business days prior to the event. The Agenda should specify the presenter for each topic and the allotted time for that topic. The initial item on the agenda should be a review of the action items from the previous meeting.

10.2. Meeting Minutes

The minutes of the meeting will be distributed within two business days of the meeting. The meeting minutes will encompass the status of all items on the agenda, as well as the Parking Lot list and any new action items.

10.3. Action Items

The meeting agenda and minutes both contain action items. The action item and its owner will be included in the action items. The meetings will commence with an assessment of the status of all action items from previous meetings and conclude with an assessment of all new action items that have arisen as a result of the meeting. The process of reviewing the new action items will involve the identification of the owner for each item.

10.4. Chairperson of the Meeting

The Chairperson is accountable for the distribution of the meeting agenda, the facilitation of the meeting, and the distribution of the meeting minutes. The Chair Person will guarantee that the meeting commences and concludes punctually, and that all presenters adhere to their designated time frames.

10.5. Recorder of Information

The note-taker is accountable for documenting the status of all meeting items, maintaining a list of Parking Lot items, and taking notes on any other significant events that occur during the meeting.. At the conclusion of the meeting, the Note Taker will provide the Chairperson with a copy of their notes, as the Chairperson will utilize the notes to construct the Meeting Minutes.

10.6. Timekeeper

The Timekeeper is accountable for assisting the facilitator in adhering to the time constraints established in the meeting agenda. The presenter will be informed by the Timekeeper when their allotted time is nearly exhausted. Typically, a brief hand signal to the presenter that indicates the number of minutes remaining for the topic is sufficient.



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10.7. Parking area

The Parking Lot is a tool that the facilitator employs to document and postpone items that are not on the meeting agenda but that warrant further discussion at a later date or in another forum. The item's owner should be identified in a parking lot record, as they will be accountable for ensuring follow-up. The parking lot list is to be incorporated into the meeting minutes.

11. COMMUNICATION STANDARDS

Standardization has been demonstrated to be an effective method for simplifying the intricacies of project management communications. Standard templates or formats for the diverse communication tools employed in projects are developed and implemented by numerous organizations. Standard templates and formats may be implemented for specific types of project meetings or forms of communication, such as emails and status reports. Organizations can guarantee that their project teams and stakeholders have a comprehensive comprehension of the expectations and that they are able to achieve consistent and effective communication by implementing standardization.

Organizations may establish file naming or sharing conventions in addition to standard templates and/or formats. An organization may utilize SharePoint or another type of Web Portal/Network tool (e.g., blogs, message boards) as a standard platform for information sharing and communication. Furthermore, an organization may establish standard file naming conventions for its internal share drives, which are used to store data. In contemporary projects, team members and stakeholders are frequently dispersed across vast geographic regions, necessitating the utilization of numerous tools and emerging technologies. Standardization enhances the efficiency and effectiveness of an organization's communication platforms by introducing a degree of simplicity.

Standard organizational formats and templates will be implemented for all formal project communications in this project by Advantech Digital. The project's communication matrix delineates the formal project communications, which encompass the following:

Kickoff Meeting: The project team will employ Advantech Digital's standard templates for the agenda and minutes of the meeting. Furthermore, the Advantech Digital standard slideshow template will be implemented for any slides that are presented.

Advantech Digital standard templates will be employed for the agenda and minutes of project team meetings. Furthermore, the Advantech Digital standard slideshow template will be implemented for any slides that are presented.



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Advantech Digital standard templates will be employed by the project team for the agenda and minutes of technical design meetings. Furthermore, the Advantech Digital standard slideshow template will be implemented for any slides that are presented.

Monthly Project Status Meetings: The project team will employ Advantech Digital's standard templates for the agenda and minutes of the meeting. Furthermore, the Advantech Digital standard slideshow template will be implemented for any slides that are presented.

The project team will employ Advantech Digital's standard templates for the agenda and minutes of meetings in their Project Status Reports. Additionally, the standard project status report document, which is accessible via the shared drive, will be implemented to document the project's current status.

The use of a standard template or format is not mandatory for informal project communications, but they should be professional and effective.

12. COMMUNICATION ESCALATION PROCESS

If a resolution cannot be reached within the project team, it may be necessary to escalate the issue as issues or complications arise with regard to project communications. Project stakeholders may possess numerous conflicting interests in a particular project. Although escalations are a common aspect of project management, it is imperative that a documented process be established to determine the manner in which they will occur.

Successful project completion necessitates efficient and punctual communication. As a result, it is essential that any disputes, conflicts, or discrepancies in project communications are resolved in a manner that is conducive to the maintenance of the project schedule, the distribution of accurate communications, and the prevention of any ongoing difficulties. To guarantee that projects are completed on time and that communication issues are resolved, Advantech Digital will implement its standard escalation model. The priority levels, decision authorities, and timeframes for resolution are delineated in the table below.

Priority	Definition	Decision Authority	Timeframe for Resolution
Priority 1	Considerable influence on business operations or projects. Revenue and/or schedule will be significantly impacted if the issue is not resolved promptly.	Vice President or higher	Within 4 hours
Priority 2	Revenue and/or schedule may be adversely affected by a medium impact on project or business operations.	Project Sponsor	Within one business day



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Priority 3	There is a slight impact that may result in minor scheduling difficulties with the project, but there is no impact on business operations or revenue.	Project Manager	Within two business days
Priority 4	The project is not significantly affected; however, there may be a more effective solution.	Project Manager	Work continues and any recommendations are submitted via the project change control process

** NOTE: Prior to external distribution, any communication that contains sensitive and/or confidential information must be escalated to the VP level or higher for approval.

13. GLOSSARY OF COMMUNICATION TERMINOLOGY

Term	Definition
Communication	The efficient transmission and reception of information. The information that is received should be consistent with the information that was sent. The sender is accountable for guaranteeing that this occurs.
Stakeholder	Individuals or groups that are involved in the project or whose interests may be impacted by the project's execution or outcome.
Communications Management Plan	A section of the comprehensive Project Management Plan that specifies the conduct of project communications, the individuals who will participate in communications, the frequency of communications, and the methods of communication.
Escalation	The procedure that specifies the manner in which conflicts and issues will be escalated through the management chain for resolution, as well as the timeframe for achieving resolution.

SPONSOR ACCEPTANCE

Approved by the Project Sponsor:

 <Project Sponsor>
 <Project Sponsor Title>

Date: _____

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