**COMMUNICATION PLAN**

**Methods of Communication**

The following communication methods would be used to communicate with identifies categories of users:

* Website
* Email
* Presentations
* Focus group
* Training
* Information to be Communicated

Different audience groups would require different information.

High Level Executives: High level information related to business process changes and the resulting impact they could have on the organization.

Department Heads: Need information related to business process changes and how those would be utilized in creating reports.

End-users: Employees who would be end users of the ERP system would require communication about changes in their job and what training would they require to accomplish their tasks.

**Training and Communication**

For training end users on the ERP system there would be requirement for frequent communication between project team and end users. As businesses processes get developed, email would be mostly used as communication mode. As events are planned and training is developed, personal meetings would be scheduled. These meetings would take place as the train-the-trainer sessions approach and near final go-live.

**Communication and Training Timeline**

Specific points where communication is required are marked. As project progresses additional communication events will be added and appropriate training requirements are identified.

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Jan ‘ 14** | **Feb’ 14** | **Mar’ 14** | **Apr’ 14** | **May’ 14** | **Jun’ 14** | **Jul’ 14** | **Aug’ 14** | **Sep’ 14** | **Oct’ 14** | **Nov’ 14** | **Dec’ 14** |
| **Audience identified** |  |  |  |  |  |  |  |  |  |  |  |  |
| **Roles & responsibilities communicated** |  |  |  |  |  |  |  |  |  |  |  |  |
| **Business practice changes** |  |  |  |  |  |  |  |  |  |  |  |  |
| **Functionality demonstrated** |  |  |  |  |  |  |  |  |  |  |  |  |
| **Newsletter released** |  |  |  |  |  |  |  |  |  |  |  |  |
| **Website available** |  |  |  |  |  |  |  |  |  |  |  |  |
| **Presentations** |  |  |  |  |  |  |  |  |  |  |  |  |
| **Focus Group meetings** |  |  |  |  |  |  |  |  |  |  |  |  |
| **Emails** |  |  |  |  |  |  |  |  |  |  |  |  |
| **Training** |  |  |  |  |  |  |  |  |  |  |  |  |

Reference:

Enterprise resource planning project communications plan