

HOW TO USE THIS TEMPLATE:

Introduction

The template reflects the steps set out in the PRINCE2 Method and is designed to prompt the Project Manager and help in the creation of the Communication Management Strategy. There is also a Product Description for the Communication Management Strategy at Appendix A of the PRINCE2 Manual.

Loading the file

This template has been produced using Microsoft Word 2003. To use it, load up the file directly from the directory and starting from page 1 follow the prompts (in [...] brackets).

Deleting the [...] text

When the template is complete, the whole Communication Management Strategy document can be printed and approved.

Prior to printing, you should delete all [...] prompt text.

Saving the Communication Management Strategy document under its own name

Save the Communication Management Strategy document by selecting the "SAVE-AS" command; this will avoid overwriting the standard template. You must specify your own Project Directory.

Once your Communication Management Strategy is complete check the document against the following Quality Criteria:

- All stakeholders have been identified and consulted for their communication requirements
- There is agreement from all stakeholders about the content, frequency and method of communication
- A common standard for communication has been considered
- The time, effort and resources required to carry out the identified communications have been allowed for in Stage Plans
- The formality and frequency of communication is reasonable for the project's importance and complexity

- For projects that are part of a programme, the lines of communication, and the reporting structure between the project and programme, have been made clear in the Communication Management Strategy
- The Communication Management Strategy incorporates corporate communications facilities where appropriate (e.g. using the marketing communications department for distributing project bulletins)

PROJECT DOCUMENTATION

COMMUNICATION MANAGEMENT STRATEGY

Project:

Release:

Date:

PRINCE2

Author:

Owner:

Client:

Document Ref:

Version No:

1 Communication Management Strategy History

1.1 Document Location

This document is only valid on the day it was printed.

The source of the document will be found at this location – *[insert folder structure]*

1.2 Revision History

Date of this revision:

Date of next revision:

Revision date	Previous revision date	Summary of Changes	Changes marked
		First issue	

1.3 Approvals

This document requires the following approvals.

Signed approval forms should be filed appropriately in the project filing system.

Name	Signature	Title	Date of Issue	Version

1.4 Distribution

This document has been distributed to:

Name	Title	Date of Issue	Version

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3 Introduction

[The purpose, objectives, scope and responsibility of the strategy]

4 Communication Procedure

[A description of (or reference to) any communication methods to be used. Any variance from corporate or programme management standards should be highlighted, together with a justification for the variance]

5 Tools and Techniques

[Any communication tools to be used, and any preference for techniques that may be used, for each step in the communication process]

6 Records

[What communication records will be required and where they will be stored (for example, logging of external correspondence)]

7 Reporting

[Any reports on the communication process that are to be produced, their purpose, timing and recipients (for example, performance indicators)]

8 Time of Communication Activities

[States when formal communication activities are to be undertaken (for example, at the end of a stage) including performance audits of the communication methods]

9 Roles and Responsibilities

[Describes who will be responsible for what aspects of the communication process, including any corporate or programme management roles involved with communication]

10 Stakeholder Analysis

- [Identification of the interested party (who may include accounts staff, user forum, internal audit, corporate or programme quality assurance, competitors etc.)]

- Current relationship
- Desired relationship
- Interfaces
- Key messages
- Information needs for each interested party:
 - o Information required to be provided from the project
 - o Information required to be provided to the project
 - o Information provider and recipient
 - o Frequency of communication
 - o Means of communication
 - o Format of the communication]