

Department of Veteran's Affairs OEAMS Enterprise Architecture Services (EAS)

IPv6 Transition Project Communications Plan (Sample)



Department of Veterans Affairs
810 Vermont Avenue NW
Washington, DC 20420

Version 0.1a

Communication Plan

DOCUMENT CHANGE HISTORY

The table below identifies changes that have been incorporated into this document.

Date	Modified By	Version	Description
10/06/06	A. Bland	0.1	Initial Draft Document Completed
10/11/06	T. Greene	0.1a	Peer-Review Complete

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1. Purpose

The purpose of the Communication Plan is to:

- identify and describe all project stakeholders
- describe the communication needs of the project stakeholders
- define how project stakeholders will be kept informed about the project
- identify the communication paths within the Office of Veteran's Affairs (VA)
- ensure all information is consistent, accurate, and timely

A variety of methods may be used to communicate with project stakeholders. Common methods include status reports, correspondence, meetings, and formal presentations. Communication methods will vary from project to project. The Communication Plan describes the specific communication methods that will be used to communicate with project stakeholders.

To effectively communicate with project stakeholders, the Project Manager needs to develop a good understanding of the unique needs of each stakeholder group. This is accomplished with several 'tools' that are included in the Communication Plan including the Chart of Stakeholders. These tools describe all project stakeholders, providing a clear understanding of the specific interests of each stakeholder group, their vested interest in the project, and their expectations.

Lastly, the communication methods are correlated to the specific needs of each stakeholder group, and specific individuals are assigned the responsibility of providing the communication described in the Communication Plan.

Clear and consistent communication is essential to the success of any project. The Communication Plan ensures that the methods, means, and frequencies of communication are clearly defined for all project stakeholders.

Specific purposes of the IPv6 Transition Project Communication Plan are:

- Clearly define how the IPv6 Transition Group (IPv6TG) will communicate progress to Department of Veterans Affairs (VA) project stakeholders and the agency in general.
- Clearly define how the IPv6TG and the IPv6 Project Manager (IPv6PM) will communicate any changes resulting from this project to stakeholders.
- Inform IPv6TG Project staff of their role in the implementation of the IPv6 Transition Project.
- Provide consistent, accurate, and timely information.
- Clearly define how the IPv6PM will communicate cross-agency decisions, questions, and other information to stakeholders.

2. Methods

This section identifies and defines communication methods that will be used throughout this project. The communications include:

I. Internal Communications Methods

- Project Status Documents
- Project Planning and Control Documents

II. External Communications Methods

- VA Inter-Office Communications (IOCs)
- VA Daily Bulletins (VACO Daily News)
- E-mail
- Meetings
- Presentations

2.1 Project Status Documents

The VA IPV6TG Project Office uses a variety of reports for communicating project status to stakeholders:

- *Project Status Report* - This report shows task accomplishments, milestones, upcoming tasks, and issues. IPV6TG Management will summarize the project status at the VA IPv6 Executive Steering Committee meetings.
- *IPV6TG Project Resources Report* - This report identifies resources assigned to all projects, the roles they play, and percentage of a resource's time spent on each project. This report is generated from a project tracking database maintained by VA Project Managers.
- *IPv6 Transition Portfolio Project Summary Report* - This report summarizes the status of each project tracked in the project tracking database. The report describes each project, identifies the business owner, shows the progress of each phase, and indicates whether the project is within budget and on schedule.
- *Schedule of Deliverables/Milestones Report* - This is a report of the major project phase deliverables and milestones which are due to be completed each month and the status of each deliverable and milestone.

2.2 Project Planning and Control Documents

The VA Project Management Methodology (PMM) includes several documents used to control or plan certain activities. These documents can also be used for communicating with project stakeholders:

- *Project Schedule* - Follows the approved VA PMM. The schedule shows a breakdown of tasks by phase, phase deliverables, completion timeframes, and resource assignments.
- *Project Charter* - Defines the project scope, project goals and objectives, assumptions and constraints, methodology and deliverables, resources, roles and responsibilities, project-reporting structure, and project guidelines. The project charter is a formal agreement between the principle sponsors and the project team.
- *Risk Management and Contingency Plan* - Identifies potential project risks and their impact, mitigating actions that can be used to minimize or prevent those risks and contingency actions that can be taken in the event the mitigating actions are not successful.

- *Resource Allocation Plan* - Documents the application of tangible assets (e.g., money, people, and equipment) to the project in order to support the effective achievement of project objectives.
- *Acquisition Plan* - Outlines processes that will be used to acquire project goods and services from outside the agency. It involves consideration of whether to acquire, what to acquire, how to acquire, and when to acquire. Contract management is also addressed for those acquisitions that involve a contractual agreement.
- *Training Plan* - Defines the training approach, training resources needed, types of training to be provided, and a training schedule for users and supporters of the completed product.
- *Test Plan* - Defines the testing approach, types of testing to be performed (unit, integration, system, acceptance, etc.), resources needed, test environment requirements, problem tracking approach, test scripts and scenarios, and the associated schedule.
- *Implementation Plan* - Outlines the implementation approach, resources needed, production environment requirements, training strategy, system rollout strategy, and the associated schedule.
- *Issue Statement, Issue Log* - Issue management includes formally documenting issues via an Issue Statement. The Issue Statement includes a statement of the issue, the agreed upon resolution and an IOC sent to the stakeholders. Issue Statements are tracked in an Issue Log.

2.3 Inter-Office Communications (IOCs)

VA IOCs will be utilized to communicate a variety of information to agency executives and agency staff. Topics appropriate for an IOC include, but are not limited to, changes in policies, procedures, or guidelines; changes to staff processes; resource utilization; and implementation timeframes.

2.4 VA Daily Bulletins

The VA Daily Bulletin is transmitted to all VA department offices via the agency's email system. Notices to VA personnel maybe facilitated via such mechanisms as the "VACO Daily News" system. The bulletin contains personnel actions, policy and procedural updates, vital statistics, and other information. Notices to

be sent through the Daily Bulletin must be approved by the IPv6PM prior to publication.

2.5 E-mail

E-mail is an indispensable method of quickly communicating with project stakeholders. It also allows the Project Managers to exchange various project documents electronically for review. Final versions of important documents may be followed up with an official hard-copy document.

2.6 Meetings

Along with ad-hoc meetings, regularly scheduled project team meetings allow the Project Managers to effectively communicate project status with the team. Meetings may be used to communicate many aspects including project accomplishments, milestones, planned tasks, and issues.

2.7 Presentations

Formal presentations to project stakeholders may be required to communicate major milestones, project accomplishments and issues depending on the nature and complexity of the project.

3. Chart of Stakeholders

It is important to understand the project’s stakeholders, their vested interests, and expectations. The following table shows the key stakeholders for the IPv6 Transition Project. The “Roles & Responsibilities of Stakeholder” column describes the stakeholder’s role (underscoring) and obligations to the IPv6 Transition Project. The “Vested Interest” column indicates what the stakeholder will be held accountable for with respect to their roles in this project. The “Expectations” column identifies what the stakeholder anticipates from others involved in this project. The table below is a sample table and should be modified to suit the project requirements.

Stakeholder	Roles & Responsibilities of Stakeholder	Vested Interest	Expectations
IPv6 Steering Group	<u>Executive Oversight</u> <ul style="list-style-type: none"> • Sets policy and exercises final authority over all projects • Ensures agency strategies and standards are adhered to • Reports project status to the Executive Staff • Brings requests for project resources to the Executive Staff • Reviews and approves any project documents brought before them 	<ul style="list-style-type: none"> • Effective project management • Adequate resources are available for the project • Project is in the IPv6 Portfolio 	<ul style="list-style-type: none"> • The Project Manager adheres to the agency’s Project Management Methodology (PMM) • Receipt of progress reports on a regular basis • Timely notification/resolution of issues • Project is on time and within budget

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Stakeholder	Roles & Responsibilities of Stakeholder	Vested Interest	Expectations
IPv6 Transition Group	<p><u>Executive Sponsor</u></p> <ul style="list-style-type: none"> • Primary decision maker for IPv6 business issues • Provide adequate resources for the project • Report business accomplishments and issues to the Executive Staff • Ensure dollars spent produce the desired outcome/benefits • Communicate agency and bureau decisions to the Project Manager 	<ul style="list-style-type: none"> • Project goals & objectives support agency strategic plan • Project satisfies the bureau's business needs • Utilizing technology will improve business processes 	<ul style="list-style-type: none"> • Receipt of progress reports on a regular basis • Timely notification of issues
<p>VHA Business Stakeholder (Stakeholder Name)</p> <p>VBA Business Stakeholder (Stakeholder Name)</p> <p>NCA Business Stakeholder (Stakeholder Name)</p>	<p><u>Business Owner</u></p> <ul style="list-style-type: none"> • Makes decisions relating to the bureaus business functions • Ensures adequate business staff are assigned to the project • Ensure business requirements are communicated, understood, and met • Ensure that business requirements are communicated, understood, and met • Liaison between business area and project team • Communicate regularly with Business Owner and Project Manager 	<ul style="list-style-type: none"> • Ensures business objectives are met as they apply to this project • Business staff are used effectively • Project is completed on time and within budget • Ensures objectives are met as they apply to this project • Ensures customer expectations are met 	<ul style="list-style-type: none"> • Regular communication with Project Manager • Opportunity to provide input to the project • Business staff and customers are satisfied with the product • Timely notification of issues • Regular communication with Project Manager • Opportunity to provide input to the project • Business staff and customers are satisfied

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Stakeholder	Roles & Responsibilities of Stakeholder	Vested Interest	Expectations
IPv6 Technical Stakeholder <i>(Stakeholder Name)</i>	<u>IPv6 Technical Management</u> <ul style="list-style-type: none"> • Communicate weekly with the Executive Steering Committee • Ensure adherence to OIT policies & procedures • Effective utilization of IPV6TG resources • Maintain focus on customer service 	<ul style="list-style-type: none"> • Customer expectations are met • Project goals & objectives support division strategic plan • Project meets agency's goals & objectives for Web services 	<ul style="list-style-type: none"> • Customers are satisfied • IPV6TG resources are effectively utilized • Receipt of progress reports on a regular basis • Adherence to the VA Project Management Methodology (PMM) • Timely notification of issues • Project is completed on time and within budget
IPv6 Transition Project Office Manager <i>(Stakeholder Name)</i>	<u>Project Office Supervisor</u> <ul style="list-style-type: none"> • Communicate with the Project Manager regarding project management methods and practices • Communicate with IPV6PM • Ensure all deliverables are reviewed by the Project Office to assure quality 	<ul style="list-style-type: none"> • Project deliverables are of high quality • Project Office projects are successful 	<ul style="list-style-type: none"> • The PMM will be followed as it applies to this project • IPV6PM will provide regular project status reports • Timely notification of issues

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Stakeholder	Roles & Responsibilities of Stakeholder	Vested Interest	Expectations
IPv6TG Project Manager <i>(Stakeholder Name)</i>	<u>IPv6 Project Manager</u> <ul style="list-style-type: none"> • Manage the overall project • Ensure timely completion of deliverables • Coordinate and direct project activities • Effective management of project resources • Ensure project stakeholders are kept well informed • Maintain focus on customer service • Follow PMM as it applies to this project 	<ul style="list-style-type: none"> • The project is well managed • All customer requirements are communicated and captured efficiently • Information flows easily among project stakeholders • Customer expectations are well met 	<ul style="list-style-type: none"> • Adequate funding is available • Adequate project resources are available • Customers are satisfied • Project Team members participate when needed • Project Team members contribute to the flow of project information

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Stakeholder	Roles & Responsibilities of Stakeholder	Vested Interest	Expectations
VA Network Operations Support <i>(Stakeholder Name)</i>	<u>Technical Support</u> <ul style="list-style-type: none"> • Provide technical input to the Statement of Requirements • Provide technical support for infrastructure • Support the VA network infrastructure • Communicate with Project Manager as necessary 	<ul style="list-style-type: none"> • IPv6 properly implemented and is compatible with existing VA systems and infrastructure. • The IPv6 related hardware are correctly installed. 	<ul style="list-style-type: none"> • Hardware and software conform to agency standards • Ensure that transition will not adversely affect VA operations

