XXXX Communication Plan

Name/Nature of Communication	From	To	Content Provided By	Frequency	Format Used	Delivery Media	Comments
Sponsors							
Urgent Issues	Program Manager, Program Director	Executive Sponsor, Program Sponsor	Program Manager, Project Managers, External Stakeholders	As needed		E-mail	The Program Manager will collect this issue and add an entry in the Issues Log.
Issues Updates/ Resolutions	Executive Sponsor, Program Sponsor	Program Director, Program Manager	Executive Sponsor, Program Sponsor	As needed		Verbal updates, E-mail, Memos	The Program Manager will update the Issue and associated Log.
Status Report	Program Manager	Program Director	Program Manager, Project Managers	Monthly	Status Report form	E-mail or Shared Storage	The Program Manager will pull information gathered from the program status reports.
Special Presentation or Meetings for Updating Executives	Program Manager	Executive Team	Program Manager, Program Director	As needed	To be determined, based on requirements	Meeting	
Team Members							
New Program Issues or Action Items	Program Manager, Project Managers and Team members, and other persons	Program Manager	Project Managers, Project Team Members, and other persons	(1) Weekly (via the Project Status Report) (2) As needed (via Program Manager) (3) As needed (via Stakeholder Meeting minutes)	(1) Project Status Report form (2) Standard Issue or Action Item Submission form by Program Manager (3) Stakeholder Meeting Minutes document	(1) E-mail (2) Lotus Notes Issues/Action Items databases. (3) Meeting Minutes within Program Manager.	(1) If new issue/action item is received through the Project Status Report, the Program Manager will log it after discussing them during the Program Status meeting. (Persons outside the team can only use the project log new issues/action items.) (2) If new issue/action item is "Submitted" the Program Manager will "approve" the issue and also bring it up for discussion during the Program Status meeting (3) The scribe from the Stakeholder Meeting will submit these issues; the Program Manager will "approve" the issue and also bring it up for discussion during the Program Status meeting
Issue Items Status / Updates / Resolution	Program Manager, Project Managers	Program Manager	Program Manager, Project Managers, Project Team Members	(1) Weekly (via the Project Status Report) (2) As needed	(1) Project Status Report form (2) Lotus Notes "Response" form	(1) E-mail (2) Lotus Notes Issues/Action databases	(1) If the status/update/resolution is received through the Project Status Report, the Program Manager will enter it into program log. **Status/updates will be submitted** as "Responses" to a main-topic record in Program Log. If a **resolution** is received as a "Response" to a main-topic in the databases, the program manager will enter the resolution in the main record and close out the issue/action item.
Change Requests	Project Managers	Program Manager	Project Managers	As needed	Standard Change Request form	E-mail	These change requests will be submitted to the program manager, discussed at the weekly Program Status meetings, and captured in the control files database.