

## [Program Name] Communication Plan

### Overview

*This section provides a summary of the communication strategy for the overall program. It should provide an overview of how information flows between components, from components to the program level, and out to internal and external customers. If there are common approaches and goals for specific stakeholder groups, these approaches and assumptions should be detailed here.*

### Escalation and feedback

*This section contains an outline of the escalation process for communication activities. It also documents how feedback such as email questions, service desk tickets, newspaper articles, interviews, etc., are handled.*

### Responsibility and authority

*This section provides an outline of the type of communication activities that will occur during this process and the person who is generally responsible for those types. This section also identifies the person who generally has the authority to approve or implement the communication. In many cases the responsible person and the authorizer are the same.*

### Communication activities

What	Who/Target	Purpose	When/Frequency	Type/Method(s)
Program Kick-off Meeting				Meeting.
Stage Gate Review				
Program Component Status Reports and Review				

What	Who/Target	Purpose	When/Frequency	Type/Method(s)
Component Status Meetings				
Sub team working meetings or discussions				
Sponsor Meetings				
Steering Committee Meetings				
Program Review				
Periodic Demos and Target Presentations				
Communications to component team members				
Program level issues, risks, and escalation				
Roll-out, change and deployment announcements				
Program decisions				
Lessons learned				
Reviews for program performance, benefits realization, risks, change requests, and resources				
Other...				