

ภาคผนวก ข.

ตัวอย่างแผนการสื่อสารโครงการ (Project Communication Plan)
ที่นำเสนอแก่ผู้บริหารโครงการ

Project Communication Plan

The purpose of this document is to describe the communication process in Project XXX. Each of project team's members should review the document and be aware of any task related to him/her.

This document consists of three sections:

- Project Document Table
- Team Structure and Assignment
- Communication Plan Table

Project Communication Documents

This section should list all the documents related to the project including the receiver, frequency and responsibility of each receiver regarding to each document.

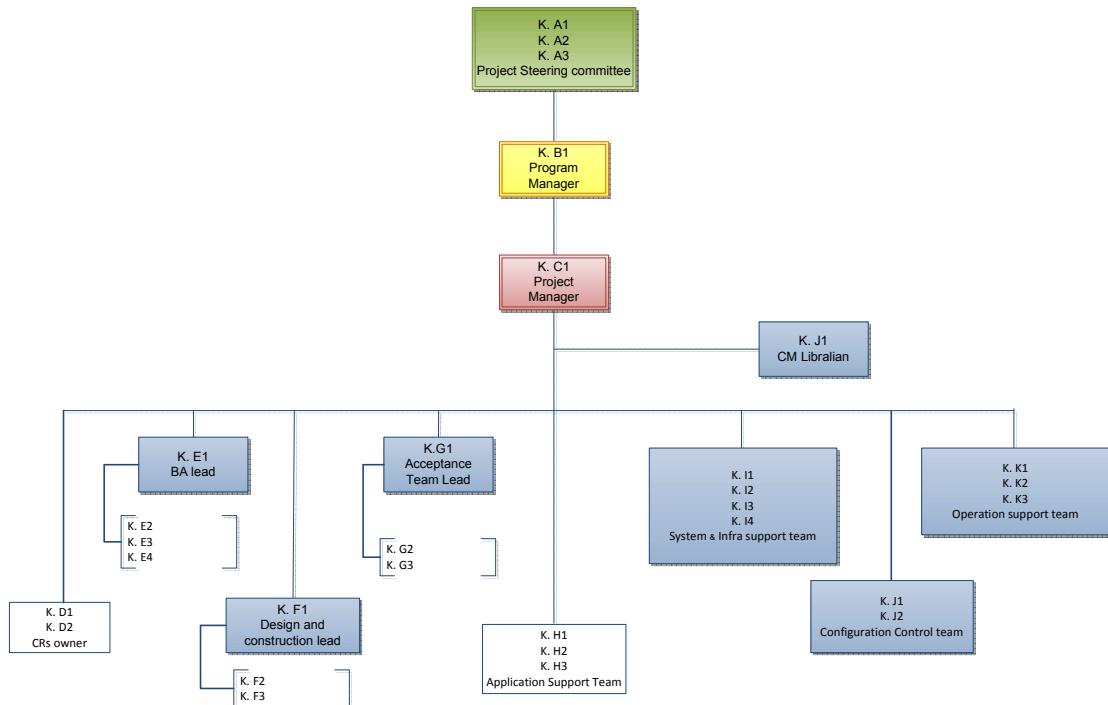
Document	Recipients	Responsibilities	Update Frequency
Executive Status Report	Project Manager	Create	Weekly
	Project Sponsor	Review	
	Program Manager	Review	
Weekly Development Status Report	Business Analyst Team	Create Update	Weekly
	Vendor	Update	
	Project Manager	Review	
Project Plan	Project Manager	Create Update	Project Kick-Off Update when required
	Vendor	Review Planning Resource	
	Project Sponsor	Review	
	CR's Owner	Review	
	Application Support Team	Review Planning Resource	
	System & Infra Support Team	Review Planning Resource	
	Acceptance Team	Review Planning Resource	
	Operation Support Team	Review Planning Resource	
	Configuration Control Team	Review	
	Business Analyst Team	Create Update	When Required
CR-System Requirement Specification	Vendor	Review	

		Cost Estimation	
	CR's Owner	Review	
	Application Support Team	Review	
CR-Impact Assetment	Vendor	Create Update	When Required
	Business Analyst Team	Review	
	Application Support Team	Review	
	Acceptance Team	Review	
	CR's Owner	Review	
CR-Detailed Design	Vendor	Create Update	When Required
	Application Support Team	Review	
Version Release Note	Vendor	Create Update	Product Delivery Update when required
	Project Manager	Review	
	System & Infra Support Team	Review	
	Acceptance Team	Review	
	Operation Support Team	Review	
	Configuration Control Team	Review	
	3 rd Party	Review	
Weekly UAT Status Report	Acceptance Team	Create Update	Weekly
	Project Manager	Review	
	Vendor	Review	
Implementation Check List	Project Manager	Create Update	2 weeks before rollout
	Vendor	Review	
	System & Infra Support Team	Review	
	Acceptance Team	Review	
	Operation Support Team	Review	
	Configuration Control Team	Review	
Lesson Learned Document	Project Manager	Create Update	2 weeks after rollout
	Business Analyst Team	Review	
	Vendor	Review	
	System & Infra Support Team	Review	
	Acceptance Team	Review	
	Application Support Team	Review	
	Operation Support Team	Review	
	Configuration Control Team	Review	

Project Team

This section should list all the project team members and the focal point for each team. Role and responsibility of each team/team member should also be defined.

Project Organization Chart



Team Assignments

Name of Team	Team leads/ Focal Point	Team roles
Project Steering Committee	K. A1	- To provide financial support for the project
Program Manager	K. B1	- To provide high level estimation of project
Implementation Team (Project Manager)	K. C1	- To control project time line - To coordinate with relevant team for project implementation
CR's Owner	K. D1	- To provide user requirement - To communicate to other relevant team which has impact for the change of CR,
Business Analyst Team	K. E1	- To provide requirement document - CR's Approval
Vendor	K. F1	- To provide solution & development for CR - To fix defects found by Acceptance team - To support for project implementation
Acceptance Team	K. G1	- CR and defect testing
Application Support Team	K. H1	- Review CR's Solution - To support testing activity during UAT period - To support project implementation
System & Infra Support Team	K. I1	- To support for project delivery and implementation

Configuration Control Team	K. J1	- To control the change of CC and delivery
Operation Support Team	K. K1	- To support for project implementation

Communication Plan Table

This section should list all communications that will occur in the project. For each communication, it should be specified for stakeholder, purpose, media and output of the communication.

Item	Project Team	Purpose	When	How	Document
Project Initiation	Project Manager Vendor CR's Owner BA	Collect the relevant information to prepare the project plan	Before starting the project	Meeting	Project Plan
Project Plan Distribution	All project stakeholders	Distribute the project plan to all stakeholders	Before Project Kick-Off	E-mail	Project Plan
Project Kick-Off Meeting	All project stakeholders (except Project Steering Committee and Program Manager)	Communicate the role and responsibility of each project team, project's scope and time line, brainstorming for project's stakeholder, review the lesson learned document of the previous project	Project's start date	Meeting	
On Going Development Meeting	PM BA Team Vendor	To update the project's status, issue and problem	Weekly	Meeting	Weekly Development Status Report
Project's Status Meeting	PM Project Steering Committee Program Manager	To update the project's status, issue and problem	Weekly	Meeting	Executive Status Report
CR's Requirement Review	BA CR's Owner Vendor App Support	Review System Requirement Specification and clarify any open issue/concern	By Request	Meeting	CR-SRS
CR's Impact Assessment Review	BA CR's Owner Vendor App Support Test Team	Review the CR's solution and clarify any open issue/concern	By Request	Meeting	CR-IA
CR Detailed Design Delivery	Vendor App Support	Deliver the detailed design document	CR Delivery	E-mail/ CR DB	CR-Detailed Design

Item	Project Team	Purpose	When	How	Document
Version Release Note Delivery	All project stakeholders	Deliver the version release note document	Version delivery for testing	E-mail/ CR DB	Version Release Note
Version Release Note Review	All project stakeholders (except Project Steering Committee and Program Manager)	Walkthrough the version release note document and clarify any open issue/concern	After version delivery	Meeting	Version Release Note
UAT Weekly Meeting	PM Vendor Test Team	To update the testing's status, issue and problem and delivery date of defect fix	Weekly in testing period	Meeting	Weekly UAT Status Report
Implementation Checklist Review	PM Vendor App Support Sys Support Op Support CC Team	To review the implementation steps and responsibility of each team	2 weeks before rollout	Meeting	Implementation Checklist
Lesson Learned Document	All project stakeholders	Review the problem, mistake, issue of the project and define the action to prevent the problem.	2 weeks after rollout	Meeting	Lesson Learned Document