

BSBPMG516- MANAGE PROJECT INFORMATION AND COMMUNICATION

1 Plan information and communication processes

1.1A. Using input from stakeholders, identify, analyse and document information requirements – ensuring:

- Consideration of alternative communication methods, media and systems, and their application on various projects
- Use of clear language in verbal and written interactions with stakeholders
- Consideration of non-verbal communication
- Use of active listening and questioning to confirm understanding and agreement

During the initial stages of the project planning a meeting was held with all relevant stakeholders, one of the items on the meeting agenda was the information and communication processes. During this meeting, a communication register was formed outlining the methods to be used to communicate and share information between stakeholders.

1.1B. Within delegated authority, develop an agreed communication management plan to support achievement of project objectives.

The project management and all stakeholders have utilised common communication systems, such as phone calls, emails and face to face meetings to convey information.

1.1C. Establish and maintain a designated project-management information system to ensure quality, validity, timeliness and integrity of information and communication.

Dropbox was utilised to transfer plans and documents regarding the project, this allowed all interested stakeholders to view information as needed, including any updates to documents or schedules.

Any updated files or information that was added, triggered an email that was sent to all parties to ensure that everyone was informed.

2 Implement project information and communication processes

1.2A. Manage generation, gathering, storage, retrieval, analysis and dissemination of information by project staff and stakeholders.

Communication between Lightscape management and site staff is now much easier with the implementation of new software and phone apps which allow for real time uploads of information, photos and plans.

Communication between Lightscape and other stakeholders is achieved by emails phone calls and information is relayed by programs such as Dropbox. Our cloud based server is also utilised for the storage and archiving of information.

1.2B. Implement, modify, monitor and control designated information-validation processes to optimise quality and accuracy of data.

Our current information validation process is to obtain feedback from the team at the beginning, midway and end of the job asking whether they had the relevant information in a useful medium.

1.2C. Implement and maintain appropriate communication networks.

Communication networks were set up in the form of email accounts for all staff. We were able to use this alongside other forms such as 'WhatsApp' which was used for the site staff to communicate.

Another investment Lightscape made was in a program called SIMpro which allows communication between the management and staff, staff can write notes and upload photos which can be seen in real time back in the office, this also works in reverse as the office can do the same for site staff.

1.2D. Identify and resolve communication and information-management system issues.

One issue identified was a loss of emails for half a day. This caused a minor disruption as our IT staff quickly resolved the issue within half a day. The fall back plan was to utilise phone calls and notify all stakeholders of our situation.

3 Assess information and communication outcomes

1.3A. Finalise and archive records according to agreed project information ownership and control requirements.

All relevant documentation that needed to be sent out to the stakeholders was done so via dropbox. The Project, now completed and ready to be archived was saved electronically in two ways,
1/ Storage server located in our office.
2/ Third party cloud server.

All hard documents have been scanned so they can be stored electronically. With hard copies shredded and disposed of appropriately.

1.3B. Review project outcomes to determine effectiveness of management of information and communication processes and procedures.

The management of communication on the project was not without its hiccups but these were only minor and able to be resolved quickly. A loss of our email server was the most problematic but was handled and resolved quickly by the management team and the IT provider.

1.3C. Identify and document lessons learned and recommended improvements for application in future projects.

The communication process used for this project went quite well, there were some small issues that were quickly resolved, such as the email server host failure. This resulted in our business losing our email capabilities for half a day. This problem was minor as it was toward the end of the week and communication was slowing down for the weekend.

One recommended improvement was the documentation of delivery slips, as the site supervisor did not know of a delivery, that a site worker signed for, this caused the confusion onsite. This breakdown in communication between the site staff and supervisor, meant time was lost while the supervisor waiting for the delivery.

All delivery dockets must now be handed to the supervisor straight away to be documented by the project manager.