**COMMONWEALTH OF VIRGINIA**



**<Name> Program  
Program Communications  
Management (COMM) Plan**

**<Date>**

**Virginia Information Technologies Agency (VITA)**

**Program Communications Management Plan Template v1**

**Publication Version Control**

| **Version** | **Control No.** | **Date** | **Revision Description** | **Prepared By:** |
| --- | --- | --- | --- | --- |
| Program Communications Management (COMM) Plan\_v1 |  |  | First draft |  |
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**List of Figures**

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**List of Tables**

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*General Explanation: This template has been designed to include ‘explanation blocks,’ represented in italics, throughout the document. The explanation blocks provide guidance on completing each section of the Program Communications Management Plan more effectively and efficiently. Once understood and utilized, each of the explanation blocks should be deleted for the final version of the Program Communications Management Plan.*

# Document Change Control

After this document is accepted by the Program Management Office (PMO), the approved version is the baseline. All baseline version document changes will be based on an approved change control procedure, as outlined in the Program Change and Configuration Management Plan.

A Change Control Process will be implemented to record significant changes within this document. Significant changes are those that will change the course of the Program and have an impact on the Program’s documented plans and approach.

The updated Change Control Log will be routed to the signatories for acknowledgement and approval. If all signatories attend an oversight committee forum, Program Communications Management Plan Change Log approvals can occur there, and recorded in the minutes.

Once approved, the changes will be recorded in the Program Communications Management Plan Change Control Log in the Appendix and a summary line will be added to the Publication Version Control table in the front of this plan.

|  |
| --- |
| **C:\Documents and Settings\jsj15756\Local Settings\Temporary Internet Files\Content.IE5\UCJ72LZ8\MP900398863[1].jpgLesson Learned/Best Practice**  It is a best practice to begin change control after the drafted plan is finalized. |

# Related Documentation

Related documents include Program-specific documentation, Commonwealth of Virginia standards, policies, guidelines, strategic plans, and industry best practices.

## Applicable Program-Related Documents

Applicable documents are those documents related to the Program. The specified parts of the applicable documents carry the same weight as if they were stated within the body of this document. The following documents are applicable to the Program.

* Program Governance and Quality Management Plan
* Program Communications Management Plan
* Program Post Implementation Review Plan
* Program Risks and Issues Management Plan
* Program Resource Management Plan
* Program Financial Management Plan
* Program Procurement Management Plan
* Program Change and Configuration Management Plan
* Program Architecture Plan
* Program Organizational Change Management Plan
* Program Implementation and Transition to Operations Management Plan

## Applicable Standards, Policies, Guidelines, and Strategic Plans

* Information Technology Resources Management (ITRM) Information Technology Investment Management (ITIM) Standard CPM 516-01
* Glossary of Terms and Acronyms
* ITRM Project Management Standard
* ITRM Program Management Standard
* ITRM Project Manager Selection Criteria
* Chief Information Officer (CIO) and Agency Strategic Plans

## Applicable Industry Sources

* Gartner, Inc.
* Project Management Institute

# Introduction

*Explanation: Provide a brief overview of the purpose and content of the Program Communications Management Plan (COMM) and an outline of what can be expected from the document. It should also identify the plan’s intended audience.*

# Communication Needs

*Explanation: Describe the communication needs of the Program, including identification of targeted audiences, specific messages for each audience, the method(s) of delivery for each message, the frequency of communication, and the artifacts used to communicate each message. Consider compiling a table to display this information. Methods of delivery examples include: letter and email correspondence, ORCA, meetings, minutes, telephone calls, etc. Include any messaging escalation procedures, if any.*

# Communications Artifacts and Responsible Artifact Preparer

*Explanation: List the artifacts used to communicate Program information with a brief description of each artifact. Also include a table displaying each artifact, its content, the person responsible for preparing it, the method of preparation, the frequency of preparation, and the method for storing the artifact. Consider compiling a table to display this information.*

# Program Communications Team Contact Table

*Explanation: Include the contact information for individuals on the Program team, including their name, Program role, phone number, and any other pertinent data. Consider displaying this information in a table.*

# Metrics Collection and Action Plans

Explanation: Outline specific criteria for metrics for communications. The below metrics are examples only and should be used to kick-start the metrics effort.

| **Performance Measure** | **Green** | **Yellow** | **Red** |
| --- | --- | --- | --- |
| Total Number of Stakeholders / Customer Contacts | Total Number of Stakeholders / Customers remain as when the Program was baselined.  **Action: do nothing** | Total Number of Stakeholders / Customer Contacts are trending towards unmanageable (growth rate of between 10% and 25% from baseline).  **Action: revisit Program Communications Plan; address in Steering Committee meeting** | Total Number of Stakeholders / Customer Contacts are unmanageable (growth rate over 25% from baseline).  **Action: revisit Program Communications Plan (may need to approach communications differently); assess impact on Program resources (may need additional resources); address in Steering Committee meeting** |
| Total Number of Decisions  Total Number of Decisions Involving Scope  Total Number of Decisions Involving Cost  Total Number of Decisions Involving Schedule  Total of Other Decisions | Decisions made do not impact scope, cost, or schedule.  **Action: do nothing** | A single decision impacts scope, cost, or schedule.  **Action: develop monitoring and controlling action plans; may need to rebaseline; address impact after assessing in the next Steering Committee meeting; plan appropriate meeting to discuss with key teams** | Multiple decisions impact scope, cost, or schedule.  **Action: develop monitoring and controlling action plans; present needs to Steering Committee; rebaseline Program; plan appropriate meetings to discuss decisions with key teams** |
| Total Number of Action Items  Total Number of Action Items Open  Total Number of Action Items Closed | Action items are trending towards closed.  **Action: do nothing** | No action items are closed for two or more weeks or the number of new action items is trending towards unmanageable.  **Action: schedule specific meetings to address the issue(s)** | No action items are closed for over two weeks or the number of new action items is unmanageable.  **Action: assess the issue(s); bring to the Steering Committee’s attention; may need additional resources and/or rebaselining of the Program** |

# Approvals

*Explanation: For those signing the document or on behalf of the signatory, double click on the signature line to add either the JPG image of the signature or type on the line.*

The undersigned acknowledge they have reviewed the Program Communications Management Plan. Any changes to this document will be coordinated with and approved by the undersigned or their designated representatives and recorded in the Program Communications Management Plan Change Control Log in the Appendix. All signatories are Steering Committee voting members.



# Appendices

Use the below Program Communications Management Plan Change Control Log Template to build a separate document to maintain all Plan changes. Also include any Program-related acronyms in the acronym list.

## Program Communications Management Plan Change Control Log

*Explanation: Record the significant changes to the Program Communications Management Plan here cross referenced to all impacted Program-level artifacts. Document the change / version number and summary of the Program’s Communications Management Plan changes in the Publication Version Control table in the front of this document. Use this as a template in a separate document. Typically, the Steering Committee approves the changes.*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Change /  Version No.** | **Date Change Approved** | **Description** | **Impacted Supporting Document(s)** | **Supporting Document Change / Version No.** | **Approved By** |
|  |  |  |  |  |  |
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## Acronyms

*Explanation: Consider compiling in the appendices a table of terms used throughout this document that may require definition or clarification for individuals unfamiliar with the Program. Adapt the standard list below if these terms are not used in this document.*

|  |  |
| --- | --- |
| **Acronym** | **Description** |
| COV | Commonwealth of Virginia |
| ITRM | Information Technology Resource Management |
| PMO | Program Management Office |
| PgM | Program Management |
| PM | Project Management |
| PMI | Project Management Institute |
| CTP | Commonwealth Technology Portfolio |
| ITIM | Information Technology Investment Management |
| CBA | Cost-Benefit Analysis |
| ROI | Return on Investment |
| IT | Information Technology |
| PMD | Project Management Division |