Communication Plan

## Executive Summary

## The UTBackup Cloud Project will enforce the adoption of the UTBackup Cloud destination on the all active endpoints currently storing backups on-premises

## Key Audiences

## The key audiences for this project include the project sponsors, service owners, project team members, vendor Code42, ISO, TSCs or Technical Support Contacts for the UTBackup service, and the IT Community at UT.

## Key Messages

**Project kickoff** – The meeting and presentation will provide a high-level overview of the project, scope, schedule, risks and issues. The attendees of the kickoff include the project sponsors, service owners, project team members, and their managers.

**Project charter** – The charter will include the executive summary, business need for project, scope, approach, schedule, team, roles and responsibilities, risks, issues and constraints. It will be provided to the project sponsors, and the project team.

**Network Diagram** – The network diagram will include the task-level breakdown for all project tasks, dependencies, and work estimates for each task. It will be provided to the project sponsors, and the project team.

**Project Plan** – The project plan will provide the key tasks and milestone dates for the project. It will be provided to the project sponsors, and the project team.

**Status Updates** - The regular status updates will provide project updates, any new or upcoming risks and issues and mitigation strategies, to the project sponsors

**Communication Plan** – The communication plan will provide information on key audiences, key messages, and schedule/timing of these messages. It will be provided to the project sponsors, and the project team.

**TSC Communications** – There will be regular, actionable information communicated via email to TSCs regarding OS and client app version upgrades.

**Project Documentation** – There will be project and service-related updates posted to the ITS Project site and in ServiceNow KB articles that will be linked in TSC communications for reference.

## Communication List and Timeline

Provide a list of communication deliverables expected to be developed based on the audiences and key messages. Examples are provided in the table below. Consider a full range of communication tools, including targeted and general emails, website announcements, presentations, inclusion on governance and other group meeting agendas, and sharing of project documentation.

|  |  |  |  |
| --- | --- | --- | --- |
| Deliverable/Mode of Communication | Update Frequency | Audience | Owner |
| CIO communication to Tech Deans | Once | Tech Deans | Kate Russell |
| TSC Communication – regular, actionable information to TSCs. | T- 2 Wks  T- 1 wk  T- 1 Day | Unit TSCs | Kourt de Haas |
| Project status report | Bi-weekly | Project Sponsors, Service owner | Kate Russell |
| Project Site and ServiceNow KB article | Once | TSCs, IT Community | Kate Russell and Kourt de Haas |
| Project change requests | Once | Change request board | Sergio Martin and Loren Schooley |
| Schedule & budget change requests | As needed | Executive Sponsors | Kate Russell |
| Test collaboration and guidance | Once | ISO | Kourt de Haas |
| Service Desk support and inclusion | Once | CSS – Service Desk | Kate Russell and Kourt de Haas |
| Stale device policy communication | As needed | Unit TSCs | Kourt de Haas |

## TSC Communication Strategy

* Re using and validating the TSC list from upgrade communications
* Providing regular, actionable information to TSCs of how to identify inactive users.
  + Separately direct message major TSC groups and early adopters
  + Re-assess cloud adoptions process and switch to 1-on-1 communication as remediation pool narrows.

## Issues/Concerns

The scope of TSC client remediation communication is open-ended. There may be a need to increase the CSS lead’s allocation.

## Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| Version | Date | Updater Name | Description |
| V1 | 12/14/18 | Kate Russell |  |