# Emanon College Lab Build

## Introduction

The objective and purpose of the communications plan is to provide a structure for generating, gathering, distributing, storing and retrieving project information. The plan will define the policies, processes and responsibilities for project communication. It will also identify information requirements, communication content, information formatting, distribution methods, and target audience.

# Project Communication Policies

Communication policies in the communications plan establish standards for information access, confidentiality, ownership. These standards help to ensure that project information is communicated consistently, and that appropriate stakeholders are accessing information.

## Information Access

All project information will be disseminated by the project manager to the necessary parties, according to the Communications Matrix (below). During the project, requests for additional information should be forwarded to the project manager (see contact information below).

## Information Confidentiality

The following are guidelines that will assist individuals in dealing with confidential information while working on the Lab Build project. In general, each individual is personally responsible for maintaining confidentiality in all oral and written communications, as well as in the handling of information through electronic means.

Vendors, their employees and sub-contractors working on the project will be required to sign a confidentiality statement prior to entering into discussions related to the planning of the project.

In many cases, support staff will be required to handle confidential information. Those situations should be reviewed, and a determination made whether it is necessary for support staff to sign a confidentiality statement. At a minimum, support staff should be instructed on how to handle confidential information.

Any information related to this project and any document (hard copy or electronic media) marked “Confidential” is confidential.

* Keep all confidential documents out of view and locked away.
* Confidential information on personal computers or electronics should always be password protected and should never be left open when stepping away from the equipment/desk. Screen savers should also be used and should be password protected. Confidential documents should be filed in a personal shared drive. If documents must be shared, they can be stored in the shared drive designated for this project’s use.
* Close doors when confidential discussions occur during meetings. Erase and/or remove all white boards, flip charts, and papers once the meeting has concluded.
* Confidential mail can be sent via regular mail courier envelopes but should be sent in a sealed envelope within the messenger envelope and marked appropriately.
* Confidential papers (including notes and working papers) should not be discarded in wastebaskets or recycle bins. Confidential papers should be shredded.
* Using the fax machine for transmitting confidential information is not permitted.
* All conference calls where confidential information may be discussed should be conducted behind closed doors.
* Individuals should be cautious of their surroundings when leaving voice mail messages that may contain confidential information.
* Electronic mail messages may be used to share confidential information; however, only corporate messaging systems may be used for transmittal. Personal email accounts may not be used.

## Information Ownership

All documents, recordings, correspondence, etc., created for the purposes of this project will be available for use by the project team defined in the project plan. At the conclusion of the project, ownership and copyright for these communications will transfer solely to Emanon College.

# Project Communication Processes

## Information Creation & Gathering

Accurate information gathering and timely conveyance to the project manager are essential to an effective communications plan.

* Vendors and contractors will use the task list referenced below to monitor task progress and record actuals for work completed and resource usage. This data (in Excel spreadsheet format) must be emailed to the project manager 24 hours prior to any progress meetings.
* Vendors and contractors must report all risk occurrences and issues, and if authorized, take any necessary actions and communicate the actions to the property manager immediately.
* The project manager will gather, track and process project data using Emanon College’s standard project management tools and techniques.

## Information Distribution & Sharing

* Using the templates specified below, the project manager will publish information using Microsoft Word and Excel (version 2007 or better).
* Project information will be communicated verbally, via organized meetings, telephone and teleconference, and via email. Physical copies of documents will be provided during face to face meetings and may be requested from the project manager.

## Information Storage, Backup & Archiving

Proper handling of information is essential to the project. Certain documents and information must be retained for specified periods for reference and regulatory purposes. However, outdated, unnecessary and irrelevant documents and information must be periodically discarded, since retaining them indefinitely is costly, burdensome, reduces productivity and efficiency, and increases legal and operational risks.

* Documents and information shall be retained according to applicable regulatory requirements.
* Documents and information shall be retained according to business operation and project requirements.
* Documents and information retained pursuant to industry regulation may be discarded after the applicable retention periods.
* All digital documents and correspondence must be retained in a corporate repository designated for the project. They may not be saved on locally (on a computing or communication device) or in a “cloud” located repository that is not sanctioned by the vendor or the client.

The vendors and client are responsible for adopting appropriate procedures for the backup of data to ensure that it is properly safeguarded. Electronic information may not be stored locally on computers or portable, non-volatile memory devices.

# Project Communications Responsibilities

## Project Manager’s Communications Responsibilities

The project manager will manage all project communications, including any internal and external communications. The project manager will provide templates for reports to the appropriate project team members to report their progress.

The project manager will also provide task assignment lists to each of the resources with the upcoming tasks assigned to each resource.

The project manager will communicate any critical changes and risks impacting project scope, cost, and schedule, to the project sponsor. The project manager will meet the project sponsor monthly, or as needed. The project manager will communicate to the sponsor via monthly progress reports and variance reports.

The project sponsor and the project manager will communicate any changes requiring approval and any impacts related to changes to the Steering Committee. The sponsor will also communicate project status to the committee via quarterly reports presenting progress, variance, trends and forecast as required.

## Project Team Communications Responsibilities

The project team will ensure the project status is reported to the project manager on a weekly basis, or immediately for critical issues. The project team will be critical in assisting the project manager with the development, maintenance, and final closing of the Communications Management Plan. They will be responsible for providing the project manager input towards the Communications Management Plan.

Each project team member will be responsible for communicating the status of his or her assigned tasks within the project on a weekly basis. Each team member will be assigned tasks from the project schedule depending on their expertise from the project manager. Any issues or requests must be communicated to the project manager as soon as possible.

Teams will meet bi-weekly with project manager and/or project sponsor (as appropriate) and present information related to assigned tasks and present any new related identified tasks.

The Team members will communicate via their weekly status reports, and verbally during status meetings any issues that may impact project cost, schedule, scope, and/or quality.

## Key Contact Information

The following table outlines the key contacts on this project:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Contact | Role | E-mail | Telephone | Urgent |
| Kazaki Mikami | Sponsor | kmakami@emanon.edu | 604-555-4321 | 778-555-4321 |
| Rebecca Brown | Project Manager | rbrown@emanon.edu | 604-555-7625 | 778-555-7625 |
| Dev Nilsson | IS Director | dnilsson@emanon.edu | 604-555-7633 | 778-555-7633 |
| Dan Woodrum | Facilities Director | dwoodrum@emanon.edu | 604-555-7651 | 778-555-7651 |
| Len Powell | Facilities Manager | lpowell@emanon.edu | 604-555-7653 | 778-555-7653 |
| Milena Galván | Senior Purchaser | mgalvan@emanon.edu | 604-555-7646 | 778-555-7646 |
| Csenger Szatmári | Interior Designer | csenger@idesign.fic | 604-126-3953 | 778-126-3953 |
| Liesbeth Brandt | Architect | liesbeth.brandt@arch.fic | 604-124-4222 | 778-124-4222 |
| Saara Harila | Mech. Consultant | s.harila@mechanical.fic | 604-123-5627 | 778-123-5627 |
| Ming Ku | Electrical Consultant | mku@electriciansrus.fic | 604-125-5511 | 778-125-5511 |
| Alterio Lugo | Security Consultant | alterio@secureicon.fic | 604-129-6134 | 778-129-6134 |
| Max Jaeger | Comm. Consultant | mjaeger@comcom.fic | 604-127-8945 | 778-127-8945 |
| Jennifer Lane | General Contractor | jlane@laneconstruction.fic | 604-128-9407 | 778-128-9407 |

## Communication Matrix

| Information | Communicator | Format | Distribution  Method | Recipients | Timing |
| --- | --- | --- | --- | --- | --- |
| **Initiation** |  |  |  |  |  |
| Requirements | Client | Requirements tree  Charter | Cloud-based server access | Sponsor, PM, Team | At project start |
| Objectives | Sponsor | Charter | Signed hard copy  Electronic copy | Client, PM | At project start |
| Budget-level estimates | Sponsor | Charter | Signed hard copy  Electronic copy | Client, PM | At project start |
| Assumptions | Client, PM, Team | Assumptions List  Charter | Signed hard copy  Electronic copy | Sponsor, Client, Team | Throughout the project |
| Constraints | Client, Sponsor | Charter, Plan | Signed hard copy  Electronic copy | PM, Team | Throughout the project |
| Authority | Sponsor | Charter | Signed hard copy  Electronic copy | PM | At project start |
| **Planning** |  |  |  |  |  |
| Deliverable Specifications | PM, Team | Scope statement  Specifications sheets  Drawings | Cloud-based server access | Team, Client | Throughout the project |
| Acceptance Criteria | PM | Scope statement  Specifications sheets  Drawings  Deliverable acceptance forms | Cloud-based server access  Signed hard copy | Team, Client, Sponsor | For plan approval  For deliverable change requests  For acceptance |
| Tasks/Work packages | PM | WBS  Plan summary | Presentation  Cloud-based server access | Functional Mgrs,  Sponsor, Client, Team | At project plan approval |
| Resources | PM | Resource Sheet  Plan Summary | Signed hard copy  Electronic copy | Team | Throughout the project |
| Assignments | PM, Team | Project file (.mpp)  Task assignment reports | Electronic copy  Email | Team | Bi-weekly |
| Responsibilities | PM | Responsibility Assignment Matrix | Cloud-based server access | Team | Throughout the project |
| Definitive estimates | Team | Estimate worksheets | Email | PM | Throughout planning |
| Schedule (Start, Finish, Duration, Dependencies) | Team, PM | Network diag.  Gantt chart  SF table  Plan Summary | Cloud-based server access  Signed hard copy | Team, PM, Sponsor | Throughout the project |
| Budget (Task costs, Resource Costs, Cash Flow) | Team, PM | Expense tables and charts | Cloud-based server access  Signed hard copy | Team, PM, Sponsor | Throughout the project |
| Risks (Events, Triggers, Symptoms, Probability, Impact, Score, Exposure, Response Type, Response Strategy, Responsibility, Monitoring Actions) | All | Risk register | Cloud-based server access | All | Throughout the project |
| Management (Definitions, Processes, Inputs, Outputs, Tools, Techniques, Standards, Policies, Responsibilities) | PM | Management Plan Documents | Cloud-based server access | All | At project plan approval |
| Decisions | Sponsor, Client, PM, Team | Written message | Email | Applicable stakeholders | Throughout the project |
| **Executing** |  |  |  |  |  |
| Evaluation Criteria for procurement | Procurement Mgr  PM | Table | Cloud-based server access | PM | Prior to issuing procurement document. |
| Agreements (Terms & Conditions) | Sponsor, Legal, PM | Written & signed contract | Signed hard copy  Cloud-based server access | PM, Team | Throughout procurement |
| Quality improvements | All | Written suggestions | Email | PM, Sponsor, Client | Throughout the project |
| **Controlling** |  |  |  |  |  |
| Status | Team | Status reports | Email | PM | Weekly |
| Progress | Team | Status reports | Email | PM | Weekly |
| Trends | PM | Project report | Email | Sponsor | Monthly |
| Variances | PM | Project report | Email | Sponsor | Monthly |
| Performance | PM | Project report | Email | Sponsor | Monthly |
| Forecast | PM, Team | Project report  Status reports | Email | PM, Sponsor | Monthly  Weekly |
| Changes | Client, Team, PM | Change order form | Signed hard copy | PM, Team | As needed |
| Issues | PM | Issues log | Cloud-based server access (secure) | PM | Throughout the project |
| Risk occurrences | All | Risk notification | Phone call | PM | As needed |
| Discussions & decisions | PM, Sponsor, Client, Team | Written memo  Meeting minutes | Email  Cloud-based server access | PM, Team, Sponsor, Client | As needed |
| Upcoming activities | PM | Task assignment report | Email | Team | Bi-weekly |
| Corrective actions | Team, PM | Written message | Email | Team | As needed |
| **Closing** |  |  |  |  |  |
| Acceptances | Client, Sponsor | Signed acceptance form | Signed hard copy  Cloud-based server access | PM | Upon acceptance |
| Approvals | Sponsor | Signed form | Signed hard copy  Cloud-based server access | PM, Team | As needed |
| Lessons | All | Lessons learned register | Cloud-based server access | Organization | Throughout the project |
| Financial Audit Results | Sponsor, Client | Audit report | Cloud-based server access | PM, Accounting | Upon project completion |
| **General** |  |  |  |  |  |
| Policies | Organization | Policy and Standards Documents | Cloud-based server access | PM, Team | As needed |
| Processes | PM, Organization | Standard Operating Procedures (SOPs) | Cloud-based server access | Team | As needed |
| Regulations | Organization | Regulations Documents | Cloud-based server access | All | As needed |