



# COMPRSA Communications Plan

## Purpose

The purpose of this plan is to identify planned communications and methods of exchanging information to stakeholders within the project and relevant parties outside of the project.

This document will be reviewed monthly and updated as needed. Lessons learned will be captured at the end of each project phase or sprint and used to improve company standards.

This document is the Communication Plan for all projects. This document facilitates centralized communications between all identified project audiences and addresses the audience's needs for standardizing communications to convey project awareness, status, and issues.

The following types of information will be communicated throughout the life of the all projects. For the purpose of all projects, four types of information categories have been determined:

- Project Execution
- Project Status
- Project Awareness
- Generic Information

The audience has been broken into these categories:

- Core Team
- Extended Team
- External

The Communication Matrix has been created to match audiences with the appropriate type of information as well as frequency and media type.

The Communications Matrix serves as the foundation of who, what, where, when, why and how the COMPRSA team will communicate with project stakeholders.

## Objectives

The Communication Plan provides support to the COMPRSA project team by:

1. Positioning senior management as enthusiastic supporters and drivers of COMPRSA's efforts.
2. Communicating to stakeholders the value and necessity of cooperating in COMPRSA's initiatives.
3. Establishing and maintaining momentum to keep COMPRSA's efforts moving forward.

## Scope

The Communication Plan identifies the procedures used to manage communication for the project. The plan focuses on formal communication elements. Other communication channels exist on informal levels and enhance those discussed within this plan. This plan is not intended to limit, but to enhance communication practices.

## **Document Maintenance**

The Communication Plan will be reviewed monthly and updated as the project proceeds through each phase of the system development life-cycle.

Updates and project information will be maintained on the company communication platforms.

## **Project Director**

The Project Director provides direction and resolve issues that impact the project's schedule. The Project Director will work with Executive Management and internal Project Managers to achieve goals and reduce/mitigate risks.

The Project Director will communicate the project status to the Steering Committee as needed. The Project Director will provide the Legal Advisor information regarding the project status, if needed.

The Project Director is responsible for monitoring compliance of standards issued by company including but not limited to security standards, privacy standards, development and coding standards and other project specific standards.

## **Project Manager**

The Project Manager is responsible for ensuring that all information related to COMPRSA is consistent, correct, accurate, and timely.

- The Project Manager will review and approve all information being provided to the stakeholders. The Project Manager reports directly to the Project Director.
- The Project Manager is responsible for the successful development, documentation, data conversion, implementation and on-going operational support of all projects.
- The Project Manager will deliver a system that meets all the functional requirements of the contract.
- The Project Manager will report any issues that impact the project, provide recommendations to resolve issues, and assist the project team in successful implementation of the all projects.

## **Project Team**

The Project Team is responsible for ensuring that all the efforts are accomplished.

- The Project Team is responsible for coordinating efforts between company and COMPRSA, review deliverables, monitor progress, provide assistance as required, and oversee the internal and external efforts.
- The Project Team will ensure that the deliverables that COMPRSA submits (i.e. as per the Statement of Work) are accurate and meet the quality standards for the project.
- The Project Team will ensure the process that COMPRSA staff follows conforms to company standards and guidelines.
- The Project Team reports to the Project Manager for the purposes of this project.
- COMPRSA is responsible for developing, providing and conducting training for all projects.
- COMPRSA shall deliver the system per the schedule that will be described in the Project Management Plan.

At a team level we will be communicating with email, voice and wiki as required.

At a project level we will continue to have weekly meetings with status reports.

At a program level we will have monthly meeting, status reports, names and headcount discussions.

Communications at each level:

- 1) Program Management - Regular monthly meetings to review resource planning, allocation, billing and overall program issues.
- 2) Project Management – Regular weekly meetings or other frequencies determined mutually by the project managers to review project status, personnel status, process changes and other tactical items.