Communication Management
Plan Components

- The purpose and scope of the communication plan (e.g. to identify activities, processes and procedures to manage the project communications)

- Project document management: including accessibility, location and version management

- Roles and responsibilities in communication planning and management; including the management of communication lines, relationships and areas (e.g. customer, requirements)

- Project organizational structure:
  o Internal project team structure
  o Organization charts outlining reporting lines and interactions outside of the project

- Steering committee communication needs (if applicable)

- Approval process, roles and responsibilities

- Escalation procedures (for issues, risks, conflicts and changes)

- Conflict resolution process

- Stakeholder roles, involvement and relationships in communication:
  o Project sponsor
  o Project manager
  o Additional senior stakeholders
  o PMO
  o Project team (break it down into business and technical teams if needed)
  o Cross project stakeholders
  o Functional areas

<div align="center">

Communication Management
Plan Components (continued)

</div>

MANAGING STAKEHOLDER EXPECTATIONS FOR PROJECT SUCCESS
By Ori Schibi, PMP

- Stakeholder roles, involvement and relationships in communication:
  - Project sponsor
  - Project manager
  - Additional senior stakeholders
  - PMO
  - Project team (break it down into business and technical teams if needed)
  - Cross project stakeholders
  - Functional areas

- Compliance and oversight communication needs (if applicable)

- Guidelines for the communication of project matters
  - Risk management
  - Quality management
  - Change control
  - Issues
  - Assumptions

- Communication processes
  - Informal communication guidelines
  - Day-to-day team contract and expectations (discussion to follow later in the chapter)
  - Formal communication guidelines
    - Reports
    - Status meetings
    - External communication
    - Exceptions
    - Distribution channels
    - Changes in communication

- Acronyms

- Glossary