



UWM Integrated Support Services (ISS) Project – Project Communication Plan

| What   | Who/Target                                     | Purpose   | When/Frequency   | Type/Method(s)   |
|--|--|---|--|--|
| Initiation Meeting                                   | Functional Leadership                          | Gather information for Initiation Plan  | FIRST<br>Before Project Start Date   | Meeting  |
| Distribute Project Initiation Plan / Project Charter | All stakeholders*                              | Distribute Plan to alert stakeholders of project scope and to gain buy in.  | Before Kick Off Meeting<br>Before Project Start Date   | Project Repository – SharePoint<br>Monday Announcements        |
| Project Kick Off                                     | All teams                                      | Communicate plans and stakeholder roles/responsibilities.<br>Encourage communication among stakeholders.                    | At or near Project Start Date  | Meeting  |
| Status Reports                                       | All stakeholders and BPM team                  | Update stakeholders on progress of the project.   | Regularly Scheduled <b>BI-WEEKLY</b> or ad hoc as need arises  | Project Repository – SharePoint                                |
| Team Meetings  | Functional Leadership Team                     | Strategy Planning<br>Project Management<br>Project Leadership<br>Issue Resolution<br>Risk Management                        | Regularly Scheduled. <b>WEEKLY</b> is recommended for entire team.   | Meeting  |
|  | Core Team                                      | To review detailed plans (tasks, assignments, and action items).<br>Review Detailed Project Plan<br>Issue & Risk Management | Regularly Scheduled. <b>BI-WEEKLY</b> is recommended for Core Team however while project is initially shaping up should meet <b>WEEKLY</b>             | Meeting  |
|  | Functional Teams                               | Provide expertise related to the topics, contribute content to project plan, and help verify project deliverables           | Initially <b>BI-WEEKLY</b> is recommended for functional or other sub-teams however after that can also meet on ad hoc basis depending on project need | Meeting<br>Leverage Online Collaboration tools like Office 365 |
|  | Entire Project Team                            | Project Team Updates<br>Key Milestone Updates/Planning<br>Major Project Events  | Regularly Scheduled<br><b>QUARTERLY</b> . Or as needed   | Meeting  |
| Project Advisory/ Steering Group Meetings            | Functional Leadership Team and Project Manager | Update Project Steering Group on status and discuss critical issues. Work through escalated issues and change requests here | Regularly Scheduled.<br><b>QUARTERLY</b> is recommended.<br>Also as needed to discuss critical issues or change requests<br>Key Milestone Updates      | Meeting  |

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| Executive / Project Sponsor Meetings               | Kathy Heath (or Functional Leadership Team when necessary)  | Update Sponsor on status and discuss critical or escalated issues.<br>Seek approval for changes to Project Plan.<br>Obtain input as stakeholder beyond campus leadership policy role | Regularly scheduled<br>Recommended <b>WEEKLY</b> and <b>also as needed</b> when issues cannot be resolved or changes need to be made to Project Plan. | Meeting (1-1 meetings with Robin)                                   |
| Post Project Review                                | Project Manager, key stakeholders, and sponsor(s).  | Identify improvement plans, lessons learned, what worked and what could have gone better. Review accomplishments.  | End of Project or end of major phase  | Meeting/Report<br>Project Manager will produce report.              |
| Presentations to Specific Stakeholder Groups       | UBR/Preps<br>Deans<br>FAA AVC/Directors<br>IT Leadership<br>Tech Users<br>Budget Planning Task Force<br>Chancellors Cabinet<br>Central HR | To update external groups to promote communication and create awareness of project interdependencies.  | At project milestones so as to communicate with other specific stakeholders of changes that will be introduced outside of the Project Team.           | Presentation/Demonstration<br>Project Repository – SharePoint       |
| Periodic Demos and Target Presentations            | Specific Focus Groups or End Users.<br>Customers – Faculty & Staff Receiving Services<br>Central Office Staff<br>Decentralized Staff      | To gain input from special groups and keep them abreast of the Project's status.   | Once project has enough to "show". As you complete critical phases or meet major milestones.  | Project Repository – SharePoint<br>Direct Meetings with Staff       |
| UWM Integrated Support Services Project Repository | ALL UWM Integrated Support Services Project Team Members.   | Central location to Status Reports, Meeting Minutes, Project Charter and Project Plan.<br>For any communications that can be shared with all project team members                    | Update with Status Reports; otherwise, as necessary.  | Project Repository – SharePoint                                     |
| Other...   | To be determined by the Project Team  | General communications   | As needed   | Focus Groups, Lunch n Learns, email lists, Project Repository, etc. |

\* UWM Stakeholders are defined as: "...any person or group who has a vested interest in the success of the project, i.e. either provides services to the project, or receives services from the project. A *key stakeholder* is defined as: *A person whose support is critical to the project – if the support of a key stakeholder was to be withdrawn, the project would fail.*"