

Communications Plan

#P0066850 Identity and Access Management - TOG

Document Purpose: The Communications Plan provides the internal and external communications needed to successfully implement the project's solution and achieve the expected project results. PMs or a Communications Lead on the project can use this template to plan the project's communications needs when a more robust, separate document is warranted versus including the communications plan in the Statement of Work (SOW).

Line items in Blue are resources provided from IAM change management, comms and training workstream

Communication Type <i>[Required]</i>	Purpose <i>[Required]</i>	Audience <i>[Required]</i>	Key Message(s) <i>[Required]</i>	Due Date <i>[Required]</i>	Publication Date <i>[Required]</i>	Owner	Notes
Structural Activities							
Project Teamworks site launch	Awareness / education	Project team TOG leadership Technology Managers Technology teams Risk Managers IAM leadership	- Calendar - Announcements - Updates to the project status - Key project artifacts - Approval workflows - Links to: - Fact Sheets - New Team Member Overview - Technology Overview		6/20/2012?		Project team only http://tigportal
Teamworks Social Site launch	Continuing communication flow between stakeholders in TOG as LOB	Project team TOG leadership IAM leadership TOG Risk Managers TOG Technology teams/ Managers	- Overview of TOG LOB Implementation - Overview of other IAM projects / impacts on TOG - Updates to project status - Questions/Issues/knowledge sharing - Support completion of milestones - Recognition				Consultation meeting scheduled for 6/20
Pre-Migration / Wave communications							
Notification – Teamworks Social launch (email)	Awareness	Technology Managers Technology teams App Owners	- Rationale, objectives, expectations for the Social site - Link to site				

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IAM TOG Stakeholder assessment (survey, facilitated meetings)	Collect feedback	Representatives of stakeholder groups	- Identify communications and training needs - Identify areas of resistance				Have done some initial needs identification with Kevin F and Beth
Team Meeting /Overviews	Awareness / education	TOG risk managers	- What is IAM LOB Migration - Other Initiatives (ACT onboarding PBL, PAF, BoKS, SOX, SAR) - Progress to Date - Needs from TOG teams - What to expect		6/20/2013		Neither Kevin L or Elizabeth H can make Kevin's 6/20 meeting... other presenters?
Team Meeting /Overviews	Awareness / education	TOG technology managers TOG App Owners	- How IAM LOB migration fits into overall IAM initiatives - Milestones - Progress to date - Requirements gathering process - Cascading information to teams				
IAM-TOG Kickoff presentation	awareness	All TOG or RTM	- TOG as an LOB for IAM Migration - Pre-migration requirements - Impacts - Resources - All team member site - Fact Sheet: Connectors - Plain Business Language - Fact Sheet: Tiering - Fact Sheet: Services - Fact Sheet: Roles - Fact Sheet: Access Control Solutions - Fact Sheet: Onboarding - Fact Sheet: LBMST				Template from IAM1 can be modified Fact sheets and all team member site can be referenced in TOG update communications

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Staff Meeting Talking points	Awareness / education / action required	TOG Risk managers TOG Technology Managers	- Project rationale and benefits - Resource requirements for TOG on TOG migrations – asset inventory, migration unit planning and wave prioritization - Preliminary wave schedule - Clarify R&R on TOG supported versus TOG owned				
Notification Action Required Asset Inventory	Action required	TOG technology managers TOG App Owners	- Status on Asset Inventory completion - Request for inputs - Clarify who is completing AI for TOG-supported versus TOG owned				Craft after 6/28 deadline for Priority 1 apps/connectors
Town Hall	Awareness	IAM; technology partners; LoB team members (via Leadership Team); +	Agenda: - Welcome - Risk - TOG - Q&A	TBD	6/25/2013	IAMI – J. [REDACTED] Mc [REDACTED] r	Current IAMI plan shows "Coordinate with Risk/ TOG Comm Teams"
Ongoing communications							
IAM Update – TOG Impacts	Awareness	All TOG	- Extract info from IAMI monthly update that's relevant to TOG - Updates on other TOG IAM projects	Date of monthly update	One week after monthly update		
IAM TOG Forum	Ongoing communication / education	TOG risk managers TOG technology managers	- Address question and issues - Escalation - Follow-up		6/27/2013		
Notification on PBL completion	Action required	TOG risk managers TOG technology managers	As needed any reminders/status on completing required PBL activities prior to High Priority Wave launch	TBD			
PBL Entitlement Risk Tiering Updates	Awareness / education / action required	TOG risk managers TOG technology managers	TBD	TBD			

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Service Account Repository Updates	Awareness / education / action required	TOG risk managers TOG technology managers	TBD	TBD			
PAF Updates	Awareness / education / action required	TOG risk manager TOG technology managers	TBD	TBD			
BoKS Updates	Awareness / education / action required	TOG risk manager TOG technology managers	TBD	TBD			
Tech Council Meeting				TBD			
PBL Status Meeting				continuing	continuing	Michelle Ellis	
Wave specific communications (repeatable process)							
Migration message point/Fact sheet	Awareness / education	multiple	- What doing on waves for consistent message 2016 transition from IAM to EAM & LoB without all items in wave will be ongoing sustainment	05/31/2013	06/xx/2013	IAMI – Christine [REDACTED]	
Wave announcement	Awareness	TOG App Owners TOG RTM Technology teams Risk teams	- General announcement of wave timeframe, plans for UAT, onboarding, testing, issue resolution, etc. - Training / resources on new tools and processes - Contacts / general information	TBD			
Wave Overview meeting	Awareness / actions required	TOG App Owners	- Apps scheduled for the wave - Overview of onboarding process - UAT timeframes - Checklist of actions - Request Reschedule / Exception process	TBD			

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Wave App Slotting	Awareness / education	TOG technology teams TOG App Owners	- List of apps slotted for the wave - Rolling schedule of onboarding during wave - Key Contacts and resources - Exception process	TBD			
Asset On-boarding announcement	Awareness / actions required	TOG risk teams, technology teams RTM managers App Owners	- Wave preparation tasks - What to expect - Support/resources - Schedule/timeline	TBD			
Asset on-boarding –OIM/GS training announcement	Awareness	TOG RTM managers App Owners	- How to use new tool - Support/resources	TBD			
Asset On-boarding Reminder	awareness	TOG RTM managers App Owners	- What to expect - Support/resources - Schedule/timeline	TBD			
Asset on-boarding completion	Awareness	TOG risk teams, technology teams RTM managers App Owners	- Results of onboarding activities for the wave - Known issues - Link to feedback/survey - Resources for new tool (help desk, SLA, training links)	TBD			
Asset on-boarding survey reminder	Awareness / action	TOG risk teams, technology teams RTM managers App Owners	- Request feedback on processes - Gauge reaction to onboarding activities - Suggestions for improvements - Problems with new tool				
Wave Results	Feedback / Lessons learned	IAMI program team TOG leadership Other LOB PMs	- Results of onboarding activities - Metrics (successfully onboarded, rescheduled, etc) - Gaps and bottlenecks uncovered - Recommendations - recognition	TBD			

TPM Operational Template		Communications Plan v.12.10
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