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# Eastern Illinois University

## EISE

### Communication Plan

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## 1 Purpose

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The purpose of the Communication Plan is to define and document the various communication needs of the stakeholders of the project, the entire campus community and those external to the University.

### 1.1 Related Documents

The communication plan may refer to the following documents.

Document Name	Description/Location
Project Definition	Primary overview of the project controls / project site repository
Configuration Management Plan	Defines the process for changing documents specified as being under the control of configuration management / project site repository
Organization Plan	Defines the organization structure of project personnel
Evaluation Plan	Defines the framework and metrics for both the formative and summative evaluation of the project.

## 2 Communication

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The following identifies the information needs and the mechanism for communication to/from each of the stakeholders for the project, campus and outside communities.

### 2.1 Internal Communication – Between EISE Project Personnel

To promote open communication among team members, the following methods will be used:

- Email will be used for communications within the committees, teams and groups. To assist people with identifying and classifying project related email, the subject of each email should start with “EISE”.
- All project personnel will access email with sufficient frequency to acknowledge invitations and notifications in a timely way.
- The project web site will be used for document distribution whenever possible to minimize duplication and conserve resources.

- Central EISE email lists will be used for general communications among project teams and committees. The email lists will be managed by the EISE Project Manager.

EISE website:

- The EISE website will be used to post documents to be shared with any and all EIU employees and especially the EISE committee and work team members. These will include meeting minutes and agenda, Business Process Analysis documents, planning documents, progress reports, frequently asked questions, etc.
- The EISE Project Manager will oversee the posting of documents to the EISE website.
- In most cases, documents will be posted to the EISE website in read-only PDF format.
- When a document is posted to the EISE website, the appropriate project personnel will be notified via email.
- Most project related activities, such as scheduled consulting and training sessions, will be listed on the EISE website calendar. The EISE Project Manager and Team Leaders will share the responsibility of posting activities to the EISE website calendar.

## **2.2 Team, Committee, Group meeting notes and other communications**

Meeting notes should be taken and published on the EISE website for all project committee, team and group meetings with one exception. If a work team is meeting more than once a week, a weekly report will be adequate. Meeting notes/reports will include: Agenda and discussion items, Decisions Made, Decisions for referral, Tabled/Future discussion Items, New Action Items, Ongoing Action Items. Reports should also include identified problems and issues in the form of an Issue Item, Jeopardy Item or Risk.

All notes will use a standard template provided by the EISE Project Manager. Each action item will be tracked and must be assigned a unique item identifier. See the Configuration Management Plan for further discussion of action items including the format of the item identifier.

Meeting agenda and related documents should be sent via email and/or placed on the EISE website prior to meetings. Documents should be available to meeting participants enough ahead of time to allow them adequate time for review and action.

Team and Group leaders will periodically be asked to attend Steering Committee meetings to provide further information.

## **2.3 EIU and SCT General Project Communication**

Aside from consulting, training and normal software maintenance, general communications to SCT shall be through the SCT Action Web or via the EISE Project Manager.

EIU and SSCT agree to use remote meeting methods (e.g. conference calls) wherever practical.

## **2.4 EISE Project Manager and SCT Reports**

The SCT Project Manager will provide a written monthly status report to the EISE Project Manager.

The SCT Remote Database Administrator will provide a written weekly status report to the EISE Project Manager during the duration of the contractual remote database services.

The SCT Project Manager will also be available in person to present status and otherwise participate in Team meetings, to the extent reasonably possible and in accordance with the contractual provision for SCT project management.

Each SCT functional consultant will provide agendas and supporting documents at least fourteen days before an on campus engagement.

The EISE Project Manger will produce a monthly status report that will be distributed to the SCT Project Manager, the EISE Steering Committee and the EISE Executive Committee. Status reports will provide an overview of project events, status of major project tasks and lists of outstanding items (Change Request, Action Item, Issue, Jeopardy or Risk).

As requested by the Presidents Council, the EISE Project Manager will present status reports to the Board of Trustees.

In addition, the EISE and SCT Project Managers will jointly file a quality assurance report on a semi-annual basis. The quality assurance report(s) and month status report(s) will also be posted to the EISE website.

## **2.5 Communication to the Eastern campus and outside community**

It is extremely important to communicate the progress of the project with the campus community and beyond. This communication is the responsibility of the EISE Project Manager and the Executive Committee. In order to ensure the consistency of external communication, all such communication other than from Vice Presidents shall be approved by the EISE Project Manager. The following methods will be used for external communications:

- Periodic Project Newsletter and established University publications – To highlight features of the system, celebrate milestones, defuse myths and keep the campus informed about progress.

- EISE Project Web Site – Will duplicate the newsletter features in an online format, in addition to historical data, planning documents, and other information considered relevant for the campus community by the Steering Committee.
- Email broadcasts to the campus community will be sent for time sensitive information that can't wait for the monthly newsletter.

Note that each project team and committee has responsibility to communicate operational related issues to the campus community. They also should communicate specific project information vertically within the campus units they are a part of.

Significant documents created during the project will be made available to all EIU employees. These documents will include all Committee, Team and Group meeting notes and periodic status reports. Documents will be shared unless explicitly designated as confidential or restricted. The primary method will be postings to the EISE website; however documents may be distributed via email when necessary. Portions of the website will be restricted for access only by EIU employees.

## **2.6 *Communication via controlled project documents and plans***

The Configuration Management Plan should be consulted for further details about project documents and plans. The Project Definition Document, Evaluation Plan and Organization Plan should be consulted for other project details including project organization.

## **3 Procedures**

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The following outlines those procedures that will be followed in regards to issuing update to communication documents on the project.

### **3.1 *Updates to Previously Issued Communiqués***

Refer to the Configuration Management Plan to identify how new versions of documents will be stored and how the changes will be tracked.

### **3.2 *Corrections to Previously Issued Communiqués***

Refer to the Configuration Management Plan to identify how changes to existing documents will be tracked.

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## 4 Approval to Proceed

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Specify the approvers in the work products database or list them here.

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Name  
Title  
Date

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Name Jeff Cooley  
Title VP Business Affairs– Project Sponsor  
Date

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## Document History

### Revision Record

Number	Date and Sections	Author	Notes
10.0		EISE Steering Committee	Final draft approved by Project Sponsor and Steering Committee

## **5 Acronyms**

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Refer to the Project Definition Document and the project web site.

## **6 Definitions**

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Refer to the Project Definition Document and the project web site.