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| **[PROJECT NAME] Communication Plan** |
| Prepared by: [Project Manager] |

*The Project Communication plan is created by the project team early in project to indicate their agreement on how the team will communicate important information during the project - status, meetings, issues, deliverables access, and design/ document reviews. It is recommended that this plan is completed early enough to be included for review at the Project Kick-off Meeting. The following is a list of communication activities to consider. Please do not limit your list to these examples.*

| **What** | **Who / Target** | **Purpose** | **When / Frequency** | **Type / Method** | **Date complete** |
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| Discovery Meeting | All stakeholders. | The main goal of this meeting is to identify all stakeholders and provide a forum for all project team members to discuss schedule, scope, team, and other issues. | At the start of the Project Initiation phase. | Meeting. |  |
| Project Kick-off Meeting | All stakeholders. | The main goal of the project kick-off meeting is to familiarize the project team with the project, review the project charter and receive buy-in from all project participants. Future meeting schedules will be defined and discussed and meeting minutes will be documented. | At the end of the Project Initiation phase. | Meeting. |  |
| Communication To Campus Application Users | Users of application | Inform users of the changes to the existing application | Two weeks before implementation;  Two days before implementation | Targeted email communication to users |  |
| General information to campus about upcoming changes | Campus | Communicate general information to campus about coming changes | Two months before implementation about changes;  Two weeks update about changes;  Two days before implementation | MassMail to campus |  |
| Use Case Examples | Users of application | Communicate the changes in processes or functionality demonstrated through Use Cases |  |  |  |
| FAQ | Users of application; Campus | Document and communicate Frequently Asked Questions about the application changes | Two months before implementation;  Updated bi-weekly as new questions are received that | Web Page |  |
| Press Release | University Paper | Communicate general information to campus about coming changes | Two months before implementation | Paper |  |
| Team Status Meeting | Entire Project Team. | To review detailed plans:  Tasks, Assignments, Action items, Change Requests | Regularly Scheduled. Weekly is recommended for entire team. Weekly or twice-weekly for sub-teams as appropriate. | Meeting with standardized agenda and minutes. |  |
| Sub team working meetings or discussions | Individual meetings for sub-teams, technical team, and Functional teams as appropriate. | To discuss specific topics, resolve issues as a group, or work on shared tasks. | As needed. | Meeting with standardized agenda and minutes. |  |
| Sponsor Meetings | Sponsor(s) and Project Manager | Update Sponsor(s) on status and discuss critical issues. Seek approval for changes to Project Plan. | Regularly scheduled. Recommended biweekly or monthly and also as needed when issues cannot be resolved or changes need to be made to Project Plan | Meeting. |  |
| Executive Oversight or Steering Committee Meetings  (this may apply only to larger projects) | Executive Sponsor(s) and Project Manager | Update Sponsor(s) on status and discuss critical issues. Seek approval for changes to Project Plan. | Regularly scheduled. Recommended monthly or quarterly. As needed when issues cannot be resolved or changes need to be made to Project Plan. | Meeting with standard reporting package. |  |
| Project Closing Meeting | Project Manager, Project team, key stakeholders, and sponsor(s) | Conducting the post project review meeting will allow the project team and the customer project participants and leadership to gather one last time to ensure that there are no outstanding issues or work. This will also provide a forum to review lessons learned throughout the project. | End of project or end of major phase | Meeting with standardized agenda and minutes. |  |
| Periodic Demos and Target Presentations | Specific Focus Groups or End Users. | To gain input from specific groups and keep them informed of the Project’s status. | As needed to demonstrate functionality and receive feedback in a timely manner | Presentation and Discussion |  |
| Other… | TBD by the team. | General communications. | As needed. |  |  |
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