



# Project Communication Management Plan

## E-Learning Management System Project IT073001

Version: 1.0      Revision Date: August 29, 2007

Approval of the Project Plan indicates an understanding of the purpose and content described in this document.

Approval of the Project Risk Management Plan indicates an understanding of the purpose and contents described in this document. By signing this document, each individual agrees with the contents of this document.

Approver Name	Title	Signature	Date
Usha Venkat	Client Services Manager	- Signed -	8/29/2007
William Mosher	Project Management Professional	- Signed -	8/29/2007

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## Section 1. Project Stakeholders

### 1.1 Stakeholder Roles and Responsibilities

The following table is a list the major project stakeholders. The table also contains their associated roles and responsibilities.

Name/ Title/ Organization	Role	Responsibility
Adela Gonzalez	<ul style="list-style-type: none"> <li>• Project Administration Team (NVC)</li> <li>• Training and Support Team</li> <li>• Tracking and Reporting Team</li> <li>• Communications and Delivery Team</li> </ul>	<ul style="list-style-type: none"> <li>• Develop and deploy management processes</li> <li>• Develop and deploy escalation paths</li> <li>• Overall project management concerns and work team coordination</li> <li>• Communication (within groups; with Blackboard and other 3<sup>rd</sup> parties)</li> <li>• Issue Management and Status reporting</li> <li>• Project development and documentation standards</li> <li>• Business process and policy</li> <li>• Develop training strategies</li> <li>• Designing &amp; delivering programs for core designers &amp; faculty</li> <li>• Designing &amp; delivering programs for pilot users (faculty, designers, academic support)</li> </ul>

Name/ Title/ Organization	Role	Responsibility
Adela Gonzalez (Continued)		<ul style="list-style-type: none"> <li>• staff, students)</li> <li>• Develop training programs &amp; materials for ongoing use</li> <li>• Conduct staff &amp; support training</li> <li>• Conduct user training</li> <li>• Define, tracking, evaluating project success measures</li> <li>• Facilitation of cross campus planning &amp; management</li> <li>• Coordination with the Academic groups regarding the end of semester evaluation process and tools</li> <li>• Determination of campus online tracking needs</li> <li>• Evaluation of implementation &amp; rollout success</li> <li>• Technical performance evaluation</li> <li>• Promote system usage</li> <li>• Maintain executive and community support for the initiative</li> <li>• Provide Users with critical and actionable information</li> <li>• Manage change</li> <li>• Take advantage of planned events</li> </ul>

Name/ Title/ Organization	Role	Responsibility
Adela Gonzalez (Continued)		<ul style="list-style-type: none"> <li>• Encourage and promote peer-to-peer communications</li> </ul>
Amita Mahajan	<ul style="list-style-type: none"> <li>• Technical Implementation Team Lead (Dist)</li> <li>• Project Administration Team (Vista Technical Implementation Team Leader)</li> </ul>	<ul style="list-style-type: none"> <li>• Develop and deploy management processes</li> <li>• Develop and deploy escalation paths</li> <li>• Overall project management concerns and work team coordination</li> <li>• Communication (within groups; with Blackboard and other 3<sup>rd</sup> parties)</li> <li>• Issue Management and Status reporting</li> <li>• Project development and documentation standards</li> <li>• Business process and policy</li> <li>• Infrastructure planning</li> <li>• Hardware selection and procurement</li> <li>• Load balancing</li> <li>• Security</li> <li>• Initial Vista Learning Context build and configuration</li> <li>• Deployment Planning</li> <li>• Installation &amp; optimization</li> <li>• Backup &amp; recovery procedures</li> <li>• Data Conversions</li> </ul>

Name/ Title/ Organization	Role	Responsibility
Amy Glenn	<ul style="list-style-type: none"> <li>• Teaching &amp; Learning Team</li> </ul>	<ul style="list-style-type: none"> <li>• Defining online teaching (OTL) and learning standards &amp; best practices that align with mission / strategic goals</li> <li>• Determining ways to rollout &amp; support these practices and tools</li> <li>• Establish means of measuring the success of these practices</li> </ul>
Andi Berry	<ul style="list-style-type: none"> <li>• Tracking and Reporting Team (Dist)</li> </ul>	<ul style="list-style-type: none"> <li>• Define, tracking, evaluating project success measures</li> <li>• Facilitation of cross campus planning &amp; management</li> <li>• Coordination with the Academic groups regarding the end of semester evaluation process and tools</li> <li>• Determination of campus online tracking needs</li> <li>• Evaluation of implementation &amp; rollout success</li> <li>• Technical performance evaluation</li> </ul>
Anita Solis	<ul style="list-style-type: none"> <li>• Project Administration Team (PAC)</li> <li>• Teaching &amp; learning Team</li> <li>• Communication Strategy &amp; Delivery Team</li> </ul>	<ul style="list-style-type: none"> <li>• Develop and deploy management processes</li> <li>• Develop and deploy escalation paths</li> <li>• Overall project management concerns and work</li> </ul>

Name/ Title/ Organization	Role	Responsibility
Anita Solis (Continued)	<ul style="list-style-type: none"> <li>• Training and Support Team</li> </ul>	<p>team coordination</p> <ul style="list-style-type: none"> <li>• Communication (within groups; with Blackboard and other 3<sup>rd</sup> parties)</li> <li>• Issue Management and Status reporting</li> <li>• Project development and documentation standards business process and policy</li> <li>• Promote system usage</li> <li>• Maintain executive and community support for the initiative</li> <li>• Provide Users with critical and actionable information</li> <li>• Manage change</li> <li>• Take advantage of planned events Encourage and promote peer-to-peer communications</li> <li>• Defining OTL standards &amp; best practices that align with mission/strategic goals</li> <li>• Determining ways to rollout &amp; support these practices and tools</li> <li>• Establish means of measuring the success of these practices</li> <li>• Develop training</li> </ul>

Name/ Title/ Organization	Role	Responsibility
Anita Solis (Continued)		strategies <ul style="list-style-type: none"> <li>• Designing &amp; delivering programs for core designers &amp; faculty</li> <li>• Designing &amp; delivering programs for pilot users (faculty, designers, academic support staff, students)</li> <li>• Develop training programs &amp; materials for ongoing use</li> <li>• Conduct staff &amp; support training</li> <li>• Conduct user training</li> </ul>
April Zimmerman	<ul style="list-style-type: none"> <li>• Project Administration Team (Training Team Leader) (Dist)</li> <li>• Technical Implementation Team</li> <li>• Communication Strategy and Delivery Team</li> <li>• Training and Support Team (Team Lead)</li> </ul>	<ul style="list-style-type: none"> <li>• Develop and deploy management processes</li> <li>• Develop and deploy escalation paths</li> <li>• Overall project management concerns and work team coordination</li> <li>• Communication (within groups; with Blackboard and other 3<sup>rd</sup> parties)</li> <li>• Issue Management and Status reporting</li> <li>• Project development and documentation standards</li> <li>• Business process and policy</li> <li>• Infrastructure planning</li> </ul>

Name/ Title/ Organization	Role	Responsibility
April Zimmerman (Continued)		<ul style="list-style-type: none"> <li>• Hardware selection and procurement</li> <li>• Load balancing</li> <li>• Security</li> <li>• Initial Vista Learning Context build and configuration</li> <li>• Deployment Planning</li> <li>• Installation &amp; optimization</li> <li>• Backup &amp; recovery procedures</li> <li>• Data Conversions</li> <li>• Promote system usage</li> <li>• Maintain executive and community support for the initiative</li> <li>• Provide Users with critical and actionable information</li> <li>• Manage change</li> <li>• Take advantage of planned events</li> <li>• Encourage and promote peer-to-peer communications</li> <li>• Develop training strategies</li> <li>• Designing &amp; delivering programs for core designers &amp; faculty</li> <li>• Designing &amp; delivering programs for pilot users (faculty, designers, academic support staff, students)</li> </ul>

Name/ Title/ Organization	Role	Responsibility
April Zimmerman (Continued)		<ul style="list-style-type: none"> <li>• Conduct user training</li> </ul>
Arne Saustrup	<ul style="list-style-type: none"> <li>• Technical Implementation Team (Dist)</li> </ul>	<ul style="list-style-type: none"> <li>• Develop training programs &amp; materials for ongoing use</li> <li>• Conduct staff &amp; support training</li> <li>• Infrastructure planning</li> <li>• Hardware selection and procurement</li> <li>• Load balancing</li> <li>• Security</li> <li>• Initial Vista Learning Context build and configuration</li> <li>• Deployment Planning</li> <li>• Installation &amp; optimization</li> <li>• Backup &amp; recovery procedures</li> <li>• Data Conversions</li> </ul>
Audrey Mosley (Dr.)	<ul style="list-style-type: none"> <li>• Communication Strategy and Delivery Team (SPC)</li> <li>• Teaching &amp; Learning Team</li> </ul>	<ul style="list-style-type: none"> <li>• Promote system usage</li> <li>• Maintain executive and community support for the initiative</li> <li>• Provide Users with critical and actionable information</li> <li>• Manage change</li> <li>• Take advantage of planned events</li> <li>• Encourage and promote peer-to-peer communications</li> </ul>

Name/ Title/ Organization	Role	Responsibility
Audrey Mosley (Dr.) (Continued)		<ul style="list-style-type: none"> <li>• Defining OTL standards &amp; best practices that align with mission/strategic goals</li> <li>• Determining ways to rollout &amp; support these practices and tools</li> <li>• Establish means of measuring the success of these practices</li> </ul>
Bess Porter	<ul style="list-style-type: none"> <li>• Project Administration Team (SPC)</li> </ul>	<ul style="list-style-type: none"> <li>• Develop and deploy management processes</li> <li>• Develop and deploy escalation paths</li> <li>• Overall project management concerns and work team coordination</li> <li>• Communication (within groups; with Blackboard and other 3<sup>rd</sup> parties)</li> <li>• Issue Management and Status reporting</li> <li>• Project development and documentation standards</li> <li>• Business process and policy</li> </ul>
Beth Lewis (Dr.)	<ul style="list-style-type: none"> <li>• Executive Steering Committee</li> </ul>	<ul style="list-style-type: none"> <li>• Promote system usage</li> <li>• Maintain executive and community support for the initiative</li> <li>•</li> </ul>

Name/ Title/ Organization	Role	Responsibility
Beth Lewis (Dr.) (Continued)		<ul style="list-style-type: none"> <li>• Provide Users with critical and actionable information</li> <li>• Manage change</li> <li>• Take advantage of planned events</li> <li>• Promote and support peer-to-peer communications</li> </ul>
Bruce Norton	<ul style="list-style-type: none"> <li>• Teaching &amp; Learning Team (SPC)</li> </ul>	<ul style="list-style-type: none"> <li>• Defining OTL standards &amp; best practices that align with mission/strategic goals</li> <li>• Determining ways to rollout &amp; support these practices and tools</li> <li>• Establish means of measuring the success of these practices</li> </ul>
Carol Keller	<ul style="list-style-type: none"> <li>• Teaching &amp; Learning Team Leader (SAC)</li> </ul>	<ul style="list-style-type: none"> <li>• Defining OTL standards &amp; best practices that align with mission/strategic goals</li> <li>• Determining ways to rollout &amp; support these practices and tools</li> <li>• Establish means of measuring the success of these practices</li> </ul>

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Charles Burmeister (Dr.)	<ul style="list-style-type: none"> <li>• Executive Sponsor</li> <li>• Executive Steering Committee (Dist)</li> </ul>	<ul style="list-style-type: none"> <li>• Oversight and Budget.</li> <li>• The Executive Sponsor is a member of the Executive Cabinet and will serve as a liaison between the Executive Team and the Project Team</li> <li>• Promote system usage</li> <li>• Maintain executive and community support for the initiative</li> <li>• Provide Users with critical and actionable information</li> <li>• Manage change</li> <li>• Take advantage of planned events</li> <li>• Promote and support peer-to-peer communications</li> </ul>
Dan Melgoza	<ul style="list-style-type: none"> <li>• Training and Support Team (SAC)</li> </ul>	<ul style="list-style-type: none"> <li>• Develop training strategies</li> <li>• Designing &amp; delivering programs for core designers &amp; faculty</li> <li>• Designing &amp; delivering programs for pilot users (faculty, designers, academic support staff, students)</li> <li>• Develop training programs &amp; materials for ongoing use</li> <li>• Conduct staff &amp; support training</li> </ul>

Name/ Title/ Organization	Role	Responsibility
Dan Melgoza (Continued)		<ul style="list-style-type: none"> <li>• Conduct user training</li> </ul>
Denise Tolan	<ul style="list-style-type: none"> <li>• Teaching &amp; Learning Team (NVC)</li> </ul>	<ul style="list-style-type: none"> <li>• Defining OTL standards &amp; best practices that align with mission/strategic goals</li> <li>• Determining ways to rollout &amp; support these practices and tools</li> <li>• Establish means of measuring the success of these practices</li> </ul>
Duncan Perez	<ul style="list-style-type: none"> <li>• Training and Support Team (PAC)</li> </ul>	<ul style="list-style-type: none"> <li>• Develop training strategies</li> <li>• Designing &amp; delivering programs for core designers &amp; faculty</li> <li>• Designing &amp; delivering programs for pilot users (faculty, designers, academic support staff, students)</li> <li>• Develop training programs &amp; materials for ongoing use</li> <li>• Conduct staff &amp; support training</li> <li>• Conduct user training</li> </ul>
Ed Hagen	<ul style="list-style-type: none"> <li>• Executive Steering Committee (PAC)</li> </ul>	<ul style="list-style-type: none"> <li>• Promote system usage</li> <li>• Maintain executive and community support for the initiative</li> </ul>

<b>Name/ Title/ Organization</b>	<b>Role</b>	<b>Responsibility</b>
Ed Hagen (Continued)		<ul style="list-style-type: none"> <li>• Provide Users with critical and actionable information</li> <li>• Manage change</li> <li>• Take advantage of planned events</li> <li>• Promote and support peer-to-peer communications</li> </ul>
Frank Landin	<ul style="list-style-type: none"> <li>• Technical Implementation Team (Dist)</li> </ul>	<ul style="list-style-type: none"> <li>• Infrastructure planning</li> <li>• Hardware selection and procurement</li> <li>• Load balancing</li> <li>• Security</li> <li>• Initial Vista Learning Context build and configuration</li> <li>• Deployment Planning</li> <li>• Installation &amp; optimization</li> <li>• Backup &amp; recovery procedures</li> <li>• Data Conversions</li> </ul>
Frances Jenks	<ul style="list-style-type: none"> <li>• Training and Support Team (NVC)</li> </ul>	<ul style="list-style-type: none"> <li>• Develop training strategies</li> <li>• Designing &amp; delivering programs for core designers &amp; faculty</li> <li>• Designing &amp; delivering programs for pilot users (faculty, designers, academic support staff, students)</li> </ul>

Name/ Title/ Organization	Role	Responsibility
Frances Jenks (Continued)		<ul style="list-style-type: none"> <li>• Develop training programs &amp; materials for ongoing use</li> <li>• Conduct staff &amp; support training</li> <li>• Conduct user training</li> </ul>
Fred Kinman	<ul style="list-style-type: none"> <li>• Teaching &amp; Learning Team (SAC)</li> </ul>	<ul style="list-style-type: none"> <li>• Defining OTL standards &amp; best practices that align with mission/strategic goals</li> <li>• Determining ways to rollout &amp; support these practices and tools</li> <li>• Establish means of measuring the success of these practices</li> </ul>
Helen Torres	<ul style="list-style-type: none"> <li>• Project Administration Team (SAC)</li> <li>• Communication Strategy and Delivery Team</li> <li>• Tracking and Reporting Team</li> </ul>	<ul style="list-style-type: none"> <li>• Develop and deploy management processes</li> <li>• Develop and deploy escalation paths</li> <li>• Overall project management concerns and work team coordination</li> <li>• Communication (within groups; with Blackboard and other 3<sup>rd</sup> parties)</li> <li>• Issue Management and Status reporting</li> <li>• Project development and documentation standards</li> <li>• Business process and policy</li> <li>• Promote system</li> </ul>

Name/ Title/ Organization	Role	Responsibility
Helen Torres (Continued)		<p>usage</p> <ul style="list-style-type: none"> <li>• Maintain executive and community support for the initiative</li> <li>• Provide Users with critical and actionable information</li> <li>• Manage change</li> <li>• Take advantage of planned events</li> <li>• Encourage and promote peer-to-peer communications</li> <li>• Define, tracking, evaluating project success measures</li> <li>• Facilitation of cross campus planning &amp; management</li> <li>• Coordination with the Academic groups regarding the end of semester evaluation process and tools</li> <li>• Determination of campus online tracking needs</li> <li>• Evaluation of implementation &amp; rollout success</li> <li>• Technical performance evaluation</li> </ul>
Irene Sanchez	<ul style="list-style-type: none"> <li>• Project Administration Team (Dist)</li> </ul>	<ul style="list-style-type: none"> <li>• Develop and deploy management processes</li> <li>• Develop and deploy escalation paths</li> <li>• Overall project</li> </ul>

<b>Name/ Title/ Organization</b>	<b>Role</b>	<b>Responsibility</b>
Irene Sanchez (Continued)		<ul style="list-style-type: none"> <li>• management concerns and work team coordination</li> <li>• Communication (within groups; with Blackboard and other 3<sup>rd</sup> parties)</li> <li>• Issue Management and Status reporting</li> <li>• Project development and documentation standards</li> <li>• Business process and policy</li> </ul>
Jackie Claunch	<ul style="list-style-type: none"> <li>• Executive Steering Committee (NVC)</li> </ul>	<ul style="list-style-type: none"> <li>• Promote system usage</li> <li>• Maintain executive and community support for the initiative</li> <li>• Provide Users with critical and actionable information</li> <li>• Manage change</li> <li>• Take advantage of planned events</li> <li>• Promote and support peer-to-peer communications</li> </ul>
Jesse Martinez	<ul style="list-style-type: none"> <li>• Technical Implementation Team (Dist)</li> </ul>	<ul style="list-style-type: none"> <li>• Infrastructure planning</li> <li>• Hardware selection and procurement</li> <li>• Load balancing</li> <li>• Security</li> </ul>

<b>Name/ Title/ Organization</b>	<b>Role</b>	<b>Responsibility</b>
Jesse Martinez (Continued)		<ul style="list-style-type: none"> <li>• Initial Vista Learning Context build and configuration</li> <li>• Deployment Planning</li> <li>• Installation &amp; optimization</li> <li>• Backup &amp; recovery procedures</li> <li>• Data Conversions</li> </ul>
John Carnes (Dean)	<ul style="list-style-type: none"> <li>• Teaching &amp; Learning Team (SPC)</li> </ul>	<ul style="list-style-type: none"> <li>• Defining OTL standards &amp; best practices that align with mission/strategic goals</li> <li>• Determining ways to rollout &amp; support these practices and tools</li> <li>• Establish means of measuring the success of these practices</li> </ul>
John Hernandez (Dr.)	<ul style="list-style-type: none"> <li>• Teaching &amp; Learning Team (PAC)</li> </ul>	<ul style="list-style-type: none"> <li>• Defining OTL standards &amp; best practices that align with mission/strategic goals</li> <li>• Determining ways to rollout &amp; support these practices and tools</li> <li>• Establish means of measuring the success of these practices</li> </ul>

Name/ Title/ Organization	Role	Responsibility
Julia Briggs (Dr.)	<ul style="list-style-type: none"> <li>• Executive Steering Committee (SPC)</li> </ul>	<ul style="list-style-type: none"> <li>• Promote system usage</li> <li>• Maintain executive and community support for the initiative</li> <li>• Provide Users with critical and actionable information</li> <li>• Manage change</li> <li>• Take advantage of planned events</li> <li>• Promote and support peer-to-peer communications</li> </ul>
Julie Bajusz	<ul style="list-style-type: none"> <li>• Project Administration Team (Distance Learning Coordinator NVC)</li> <li>• Communication Strategy and Delivery Team</li> <li>• Teaching &amp; Learning Team</li> </ul>	<ul style="list-style-type: none"> <li>• Develop and deploy management processes</li> <li>• Develop and deploy escalation paths</li> <li>• Overall project management concerns and work team coordination</li> <li>• Communication (within groups; with Blackboard and other 3<sup>rd</sup> parties)</li> <li>• Issue Management and Status reporting</li> <li>• Project development and documentation standards</li> <li>• Business process and policy</li> <li>• Promote system usage</li> <li>• Maintain executive and community support for the</li> </ul>

<b>Name/ Title/ Organization</b>	<b>Role</b>	<b>Responsibility</b>
Julie Bajusz (Continued)		initiative <ul style="list-style-type: none"> <li>• Provide Users with critical and actionable information</li> <li>• Manage change</li> <li>• Take advantage of planned events</li> <li>• Encourage and promote peer-to-peer communications</li> <li>• Defining OTL standards &amp; best practices that align with mission/strategic goals</li> <li>• Determining ways to rollout &amp; support these practices and tools</li> <li>• Establish means of measuring the success of these practices</li> </ul>
Karen Sides	<ul style="list-style-type: none"> <li>• Communications Strategy and Delivery Team (SPC)</li> </ul>	<ul style="list-style-type: none"> <li>• Promote system usage</li> <li>• Maintain executive and community support for the initiative</li> <li>• Provide Users with critical and actionable information</li> <li>• Manage change</li> <li>• Take advantage of planned events</li> <li>• Encourage and promote peer-to-peer communications</li> </ul>

Name/ Title/ Organization	Role	Responsibility
<p>Laura Reza Hernandez (Dr.)</p>	<ul style="list-style-type: none"> <li>• Project Admin Team (NLC)</li> <li>• Training &amp; Support Team</li> <li>• Communication Strategy &amp; Delivery Team</li> <li>• Tracking &amp; Reporting Team</li> <li>• Teaching &amp; Learning Team (NLC)</li> </ul>	<ul style="list-style-type: none"> <li>• Develop and deploy management processes</li> <li>• Develop and deploy escalation paths</li> <li>• Overall project management concerns and work team coordination</li> <li>• Communication (within groups; with Blackboard and other 3<sup>rd</sup> parties)</li> <li>• Issue Management and Status reporting Project development and documentation standards</li> <li>• Business process and policy</li> <li>• Develop training strategies</li> <li>• Designing &amp; delivering programs for core designers &amp; faculty</li> <li>• Designing &amp; delivering programs for pilot users (faculty, designers, academic support staff, students)</li> <li>• Develop training programs &amp; materials for ongoing use</li> <li>• Conduct staff &amp; support training</li> <li>• Conduct user training</li> <li>• Promote system usage</li> </ul>

Name/ Title/ Organization	Role	Responsibility
<p>Laura Reza Hernandez (Dr.) (Continued)</p>		<ul style="list-style-type: none"> <li>• Maintain executive and community support for the initiative</li> <li>• Provide Users with critical and actionable information</li> <li>• Manage change</li> <li>• Take advantage of planned events</li> <li>• Encourage and promote peer-to-peer communications</li> <li>• Define, tracking, evaluating project success measures</li> <li>• Facilitation of cross campus planning &amp; management</li> <li>• Coordination with the Academic groups regarding the end of semester evaluation process and tools</li> <li>• Determination of campus online tracking needs</li> <li>• Evaluation of implementation &amp; rollout success</li> <li>• Technical performance evaluation</li> <li>• Defining OTL standards &amp; best practices that align with mission/strategic goals</li> </ul>

Name/ Title/ Organization	Role	Responsibility
Laura Reza Hernandez (Dr.) (Continued)		<ul style="list-style-type: none"> <li>• Determining ways to rollout &amp; support these practices and tools</li> <li>• Establish means of measuring the success of these practices</li> </ul>
Laurie Carranza	<ul style="list-style-type: none"> <li>• Project Administration Team (Tracking &amp; Reporting Team) (Dist)</li> <li>• Tracking and Reporting Team Lead</li> </ul>	<ul style="list-style-type: none"> <li>• Develop and deploy management processes</li> <li>• Develop and deploy escalation paths</li> <li>• Overall project management concerns and work team coordination</li> <li>• Communication (within groups; with Blackboard and other 3<sup>rd</sup> parties)</li> <li>• Issue Management and Status reporting</li> <li>• Project development and documentation standards</li> <li>• Business process and policy</li> <li>• Define, tracking, evaluating project success measures</li> <li>• Facilitation of cross campus planning &amp; management</li> <li>• Coordination with the Academic groups regarding the end of semester evaluation</li> </ul>

<b>Name/ Title/ Organization</b>	<b>Role</b>	<b>Responsibility</b>
Laurie Carranza (Continued)		<ul style="list-style-type: none"> <li>• process and tools</li> <li>• Determination of campus online tracking needs</li> <li>• Evaluation of implementation &amp; rollout success</li> <li>• Technical performance evaluation</li> </ul>
Maritha Burmeister (Dr.)	<ul style="list-style-type: none"> <li>• Tracking and Reporting Team (SPC)</li> </ul>	<ul style="list-style-type: none"> <li>• Define, tracking, evaluating project success measures</li> <li>• Facilitation of cross campus planning &amp; management Coordination with the Academic groups regarding the end of semester evaluation process and tools</li> <li>• Determination of campus online tracking needs</li> <li>• Evaluation of implementation &amp; rollout success</li> <li>• Technical performance evaluation</li> </ul>
Maxine Cuellar	<ul style="list-style-type: none"> <li>• Tracking and Reporting Team (NVC)</li> </ul>	<ul style="list-style-type: none"> <li>• Define, tracking, evaluating project success measures</li> <li>• Facilitation of cross campus planning &amp; management</li> <li>• Coordination with the Academic groups regarding the end of semester evaluation process and tools</li> <li>• Determination of</li> </ul>

Name/ Title/ Organization	Role	Responsibility
Maxine Cuellar (Continued)		campus online tracking needs <ul style="list-style-type: none"> <li>• Evaluation of implementation &amp; rollout success</li> <li>• Technical performance evaluation</li> </ul>
Melissa Vasquez	<ul style="list-style-type: none"> <li>• Training and Support Team (SPC)</li> </ul>	<ul style="list-style-type: none"> <li>• Develop training strategies</li> <li>• Designing &amp; delivering programs for core designers &amp; faculty</li> <li>• Designing &amp; delivering programs for pilot users (faculty, designers, academic support staff, students)</li> <li>• Develop training programs &amp; materials for ongoing use</li> <li>• Conduct staff &amp; support training</li> <li>• Conduct user training</li> </ul>
Mike Alvarado	<ul style="list-style-type: none"> <li>• Training and Support Team (SAC)</li> </ul>	<ul style="list-style-type: none"> <li>• Develop training strategies</li> <li>• Designing &amp; delivering programs for core designers &amp; faculty</li> <li>• Designing &amp; delivering programs for pilot users (faculty, designers, academic support staff, students)</li> <li>• Develop training programs &amp; materials for ongoing use</li> <li>•</li> </ul>

<b>Name/ Title/ Organization</b>	<b>Role</b>	<b>Responsibility</b>
Mike Alvarado (Continued)		<ul style="list-style-type: none"> <li>• Conduct staff &amp; support training</li> <li>• Conduct user training</li> </ul>
Oscar Flores	<ul style="list-style-type: none"> <li>• Technical Implementation Team (Dist)</li> </ul>	<ul style="list-style-type: none"> <li>• Infrastructure planning</li> <li>• Hardware selection and procurement</li> <li>• Load balancing</li> <li>• Security</li> <li>• Initial Vista Learning Context build and configuration</li> <li>• Deployment Planning</li> <li>• Installation &amp; optimization</li> <li>• Backup &amp; recovery procedures</li> <li>• Data Conversions</li> </ul>
Paul Gonzalez	<ul style="list-style-type: none"> <li>• Technical Implementation Team (Dist)</li> <li>• Communication Strategy and Delivery Team</li> <li>• Training and Support Team</li> <li>• Project Administration Team</li> </ul>	<ul style="list-style-type: none"> <li>• Infrastructure planning</li> <li>• Hardware selection and procurement</li> <li>• Load balancing</li> <li>• Security</li> <li>• Initial Vista Learning Context build and configuration</li> <li>• Deployment Planning</li> <li>• Installation &amp; optimization</li> <li>• Backup &amp; recovery procedures</li> <li>• Data Conversions</li> <li>• Promote system usage</li> <li>• Maintain executive and community</li> </ul>

Name/ Title/ Organization	Role	Responsibility
Paul Gonzalez (Continued)		<p>support for the initiative</p> <ul style="list-style-type: none"> <li>• Provide Users with critical and actionable information</li> <li>• Manage change</li> <li>• Take advantage of planned events</li> <li>• Encourage and promote peer-to-peer communications</li> <li>• Develop training strategies</li> <li>• Designing &amp; delivering programs for core designers &amp; faculty</li> <li>• Designing &amp; delivering programs for pilot users (faculty, designers, academic support staff, students)</li> <li>• Develop training programs &amp; materials for ongoing use</li> <li>• Conduct staff &amp; support training</li> <li>• Conduct user training</li> <li>• Develop and deploy management processes</li> <li>• Develop and deploy escalation paths</li> <li>• Overall project management concerns and work team coordination</li> </ul>

<b>Name/ Title/ Organization</b>	<b>Role</b>	<b>Responsibility</b>
Paul Gonzalez (Continued)		<ul style="list-style-type: none"> <li>• Communication (within groups; with Blackboard and other 3<sup>rd</sup> parties)</li> <li>• Issue Management and Status reporting</li> <li>• Project development and documentation standards</li> <li>• Business process and policy</li> <li>•</li> </ul>
Pat Bennett	<ul style="list-style-type: none"> <li>• Technical Implementation Team (Dist)</li> </ul>	<ul style="list-style-type: none"> <li>• Infrastructure planning</li> <li>• Hardware selection and procurement</li> <li>• Load balancing</li> <li>• Security</li> <li>• Initial Vista Learning Context build and configuration</li> <li>• Deployment Planning</li> <li>• Installation &amp; optimization</li> <li>• Backup &amp; recovery procedures</li> <li>• Data Conversions</li> </ul>
Randy Klein	<ul style="list-style-type: none"> <li>• Technical Implementation Team (Dist)</li> </ul>	<ul style="list-style-type: none"> <li>• Infrastructure planning</li> <li>• Hardware selection and procurement</li> <li>• Load balancing</li> <li>• Security</li> <li>• Initial Vista Learning Context</li> </ul>

Name/ Title/ Organization	Role	Responsibility
		build and configuration <ul style="list-style-type: none"> <li>• Deployment Planning</li> <li>• Installation &amp; optimization</li> <li>•</li> <li>• Backup &amp; recovery procedures</li> <li>• Data Conversions</li> </ul>
Reese Hearn	<ul style="list-style-type: none"> <li>• Project Administration Team (SPC)</li> <li>• Communication Strategy and Delivery Team</li> <li>• Training and Support Team</li> </ul>	<ul style="list-style-type: none"> <li>• Develop and deploy management processes</li> <li>• Develop and deploy escalation paths</li> <li>• Overall project management concerns and work team coordination</li> <li>• Communication (within groups; with Blackboard and other 3<sup>rd</sup> parties)</li> <li>• Issue Management and Status reporting</li> <li>• Project development and documentation standards</li> <li>• Business process and policy</li> <li>• Promote system usage</li> <li>• Maintain executive and community support for the initiative</li> <li>• Provide Users with critical and actionable information</li> </ul>

<b>Name/ Title/ Organization</b>	<b>Role</b>	<b>Responsibility</b>
Reese Hearn (Continued)		<ul style="list-style-type: none"> <li>• Manage change</li> <li>• Take advantage of planned events</li> <li>• Encourage and promote peer-to-peer communications</li> <li>• Develop training strategies</li> <li>• Designing &amp; delivering programs for core designers &amp; faculty</li> <li>• Designing &amp; delivering programs for pilot users (faculty, designers, academic support staff, students)</li> <li>• Develop training programs &amp; materials for ongoing use</li> <li>• Conduct staff &amp; support training</li> <li>• Conduct user training</li> </ul>
Robert Aguinaga	<ul style="list-style-type: none"> <li>• Tracking and Reporting Team (PAC)</li> </ul>	<ul style="list-style-type: none"> <li>• Define, tracking, evaluating project success measures</li> <li>• Facilitation of cross campus planning &amp; management</li> <li>• Coordination with the Academic groups regarding the end of semester evaluation process and tools</li> <li>• Determination of campus online tracking needs</li> </ul>

Name/ Title/ Organization	Role	Responsibility
Robert Aguinaga (Continued)		<ul style="list-style-type: none"> <li>• Evaluation of implementation &amp; rollout success</li> <li>• Technical performance evaluation</li> </ul>
Robert Garza	<ul style="list-style-type: none"> <li>• Project Administration Team (PAC)</li> <li>• Communication Strategy and Delivery Team</li> <li>• Tracking and Reporting Team</li> </ul>	<ul style="list-style-type: none"> <li>• Develop and deploy management processes</li> <li>• Develop and deploy escalation paths</li> <li>• Overall project management concerns and work team coordination</li> <li>• Communication (within groups; with Blackboard and other 3<sup>rd</sup> parties)</li> <li>• Issue Management and Status reporting</li> <li>• Project development and documentation standards</li> <li>• Business process and policy</li> <li>• Promote system usage</li> <li>• Maintain executive and community support for the initiative</li> <li>• Provide Users with critical and actionable information</li> <li>• Manage change</li> <li>• Take advantage of</li> </ul>

Name/ Title/ Organization	Role	Responsibility
Robert Garza (Continued)		<p>planned events</p> <ul style="list-style-type: none"> <li>• Encourage and promote peer-to-peer communications</li> <li>• Define, tracking, evaluating project success measures</li> <li>• Facilitation of cross campus planning &amp; management</li> <li>• Coordination with the Academic groups regarding the end of semester evaluation process and tools</li> <li>• Determination of campus online tracking needs</li> <li>• Evaluation of implementation &amp; rollout success</li> <li>• Technical performance evaluation</li> </ul>
Rodney Toliver	<ul style="list-style-type: none"> <li>• Tracking and Reporting Team (SPC)</li> </ul>	<ul style="list-style-type: none"> <li>• Define, tracking, evaluating project success measures</li> <li>• Facilitation of cross campus planning &amp; management</li> <li>• Coordination with the Academic groups regarding the end of semester evaluation process and tools</li> <li>• Determination of campus online tracking needs</li> <li>• Evaluation of implementation &amp; rollout success</li> <li>•</li> </ul>

Name/ Title/ Organization	Role	Responsibility
Rodney Toliver (Continued)		<ul style="list-style-type: none"> <li>• Technical performance evaluation</li> </ul>
Roger Castro	<ul style="list-style-type: none"> <li>• Technical Implementation Team (Dist)</li> </ul>	<ul style="list-style-type: none"> <li>• Infrastructure planning</li> <li>• Hardware selection and procurement</li> <li>• Load balancing</li> <li>• Security</li> <li>• Initial Vista Learning Context build and configuration</li> <li>• Deployment Planning</li> <li>• Installation &amp; optimization</li> <li>• Backup &amp; recovery procedures</li> <li>• Data Conversions</li> </ul>
Ruben Flores (Dean)	<ul style="list-style-type: none"> <li>• Executive Steering Committee (SAC)</li> </ul>	<ul style="list-style-type: none"> <li>• Promote system usage</li> <li>• Maintain executive and community support for the initiative</li> <li>• Provide Users with critical and actionable information</li> <li>• Manage change</li> <li>• Take advantage of planned events</li> <li>• Promote and support peer-to-peer communications</li> </ul>
Sandra Caceres	<ul style="list-style-type: none"> <li>• Project Administration Team (Instructional</li> </ul>	<ul style="list-style-type: none"> <li>• Develop and deploy management processes</li> <li>• Develop and deploy</li> </ul>

<b>Name/ Title/ Organization</b>	<b>Role</b>	<b>Responsibility</b>
Sandra Caceres (Continued)	Designer SAC) <ul style="list-style-type: none"> <li>• Communication Strategy &amp; Delivery Team</li> </ul>	escalation paths <ul style="list-style-type: none"> <li>• Overall project management concerns and work team coordination</li> <li>• Communication (within groups; with Blackboard and other 3<sup>rd</sup> parties)</li> <li>• Issue Management and Status reporting</li> <li>• Project development and documentation standards Business process and policy</li> <li>• Promote system usage</li> <li>• Maintain executive and community support for the initiative</li> <li>• Provide Users with critical and actionable information</li> <li>• Manage change</li> <li>• Take advantage of planned events</li> <li>• Encourage and promote peer-to-peer communications</li> </ul>
Sonia Valdez	<ul style="list-style-type: none"> <li>• Tracking and Reporting Team (SAC)</li> </ul>	<ul style="list-style-type: none"> <li>• Define, tracking, evaluating project success measures</li> <li>• Facilitation of cross campus planning &amp; management</li> <li>• Coordination with the Academic groups regarding the end of</li> </ul>

<b>Name/ Title/ Organization</b>	<b>Role</b>	<b>Responsibility</b>
Sonia Valdez (Continued)		<ul style="list-style-type: none"> <li>• semester evaluation process and tools</li> <li>• Determination of campus online tracking needs</li> <li>• Evaluation of implementation &amp; rollout success</li> <li>• Technical performance evaluation</li> </ul>
Thomas Raymond	<ul style="list-style-type: none"> <li>• Project Administration Team (NLC)</li> <li>• Communications Strategy and Delivery Team</li> <li>• Training and Support Team</li> </ul>	<ul style="list-style-type: none"> <li>• Develop and deploy management processes</li> <li>• Develop and deploy escalation paths</li> <li>• Overall project management concerns and work team coordination</li> <li>• Communication (within groups; with Blackboard and other 3<sup>rd</sup> parties)</li> <li>• Issue Management and Status reporting</li> <li>• Project development and documentation standards</li> <li>• Business process and policy</li> <li>• Promote system usage</li> <li>• Maintain executive and community support for the initiative</li> <li>• Provide Users with critical and actionable information</li> </ul>

<b>Name/ Title/ Organization</b>	<b>Role</b>	<b>Responsibility</b>
Thomas Raymond (Continued)		<ul style="list-style-type: none"> <li>• Manage change</li> <li>• Take advantage of planned events</li> <li>• Encourage and promote peer-to-peer communications</li> <li>• Develop training strategies</li> <li>• Designing &amp; delivering programs for core designers &amp; faculty</li> <li>• Designing &amp; delivering programs for pilot users (faculty, designers, academic support staff, students)</li> <li>• Develop training programs &amp; materials for ongoing use</li> <li>• Conduct staff &amp; support training</li> <li>• Conduct user training</li> </ul>
Usha Venkat	<ul style="list-style-type: none"> <li>• Executive Steering Committee</li> <li>• Functional Manager</li> <li>• Co-Project Manager</li> <li>• Project Administration Team</li> <li>• Technical Implementation</li> <li>• Communication Strategy and Delivery Team (Team Lead)</li> </ul>	<ul style="list-style-type: none"> <li>• Promote system usage</li> <li>• Maintain executive and community support for the initiative</li> <li>• Provide Users with critical and actionable information</li> <li>• Manage change</li> <li>• Take advantage of planned events</li> <li>• Promote and support peer-to-peer</li> </ul>

<b>Name/ Title/ Organization</b>	<b>Role</b>	<b>Responsibility</b>
Usha Venkat (Continued)	<ul style="list-style-type: none"> <li>• Training and Support Team</li> </ul>	<p>communications</p> <ul style="list-style-type: none"> <li>• Project Delivery</li> <li>• Coordinate, collate and distribute project information.</li> <li>• Develop and maintain a project plan.</li> <li>• Define objectives, priorities for the project.</li> <li>• Serve as a liaison with the blackboard consultants.</li> <li>• Track project activities and assess impact of scheduled deviations.</li> <li>• Ensure project success</li> <li>• Develop and deploy management processes</li> <li>• Develop and deploy escalation paths</li> <li>• Overall project management concerns and work team coordination</li> <li>• Communication (within groups; with Blackboard and other 3<sup>rd</sup> parties)</li> <li>• Issue Management and Status reporting</li> <li>• Project development and documentation standards</li> <li>• Business process and policy</li> </ul>

Name/ Title/ Organization	Role	Responsibility
Usha Venkat (Continued)		<ul style="list-style-type: none"> <li>• Infrastructure planning</li> <li>• Hardware selection and procurement</li> <li>• Load balancing</li> <li>• Security</li> <li>• Initial Vista Learning Context build and configuration Deployment Planning</li> <li>• Installation &amp; optimization</li> <li>• Backup &amp; recovery procedures</li> <li>• Data Conversions</li> <li>• Promote system usage</li> <li>• Maintain executive and community support for the initiative</li> <li>• Provide Users with critical and actionable information</li> <li>• Manage change</li> <li>• Take advantage of planned events</li> <li>• Encourage and promote peer-to-peer communications</li> <li>• Long-term support needs</li> <li>• Develop training strategies</li> <li>• Designing &amp; delivering programs for core designers &amp; faculty</li> <li>• Designing &amp; delivering programs</li> </ul>

Name/ Title/ Organization	Role	Responsibility
Usha Venkat (Continued)		for pilot users (faculty, designers, academic support staff, students) <ul style="list-style-type: none"> <li>• Develop training programs &amp; materials for ongoing use</li> <li>• Conduct staff &amp; support training</li> <li>• Conduct user training</li> </ul>
Vanitha Elango	<ul style="list-style-type: none"> <li>• Tracking and Reporting Team</li> </ul>	<ul style="list-style-type: none"> <li>• Define, tracking, evaluating project success measures</li> <li>• Facilitation of cross campus planning &amp; management</li> <li>• Coordination with the Academic groups regarding the end of semester evaluation process and tools</li> <li>• Determination of campus online tracking needs</li> <li>•</li> <li>• Evaluation of implementation &amp; rollout success</li> <li>• Technical performance evaluation</li> </ul>
Walter Charlton	<ul style="list-style-type: none"> <li>• Technical Implementation Team</li> </ul>	<ul style="list-style-type: none"> <li>• Infrastructure planning</li> <li>• Hardware selection and procurement</li> <li>• Load balancing</li> <li>• Security</li> <li>• Initial Vista</li> </ul>

Name/ Title/ Organization	Role	Responsibility
Walter Charlton (Continued)		Learning Context build and configuration <ul style="list-style-type: none"> <li>• Deployment Planning</li> <li>• Installation &amp; optimization</li> <li>• Backup &amp; recovery procedures</li> <li>• Data Conversions</li> </ul>
William Mosher (Bill)	<ul style="list-style-type: none"> <li>• Executive Steering Committee</li> <li>• Co-Project Manager</li> <li>• Project Administration Team (Project Management Professional) (Dist)</li> </ul>	<ul style="list-style-type: none"> <li>• Promote system usage</li> <li>• Maintain executive and community support for the initiative</li> <li>• Provide Users with critical and actionable information</li> <li>• Manage change</li> <li>• Take advantage of planned events</li> <li>• Promote and support peer-to-peer communications</li> <li>• Facilitation and process coordination.</li> <li>• Assist Functional Manager to coordinate, collate and distribute project information.</li> <li>• Assist Functional Manager to develop and maintain a project plan.</li> <li>• Assist Functional Manager to define</li> </ul>

<b>Name/ Title/ Organization</b>	<b>Role</b>	<b>Responsibility</b>
William Mosher (Bill) (Continued)		<p>objectives, priorities for the project.</p> <ul style="list-style-type: none"> <li>• Assist Functional Manager as a liaison with the blackboard consultants.</li> <li>• Assist Functional Manager to track project activities and assess impact of scheduled deviations.</li> <li>• Assist Functional Manager to ensure project success</li> <li>• Develop and deploy management processes</li> <li>• Develop and deploy escalation paths</li> <li>• Overall project management concerns and work team coordination</li> <li>• Communication (within groups; with Blackboard and other 3<sup>rd</sup> parties)</li> <li>• Issue Management and Status reporting</li> <li>• Project development and documentation standards</li> <li>• Business process and policy</li> </ul>

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## 1.2 Stakeholder Contact Information

The following table contains contact information for major stakeholders.

Name/ Title/ Organization	Role	Phone	e-mail
Adela Gonzalez	<ul style="list-style-type: none"> <li>• Project Administration Team (NVC)</li> <li>• Communication Strategy and Delivery Team</li> <li>• Training and Support Team</li> <li>• Tracking and Reporting Team</li> </ul>	348-2155	adgonzal@accd.edu
Amita Mahajan	<ul style="list-style-type: none"> <li>• Vista System Technical Implementation Team Lead</li> <li>• Project Administration Team (Dist)</li> </ul>	220-1530	amahajan@accd.edu
Amy Glenn	<ul style="list-style-type: none"> <li>• Teaching &amp; Learning Team (NLC)</li> </ul>	590-5466	aglenn@accd.edu
Andi Berry	<ul style="list-style-type: none"> <li>• Tracking and Reporting Team (Dist)</li> </ul>	563-7384	aberry@accd.edu
Anita Solis	<ul style="list-style-type: none"> <li>• Project Administration Team (PAC)</li> <li>• Communication Strategy &amp; Delivery Team</li> <li>• Teaching &amp; learning Team</li> <li>• Training and Support Team</li> </ul>	921-5274	-

Name/ Title/ Organization	Role	Phone	e-mail
April Zimmerman	<ul style="list-style-type: none"> <li>• Project Administration Team (Dist)</li> <li>• Vista System Technical Implementation Team</li> <li>• Communication Strategy and Delivery Team</li> <li>• Training and Support Team (Team Lead)</li> </ul>	220-1522	azimmerm5@mail.accd.edu
Arne Saustrup	<ul style="list-style-type: none"> <li>• Vista System Technical Implementation Team (Dist)</li> </ul>	220-1551	saustrup@accd.edu
Audrey Mosley (Dr.)	<ul style="list-style-type: none"> <li>• Communication Strategy and Delivery Team (SPC)</li> <li>• Teaching &amp; Learning Team</li> </ul>	531-3372	amosley@accd.edu
Bess Porter	<ul style="list-style-type: none"> <li>• Project Administration Team (SPC)</li> </ul>	531-3425	bporter@accd.edu
Beth Lewis (Dr.)	<ul style="list-style-type: none"> <li>• Executive Steering Committee (NEC)</li> </ul>	590-5428	blewis@accd.edu
Bruce Norton	<ul style="list-style-type: none"> <li>• Teaching &amp; Learning Team (SPC)</li> </ul>	733-2159	bnorton@accd.edu
Carol Keller	<ul style="list-style-type: none"> <li>• Teaching &amp; Learning Team Leader (SAC)</li> </ul>	733-2566	ckeller@accd.edu
Charles Burmeister (Dr.)	<ul style="list-style-type: none"> <li>• Executive Sponsor (Dist)</li> <li>• Executive Steering Committee</li> </ul>	220-1655	charles@accd.edu
Dan Melgoza	<ul style="list-style-type: none"> <li>• Training and Support Team (SAC)</li> </ul>	733-2188	dmelgoza

Name/ Title/ Organization	Role	Phone	e-mail
Denise Tolan	<ul style="list-style-type: none"> <li>Teaching &amp; Learning Team (NVC)</li> </ul>	348-2245	dtolan@accd.edu
Duncan Perez	<ul style="list-style-type: none"> <li>Training and Support Team (PAC)</li> </ul>	210-921-5532	dperez@accd.edu
Ed Hagen	<ul style="list-style-type: none"> <li>Executive Steering Committee (PAC)</li> </ul>	921-5161	ghagen@accd.edu
Frank Landin	<ul style="list-style-type: none"> <li>Vista System Technical Implementation Team (Dist)</li> </ul>	220-1672	flandin@accd.edu
Frances Jenks	<ul style="list-style-type: none"> <li>Training and Support Team (NVC)</li> </ul>	348-2133	fjenks@accd.edu
Fred Kinman	<ul style="list-style-type: none"> <li>Teaching &amp; Learning Team (SAC)</li> </ul>	344-2422	fkinman@mail.accd.edu
Helen Torres	<ul style="list-style-type: none"> <li>Project Administration Team (SAC)</li> <li>Communication Strategy and Delivery Team</li> <li>Tracking and Reporting Team</li> </ul>	733-2045	htorres@accd.edu
Irene Sanchez	<ul style="list-style-type: none"> <li>Project Administration Team (Dist)</li> </ul>	220-1533	irsanche@accd.edu
Jackie Claunch	<ul style="list-style-type: none"> <li>Executive Steering Committee (NVC)</li> </ul>	348-2001	jchaunch@accd.edu
Jesse Martinez	<ul style="list-style-type: none"> <li>Vista System Technical Implementation Team (Dist)</li> </ul>	220-1621	jemartin@accd.edu
John Carnes (Dean)	<ul style="list-style-type: none"> <li>Teaching &amp; Learning Team (SPC)</li> </ul>	531-3445	jcarnes@accd.edu
John Hernandez (Dr.)	<ul style="list-style-type: none"> <li>Teaching &amp; Learning Team (PAC)</li> </ul>	921-5037	jhernand@accd.edu

Name/ Title/ Organization	Role	Phone	e-mail
Julia Briggs (Dr.)	<ul style="list-style-type: none"> <li>• Executive Steering Committee (SPC)</li> </ul>	531-3510	jbriggs@ accd.edu
Julie Bajusz	<ul style="list-style-type: none"> <li>• Project Administration Team (Distance Learning Coordinator NVC)</li> <li>• Communication Strategy and Delivery Team</li> <li>• Teaching &amp; Learning Team</li> </ul>	348-2255	jbajusz@ accd.edu
Karen Sides	<ul style="list-style-type: none"> <li>• Communications Strategy and Delivery Team (SPC)</li> </ul>	531-3355	ksidesgo@ accd.edu
Laura Reza Hernandez (Dr.)	<ul style="list-style-type: none"> <li>• Project Administration Team (NLC)</li> <li>• Training &amp; Support Team</li> <li>• Communication Strategy &amp; Delivery Team</li> <li>• Tracking &amp; Reporting Team</li> <li>• Teaching &amp; Learning Team</li> </ul>	547-8021	Lreza- hernande@ mail.accd .edu
Laurie Carranza	<ul style="list-style-type: none"> <li>• Project Administration Team (Dist)</li> <li>• Tracking and Reporting Team Lead</li> </ul>	220-1535	lcarranza5@ accd.edu
Maritha Burmeister (Dr.)	<ul style="list-style-type: none"> <li>• Tracking and Reporting Team (SPC)</li> </ul>	531-3370	burmistr@ accd.edu
Maxine Cuellar	<ul style="list-style-type: none"> <li>• Tracking and Reporting Team (NVC)</li> </ul>	348-2180	mcuellar@ accd.edu

<b>Name/ Title/ Organization</b>	<b>Role</b>	<b>Phone</b>	<b>e-mail</b>
Melissa Vasquez	<ul style="list-style-type: none"> <li>• Training and Support Team (SPC)</li> </ul>	531-3528	Mvasquez49@mail.accd.edu
Mike Alvarado	<ul style="list-style-type: none"> <li>• Training and Support Team (SAC)</li> </ul>	733-2188	Micalvar@accd.edu
Oscar Flores	<ul style="list-style-type: none"> <li>• Vista System technical Implementation Team (Dist)</li> </ul>	220-1665	oflores@accd.edu
Paul Gonzalez	<ul style="list-style-type: none"> <li>• Vista System Technical Implementation Team</li> <li>• Communication Strategy and Delivery Team</li> <li>• Training and Support Team</li> <li>• Project Administration Team</li> </ul>	563-7402	pgonzalez94@accd.edu
Pat Bennett	<ul style="list-style-type: none"> <li>• Vista System Technical Implementation Team (Dist)</li> </ul>	220-1542	pbennett@accd.edu
Randy Klein	<ul style="list-style-type: none"> <li>• Vista System Technical Implementation Team (Dist)</li> </ul>	220-1546	klein@accd.edu
Reese Hearn	<ul style="list-style-type: none"> <li>• Project Administration Team (SPC)</li> <li>• Communication Strategy and Delivery Team</li> <li>• Training and Support Team</li> </ul>	531-3537	mhearn@accd.edu
Robert Aguinaga	<ul style="list-style-type: none"> <li>• Tracking and Reporting Team (PAC)</li> </ul>	921-5303	raguinaga7@mail.accd.edu

Name/ Title/ Organization	Role	Phone	e-mail
Robert Garza	<ul style="list-style-type: none"> <li>• Project Administration Team (PAC)</li> <li>• Communication Strategy and Delivery Team</li> <li>• Tracking and Reporting Team</li> </ul>	921-5494	robogarz@accd.edu
Rodney Toliver	<ul style="list-style-type: none"> <li>• Tracking and Reporting Team (SPC)</li> </ul>	531-4631	rtoliver@accd.edu
Roger Castro	<ul style="list-style-type: none"> <li>• Vista System Technical Implementation Team (Dist)</li> </ul>	220-1564	rocastro@accd.edu
Ruben Flores (Dean)	<ul style="list-style-type: none"> <li>• Executive Steering Committee (SAC)</li> </ul>	733-2475	rflores@accd.edu
Sandra Caceres	<ul style="list-style-type: none"> <li>• Project Administration Team (Instructional Designer SAC)</li> <li>• Communication Strategy &amp; Delivery Team</li> </ul>	733-2188	scaceres@accd.edu
Sonia Valdez	<ul style="list-style-type: none"> <li>• Tracking and Reporting Team (SAC)</li> </ul>	733-2105	svaldez@accd.edu
Thomas Raymond	<ul style="list-style-type: none"> <li>• Project Administration Team (NLC)</li> <li>• Communications Strategy and Delivery Team</li> <li>• Training and Support Team</li> </ul>	590-5474	traymond@accd.edu
Usha Venkat	<ul style="list-style-type: none"> <li>• Executive Steering Committee</li> <li>• Functional Manager (Dist)</li> <li>• Co-Project Manager</li> </ul>	220-1620	uvenkat@mail.accd.edu

Name/ Title/ Organization	Role	Phone	e-mail
Usha Venkat (Continued)	<ul style="list-style-type: none"> <li>• Project Administration Team</li> <li>• Project Implementation Team</li> <li>• Vista System Technical Implementation Team Lead Communication Strategy and Delivery Team (Team Lead)</li> <li>• Training and Support Team</li> </ul>		
Vanitha Elango	<ul style="list-style-type: none"> <li>• Tracking and Reporting Team (Dist)</li> </ul>	220-1647	velango@accd.edu
Walter Charlton	<ul style="list-style-type: none"> <li>• Vista System Technical Implementation Team (Dist)</li> </ul>	220-1543	wcharlton2@accd.edu
William Mosher (Bill)	<ul style="list-style-type: none"> <li>• Executive Steering Committee</li> <li>• Co-Project Manager</li> <li>• Project Administration Team (Project Management Professional) (Dist)</li> </ul>	220-1603	wmosher1@mail.accd.edu

### 1.3 Stakeholder Information Requirements

The table below identifies each stakeholder. It further specifies the information required to keep stakeholders informed and enable them to fulfill their project roles and responsibilities. The table also, specifies the timeframe, frequency, or trigger for distribution of the information.

Stakeholder Role	Stakeholder Information Requirements	Stakeholder Information Requirement Description	Timeframe / Frequency / Trigger
Executive Sponsor(s)	<ul style="list-style-type: none"> <li>• Authorization documentation,</li> <li>• Planning information, Status updates</li> </ul>	<ul style="list-style-type: none"> <li>• Project Charter</li> <li>• Project Briefing</li> <li>• Status Reports</li> </ul>	<ul style="list-style-type: none"> <li>• One-time,</li> <li>• Weekly</li> <li>• As required</li> </ul>
Executive Steering Committee	<ul style="list-style-type: none"> <li>• Authorization documentation,</li> <li>• Planning information, Status updates</li> </ul>	<ul style="list-style-type: none"> <li>• Project Charter</li> <li>• Project Briefing</li> <li>• Status Reports</li> </ul>	<ul style="list-style-type: none"> <li>• One-time,</li> <li>• By-Monthly</li> <li>• As required</li> </ul>
Functional Manager	<ul style="list-style-type: none"> <li>• Planning information</li> <li>• Component delivery status</li> <li>• Application area knowledge</li> <li>• Standards &amp; regulations</li> <li>• Project environment</li> </ul>	<ul style="list-style-type: none"> <li>• Project Charter</li> <li>• Project Management Plan w/schedule</li> <li>• Project Communication Plan</li> <li>• Project Risk Plan</li> <li>• Project Test Plan</li> <li>• Project Briefing</li> <li>• Status Reports</li> <li>• Issue Log</li> <li>• Change Log</li> <li>• Test Results</li> <li>• Project Close-out Report</li> <li>• Best Practice Review</li> </ul>	<ul style="list-style-type: none"> <li>• One-time</li> <li>• Weekly</li> <li>• As required</li> </ul>
Project Management Professional	<ul style="list-style-type: none"> <li>• Authorization documentation,</li> <li>• Planning information</li> <li>• Application area knowledge</li> <li>• Project environment</li> <li>• Standards &amp; regulations</li> </ul>	<ul style="list-style-type: none"> <li>• Project Charter</li> <li>• Project Management Plan w/schedule</li> <li>• Project Communication Plan</li> <li>• Project Risk Plan</li> <li>• Project Test Plan</li> </ul>	<ul style="list-style-type: none"> <li>• One-time</li> <li>• Weekly</li> <li>• As required</li> </ul>

Stakeholder Role	Stakeholder Information Requirements	Stakeholder Information Requirement Description	Timeframe / Frequency / Trigger
PMP (Continued)	<ul style="list-style-type: none"> <li>• Status updates</li> </ul>	<ul style="list-style-type: none"> <li>• Project Briefing</li> <li>• Status Reports</li> <li>• Issue Log</li> <li>• Change Log</li> <li>• Test Results</li> <li>• Project Close-out Report</li> <li>• Best Practice Review</li> </ul>	
Project Administration Team Member	<ul style="list-style-type: none"> <li>• Authorization documentation,</li> <li>• Planning information</li> <li>• Application area knowledge</li> <li>• Project environment</li> <li>• Standards &amp; regulations</li> <li>• Status updates</li> </ul>	<ul style="list-style-type: none"> <li>• Project Charter</li> <li>• Project Management Plan w/schedule</li> <li>• Project Communication Plan</li> <li>• Project Risk Plan</li> <li>• Project Test Plan</li> <li>• Project Briefing</li> <li>• Status Reports</li> <li>• Issue Log</li> <li>• Change Log</li> <li>• Test Results</li> <li>• Project Close-out Report</li> <li>• Best Practice Review</li> </ul>	<ul style="list-style-type: none"> <li>• One-time</li> <li>• Weekly</li> <li>• As required</li> </ul>
Technical Implementation Team member	<ul style="list-style-type: none"> <li>• Authorization documentation,</li> <li>• Planning information</li> <li>• Application area knowledge</li> <li>• Project environment</li> <li>• Standards &amp; regulations</li> </ul>	<ul style="list-style-type: none"> <li>• Project Charter</li> <li>• Project Management Plan w/schedule</li> <li>• Project Communication Plan</li> <li>• Project Risk Plan</li> </ul>	<ul style="list-style-type: none"> <li>• One-time</li> <li>• Weekly</li> <li>• As required</li> </ul>

Stakeholder Role	Stakeholder Information Requirements	Stakeholder Information Requirement Description	Timeframe / Frequency / Trigger
Technical Implementation Team member (Continued)	<ul style="list-style-type: none"> <li>• Status updates</li> </ul>	<ul style="list-style-type: none"> <li>• Project Test Plan</li> <li>• Project Briefing</li> <li>• Status Reports</li> <li>• Issue Log</li> <li>• Change Log</li> <li>• Test Results</li> </ul>	
Training & Support Team Member (Continued)	<ul style="list-style-type: none"> <li>• Authorization documentation,</li> <li>• Planning information</li> <li>• Application area knowledge</li> <li>• Project environment</li> <li>• Standards &amp; regulations</li> <li>• Status updates</li> </ul>	<ul style="list-style-type: none"> <li>• Project Charter</li> <li>• Project Management Plan</li> <li>• Project Communication Plan</li> <li>• Project Risk Plan</li> <li>• Project Briefing</li> <li>• Status Reports</li> <li>• Issue Log</li> <li>• Change Log</li> <li>• Best Practice Review</li> </ul>	<ul style="list-style-type: none"> <li>• One-time</li> <li>• Weekly</li> <li>• As required</li> </ul>
Communication Strategy & Delivery Team Member	<ul style="list-style-type: none"> <li>• Authorization documentation,</li> <li>• Planning information</li> <li>• Application area knowledge</li> <li>• Project environment</li> <li>• Standards &amp; regulations</li> <li>• Status updates</li> </ul>	<ul style="list-style-type: none"> <li>• Project Charter</li> <li>• Project Management Plan w/schedule</li> <li>• Project Communication Plan</li> <li>• Project Risk Plan</li> <li>• Project Briefing</li> <li>• Status Reports</li> <li>• Issue Log</li> <li>• Change Log</li> <li>• Best Practice Review</li> </ul>	<ul style="list-style-type: none"> <li>• One-time</li> <li>• Weekly</li> <li>• As required</li> </ul>

Stakeholder Role	Stakeholder Information Requirements	Stakeholder Information Requirement Description	Timeframe / Frequency / Trigger
Tracking & Reporting Team Member	<ul style="list-style-type: none"> <li>• Authorization documentation,</li> <li>• Planning information</li> <li>• Application area knowledge</li> <li>• Project environment</li> <li>• Standards &amp; regulations</li> <li>• Status updates</li> </ul>	<ul style="list-style-type: none"> <li>• Project Charter</li> <li>• Project Management Plan</li> <li>• Project Communication Plan</li> <li>• Project Risk Plan</li> <li>• Project Briefing</li> <li>• Status Reports</li> <li>• Issue Log</li> <li>• Change Log</li> <li>• Best Practice Review</li> </ul>	<ul style="list-style-type: none"> <li>• One-time</li> <li>• Weekly</li> <li>• As required</li> </ul>
Teaching & Learning Team Member	<ul style="list-style-type: none"> <li>• Authorization documentation,</li> <li>• Planning information</li> <li>• Application area knowledge</li> <li>• Project environment</li> <li>• Standards &amp; regulations</li> <li>• Status updates</li> </ul>	<ul style="list-style-type: none"> <li>• Project Charter</li> <li>• Project Management Plan</li> <li>• Project Communication Plan</li> <li>• Project Risk Plan</li> <li>• Project Briefing</li> <li>• Status Reports</li> <li>• Issue Log</li> <li>• Change Log</li> <li>• Best Practice Review</li> </ul>	<ul style="list-style-type: none"> <li>• One-time</li> <li>• Weekly</li> <li>• As required</li> </ul>
Facility	<ul style="list-style-type: none"> <li>• Authorization documentation,</li> <li>• Planning information</li> <li>• Application area knowledge</li> <li>• Status updates</li> </ul>	<ul style="list-style-type: none"> <li>• Project Charter</li> <li>• Project Briefing</li> <li>• Status Reports</li> <li>• Project Announcement</li> <li>• Product / Project Announcement</li> </ul>	<ul style="list-style-type: none"> <li>• One-time</li> <li>• Weekly</li> <li>• As Required</li> <li>• Start of semester</li> <li>• Once a semester</li> <li>•</li> </ul>

Stakeholder Role	Stakeholder Information Requirements	Stakeholder Information Requirement Description	Timeframe / Frequency / Trigger
Facility (Continued)		<ul style="list-style-type: none"> <li>• Town Hall Meeting – Faculty presentation</li> <li>• End User Blackboard Vista Website</li> <li>• Project Website</li> <li>• Annual Technology Event</li> <li>• Onsite Information Open Workshops</li> <li>• IT Newsletter</li> <li>• Awareness Video</li> </ul>	<ul style="list-style-type: none"> <li>• Once a year (Mid Spring)</li> <li>• Once a year (Mid Fall)</li> </ul>
Student	<ul style="list-style-type: none"> <li>• Authorization documentation,</li> <li>• Planning information</li> <li>• Application area knowledge</li> <li>• Status updates</li> </ul>	<ul style="list-style-type: none"> <li>• Project Charter</li> <li>• Project Briefing</li> <li>• Status Reports</li> <li>• Project Announcement</li> <li>• Product / Project Announcement</li> <li>• Town Hall Meeting</li> <li>• Current Student Orientation presentation</li> <li>• New Student Orientation presentation</li> </ul>	<ul style="list-style-type: none"> <li>• One-time</li> <li>• Weekly</li> <li>• As Required</li> <li>• Start of semester</li> <li>• Once a semester (One week prior to start of the semester)</li> <li>• Once a year (Mid Spring)</li> <li>• Once a year (Mid Fall)</li> </ul>

Stakeholder Role	Stakeholder Information Requirements	Stakeholder Information Requirement Description	Timeframe / Frequency / Trigger
Student (Continued)		<ul style="list-style-type: none"> <li>• End User Blackboard Vista Website</li> <li>• Project Website</li> <li>• Annual Technology Event</li> <li>• Onsite Information Open Workshops</li> <li>• IT Newsletter</li> <li>• Awareness Video</li> </ul>	

## Section 2. Project Information Collection, Reporting, and Distribution

This section consists of three components. The first component relates to information that needs to be collected and reported. The second component consists of information distribution, storage, and disposition. The final and third component consists of distribution groups.

### 2.1 Information Collection and Reporting

The following information must be collected, summarized, and reported in order to produce the communication outputs that fulfill the stakeholder information requirements.

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Information Requirement	Project Authorization
Information Provider	ACCD IT Project Managers
Collection Timeframe / Frequency / Trigger	Authorization to start project. Developed one-time during initiation process group.
Collection Method	Collection of qualitative data through interviews, observations, and assessments – Specific data elements are: problem statement, project description, project scope, assumptions, project authority & milestones, and project organization
Reporting / documentation Method	MS Word document (.doc file)
Report / Document Title	eLearning Project Charter

Information Requirement	Project Management Planning
Information Provider	Project Management Administration Team
Collection Timeframe / Frequency / Trigger	Developed one-time during planning process group. Determined by master schedule.
Collection Method	Collection of qualitative & quantitative data through interviews, observations, and assessments. Specific data elements are: project description, project scope, assumptions, constraints, project organization, Project life cycle, methods, tools, and techniques, estimation methods, works activities, schedule allocation, resource plan, monitoring and control, quality management
Reporting / documentation Method	MS Word document (.doc file) and MS Project Schedule (.mpp file)
Report / Document Title	eLearning Project Management Plan

Information Requirement	Project Communication
Information Provider	Communication and Delivery Team
Collection Timeframe / Frequency / Trigger	Developed one-time during planning process group. Determined by master schedule.
Collection Method	Collection of qualitative data through interviews, observations, and assessments. Specific data elements are: Stakeholder roles and responsibilities, Stakeholder contact information, stakeholder information requirements, Information collection and reporting, Information distribution – storage and disposition, distribution groups
Reporting / documentation Method	MS Word document (.doc file)
Report / Document Title	eLearning Project Communication Management Plan

Information Requirement	Project Testing
Information Provider	Project Administration Team
Collection Timeframe / Frequency / Trigger	Developed one-time during planning process group. Determined by master schedule.
Collection Method	Collection of qualitative and quantitative data through interviews, observations, and assessments. Specific data elements are: test objectives, test scope and approach, test methodology, phases of testing, test schedule, test monitoring and reporting
Reporting / documentation Method	MS Word document (.doc file)
Report / Document Title	eLearning Project Test Plan

Information Requirement	Test Steps & Procedures
Information Provider	Vista System Technical Implementation Team
Collection Timeframe / Frequency / Trigger	Developed one-time during execution process group. Determined by master schedule.
Collection Method	Collection of qualitative and quantitative data through interviews, observations, and assessments. Specific data elements are: Requirements traceability matrix, and test scenarios
Reporting / documentation Method	MS Word document (.doc file)
Report / Document Title	eLearning Project Test Steps & Procedures

Information Requirement	Test Results
Information Provider	Vista System Technical Implementation Team
Collection Timeframe / Frequency / Trigger	At completion of testing for each roll-out. Determined by master schedule.
Collection Method	Collection of qualitative and quantitative data through the testing assessment process
Reporting / documentation Method	MS Word document (.doc file)
Report / Document Title	eLearning Project Test Results

Information Requirement	Project Risks
Information Provider	ACCD IT Project Managers
Collection Timeframe / Frequency / Trigger	Developed one-time during planning process group (Determined by master schedule). Updated as required
Collection Method	Collection of qualitative and quantitative data through interviews, observations, and assessments. Specific data elements are: risk management approach, Risk assessment, risk analysis, risk response actions, risk monitoring and control
Reporting / documentation Method	MS Word document (.doc file)
Report / Document Title	eLearning Project Risk Management Plan

Information Requirement	Project Issues
Information Provider	ACCD IT Project Managers
Collection Timeframe / Frequency / Trigger	Initial documents developed one-time during monitoring and control process. Determined by master schedule. Updated as required
Collection Method	Collection of qualitative and quantitative data through interviews, observations, and assessments.
Reporting / documentation Method	MS Word document (.doc file)
Report / Document Title	eLearning Project Issue Log

Information Requirement	Project Changes
Information Provider	ACCD IT Project Managers
Collection Timeframe / Frequency / Trigger	Initial documents developed one-time during monitoring and control process group. Determined by master schedule. Updated as required
Collection Method	Collection of qualitative and quantitative data through interviews, observations, and assessments.
Reporting / documentation Method	MS Word document (.doc file)
Report / Document Title	eLearning Project Change Log

Information Requirement	Project Close-out
Information Provider	ACCD IT Project Managers
Collection Timeframe / Frequency / Trigger	Developed one-time during monitoring and close process group. Determined by master schedule. Updated as required
Collection Method	Collection of qualitative and quantitative data through interviews, observations, and assessments.
Reporting / documentation Method	MS Word document (.doc file)
Report / Document Title	eLearning Project Close-out Report

Information Requirement	Post Implementation Review
Information Provider	ACCD IT Project Managers
Collection Timeframe / Frequency / Trigger	Developed one-time during close process group. Determined by master schedule.
Collection Method	Collection of qualitative and quantitative data through interviews, observations, and assessments.
Reporting / documentation Method	MS Word document (.doc file)
Report / Document Title	eLearning Project Post Implementation Review of Business Outcomes

Information Requirement	Project Training
Information Provider	Training & Support Team
Collection Timeframe / Frequency / Trigger	Developed one-time during planning process group. Determined by master schedule.
Collection Method	Collection of qualitative and quantitative data through interviews, observations, and assessments.
Reporting / documentation Method	MS Word document (.doc file)
Report / Document Title	eLearning Project Training Plan

Information Requirement	Project Announcement/Kickoff Meeting
Information Provider	ACCD IT Client Services & ACCD IT Communication and Delivery Team
Collection Timeframe / Frequency / Trigger	Developed one-time during planning process group. Determined by master schedule.
Collection Method	Collection of qualitative and quantitative data through interviews, observations, and assessments.
Reporting / documentation Method	MS PowerPoint document (.ppt file)
Report / Document Title	Project Announcement/Kickoff presentation

Information Requirement	Product/Project Announcement Meeting
Information Provider	College Distance Education Group or College Innovation Center
Collection Timeframe / Frequency / Trigger	Developed one-time during planning process group. Once Training Server and Production Server are up.
Collection Method	Collection of qualitative and quantitative data through interviews, observations, and assessments.
Reporting / documentation Method	MS PowerPoint document (.ppt file)
Report / Document Title	Product/Project Announcement presentation

Information Requirement	Project Status
Information Provider	Training & Support Team
Collection Timeframe / Frequency / Trigger	Developed every 30 days during monitoring and control process group. Determined by master schedule.
Collection Method	Collection of qualitative and quantitative data through interviews, observations, and assessments.
Reporting / documentation Method	MS Word document (.doc file) MS PowerPoint document (.ppt file)
Report / Document Title	eLearning Project Status Reports / Project Status Update Meetings

Information Requirement	New Faculty Orientation
Information Provider	IT Client Services / Communication and Delivery Team
Collection Timeframe / Frequency / Trigger	Every Semester
Collection Method	Collection of qualitative and quantitative data through interviews, observations, and assessments.
Reporting / documentation Method	MS Word document (.doc file) MS PowerPoint document (.ppt file)
Report / Document Title	New Faculty Orientation Presentation (.ppt file)

Information Requirement	Town Hall status update
Information Provider	IT Client Services / Communication and Delivery Team
Collection Timeframe / Frequency / Trigger	Developed 60 days after project kickoff. Determined by master schedule.
Collection Method	Collection of qualitative and quantitative data through interviews, observations, and assessments.
Reporting / documentation Method	MS Word document (.doc file) MS PowerPoint document (.ppt file)
Report / Document Title	Town Hall Meeting – Faculty presentation

Information Requirement	Current Student Orientations
Information Provider	Communication and Delivery Team and Training & Support Team
Collection Timeframe / Frequency / Trigger	Once every Semester. One Week prior to start of the semester.
Collection Method	Collection of qualitative and quantitative data through interviews, observations, and assessments.
Reporting / documentation Method	MS Word document (.doc file) MS PowerPoint document (.ppt file) Vista course environment
Report / Document Title	Current Student Orientation presentation

Information Requirement	New Student Orientations
Information Provider	Communication and Delivery Team and Training & Support Team
Collection Timeframe / Frequency / Trigger	Once every Semester.
Collection Method	Collection of qualitative and quantitative data through interviews, observations, and assessments.
Reporting / documentation Method	MS Word document (.doc file) MS PowerPoint document (.ppt file) Vista Course Environment
Report / Document Title	New Student Orientation presentation

Information Requirement	Information Webinars for special offsite audience
Information Provider	Communication and Delivery Team
Collection Timeframe / Frequency / Trigger	Monthly
Collection Method	Collection of qualitative and quantitative data through interviews, observations, and assessments.
Reporting / documentation Method	MS Word document (.doc file) MS PowerPoint document (.ppt file) Elluminate Environment
Report / Document Title	Project/Product Status Update

Information Requirement	Information to End-users (All Stakeholders)
Information Provider	Communication and Delivery Team & IT Multimedia Team
Collection Timeframe / Frequency / Trigger	Ongoing updates during implementation and operation
Collection Method	Collection of qualitative and quantitative data through interviews, observations, and assessments.
Reporting / documentation Method	MS Word document (.doc file) MS PowerPoint document (.ppt file) End-user web site
Report / Document Title	End-user Blackboard Vista Website

Information Requirement	Information to Project Team (All Project Related Stakeholders)
Information Provider	Communication and Delivery Team & IT Multimedia Team
Collection Timeframe / Frequency / Trigger	Ongoing updates during implementation and operation
Collection Method	Collection of qualitative and quantitative data through interviews, observations, and assessments.
Reporting / documentation Method	MS Word document (.doc file) MS PowerPoint document (.ppt file) Wiki based project web site
Report / Document Title	Project Website

Information Requirement	Annual Technology Event - Faculty
Information Provider	Communication and Delivery Team & ACCD IT and IIC
Collection Timeframe / Frequency / Trigger	Once a year (Mid Fall)
Collection Method	Collection of qualitative and quantitative data through interviews, observations, and assessments.
Reporting / documentation Method	MS Word document (.doc file) MS PowerPoint document (.ppt file)
Report / Document Title	Annual Technology Event

Information Requirement	Onsite Informational Open Workshops
Information Provider	Communication and Delivery Team & ACCD IT and IIC
Collection Timeframe / Frequency / Trigger	Once a year (Mid Spring)
Collection Method	Collection of qualitative and quantitative data through interviews, observations, and assessments.
Reporting / documentation Method	MS Word document (.doc file) MS PowerPoint document (.ppt file)
Report / Document Title	Onsite Informational Open Workshops

Information Requirement	IT Newsletter
Information Provider	Communication and Delivery Team & ACCD IT and IIC
Collection Timeframe / Frequency / Trigger	Start of a semester
Collection Method	Collection of qualitative and quantitative data through interviews, observations, and assessments.
Reporting / documentation Method	MS Word document (.doc file) MS PowerPoint document (.ppt file)
Report / Document Title	Onsite Informational Open Workshops

Information Requirement	Awareness Videos
Information Provider	Communication and Delivery Team & ACCD IT and IIC
Collection Timeframe / Frequency / Trigger	One-time, 90 days after project kickoff
Collection Method	Collection of qualitative and quantitative data through interviews, observations, and assessments.
Reporting / documentation Method	RealNetworks streaming video
Report / Document Title	Awareness Video

**2.2 Information Distribution, Storage, and Disposition**

For each document listed above the following associated distribution, storage, and disposition details are provided.

Report / Document Title	eLearning Project Charter
Target Audience	Project Stakeholders / CIP Oversight Group
Primary Notification / Distribution Method	ACCD IT Projects Web Site
Secondary Notification / Distribution Method	Project Notebook
Timeframe / Frequency / Trigger	Developed one-time during initiation process group. Determined by master schedule. Updated as required
Storage / Disposition	ACCD File Share and Project Website

Report / Document Title	eLearning Project Management Plan (with and without schedule)
Target Audience	Project Stakeholders / CIP Oversight Group
Primary Notification / Distribution Method	ACCD IT Projects Web Site
Secondary Notification / Distribution Method	Project Notebook
Timeframe / Frequency / Trigger	Developed one-time during planning process group. Determined by master schedule.
Storage / Disposition	ACCD File Share and Project Website

Report / Document Title	eLearning Project Communication Plan
Target Audience	Project Stakeholders / CIP Oversight Group
Primary Notification / Distribution Method	ACCD IT Projects Web Site
Secondary Notification / Distribution Method	Project Notebook
Timeframe / Frequency / Trigger	Developed one-time during planning process group. Determined by master schedule.
Storage / Disposition	ACCD File Share and Project Website

Report / Document Title	eLearning Project Test Plan
Target Audience	Project Stakeholders / CIP Oversight Group
Primary Notification / Distribution Method	ACCD IT Projects Web Site
Secondary Notification / Distribution Method	Project Notebook
Timeframe / Frequency / Trigger	Developed one-time during execution process group. Determined by master schedule.
Storage / Disposition	ACCD File Share and Project Website

Report / Document Title	eLearning Project Test Steps & Procedures
Target Audience	Project Stakeholders
Primary Notification / Distribution Method	Project Notebook
Secondary Notification / Distribution Method	Not Applicable
Timeframe / Frequency / Trigger	Developed one-time during execution process group. Determined by master schedule. Updated as required
Storage / Disposition	ACCD File Share

Report / Document Title	eLearning Project Test Results
Target Audience	Appropriate project stakeholders
Primary Notification / Distribution Method	Project Notebook
Secondary Notification / Distribution Method	Not Applicable
Timeframe / Frequency / Trigger	Developed one-time during execution process group. Determined by master schedule.
Storage / Disposition	ACCD File Share

Report / Document Title	eLearning Project Risk Management Plan
Target Audience	Project Stakeholders / CIP Oversight Group
Primary Notification / Distribution Method	Project Notebook
Secondary Notification / Distribution Method	Not appropriate
Timeframe / Frequency / Trigger	Developed one-time during planning process group. Determined by master schedule. Updated as required
Storage / Disposition	ACCD File Share and Project Website

Report / Document Title	eLearning Project Issue Log
Target Audience	Appropriate project stakeholders
Primary Notification / Distribution Method	Project Notebook
Secondary Notification / Distribution Method	Not Applicable
Timeframe / Frequency / Trigger	Developed one-time during monitoring and control process group. Determined by master schedule. Updated as required
Storage / Disposition	ACCD File Share

Report / Document Title	eLearning Project Change Log
Target Audience	Appropriate project stakeholders
Primary Notification / Distribution Method	Project Notebook
Secondary Notification / Distribution Method	Not Applicable
Timeframe / Frequency / Trigger	Developed one-time during monitoring and control process group. Determined by master schedule. Updated as required
Storage / Disposition	ACCD File Share

Report / Document Title	eLearning Project Close-out Report
Target Audience	Appropriate Project Stakeholders and CIP Oversight Group
Primary Notification / Distribution Method	ACCD IT Projects Web Site
Secondary Notification / Distribution Method	Project Notebook
Timeframe / Frequency / Trigger	Developed one-time during close process group. Determined by master schedule
Storage / Disposition	ACCD File Share

Report / Document Title	eLearning Project Post Implementation Review of Business Outcomes
Target Audience	Appropriate Project Stakeholders and CIP Oversight Group
Primary Notification / Distribution Method	ACCD IT Projects Web Site
Secondary Notification / Distribution Method	Project Notebook
Timeframe / Frequency / Trigger	Developed one-time during close process group. Determined by master schedule
Storage / Disposition	ACCD File Share

Report / Document Title	Project Training Plan
Target Audience	Appropriate Project Stakeholders and CIP Oversight Group
Primary Notification / Distribution Method	ACCD IT Projects Web Site
Secondary Notification / Distribution Method	Project Notebook
Timeframe / Frequency / Trigger	Developed one-time during close process group. Determined by master schedule
Storage / Disposition	ACCD File Share and Project Website

Report / Document Title	Project Announcement / Kickoff Meeting
Target Audience	Chancellor’s Executive Council, College Executive Team, Faculty Town Hall Meeting – Convocation Week, Faculty Senate Meetings (Optional), College eLearning/Distance Education Group, Academic Division Meeting (Optional)
Primary Notification / Distribution Method	Face to Face Meeting
Secondary Notification / Distribution Method	Not Appropriate
Timeframe / Frequency / Trigger	Developed one-time during close process group. Determined by master schedule
Storage / Disposition	ACCD File Share & ACCD IT Project Web Site

Report / Document Title	Project/Product Announcement Meeting
Target Audience	Department Meeting
Primary Notification / Distribution Method	Face to Face Meeting
Secondary Notification / Distribution Method	Not Appropriate
Timeframe / Frequency / Trigger	Developed one-time or As needed
Storage / Disposition	Project Website

Report / Document Title	Project Status Update Meetings
Target Audience	All Stakeholders, Project Administration Group, Executive Steering Committee
Primary Notification / Distribution Method	Webinars Face-to-Face Meetings Project Status Report Project Notebook
Secondary Notification / Distribution Method	ACCD IT Projects Web Site ACCD File Share
Timeframe / Frequency / Trigger	30 Days After Project Kickoff
Storage / Disposition	ACCD IT Projects Web Site and ACCD File Share

Report / Document Title	New Faculty Orientation
Target Audience	New Faculty
Primary Notification / Distribution Method	Face-to-Face Meetings
Secondary Notification / Distribution Method	Orientation Brochure Video Orientation
Timeframe / Frequency / Trigger	Every Semester
Storage / Disposition	ACCD IT Projects Web Site and ACCD File Share

Report / Document Title	Town Hall Meeting - Faculty
Target Audience	Faculty, Chairs, and Deans
Primary Notification / Distribution Method	Face-to-Face Meetings
Secondary Notification / Distribution Method	Online Webinar
Timeframe / Frequency / Trigger	Once Every Semester, 60 days after project kickoff
Storage / Disposition	ACCD IT Projects Web Site and ACCD File Share

Report / Document Title	Current Student Orientation
Target Audience	Student
Primary Notification / Distribution Method	Face-to-Face Meetings
Secondary Notification / Distribution Method	Online Orientation
Timeframe / Frequency / Trigger	Once Every Semester
Storage / Disposition	End-user Website

Report / Document Title	New Student Orientation
Target Audience	Student
Primary Notification / Distribution Method	Student Development/Orientation Courses
Secondary Notification / Distribution Method	Special Orientation Sessions
Timeframe / Frequency / Trigger	One week prior to start of the semester
Storage / Disposition	End-user website

Report / Document Title	Information Webinars for Special Offsite audience
Target Audience	Adjunct Faculty
Primary Notification / Distribution Method	Webinars
Secondary Notification / Distribution Method	Convocation Week Sessions – Face to Face.
Timeframe / Frequency / Trigger	Once a Semester
Storage / Disposition	End-user Website

Report / Document Title	End-user Blackboard Vista Website
Target Audience	All Stakeholders
Primary Notification / Distribution Method	End-user Website
Secondary Notification / Distribution Method	Content – Project Notebook
Timeframe / Frequency / Trigger	Ongoing updates during implementation and operation
Storage / Disposition	End-user Website

Report / Document Title	Wiki based Project Website
Target Audience	All Stakeholders
Primary Notification / Distribution Method	Project Website
Secondary Notification / Distribution Method	Content – Project Notebook
Timeframe / Frequency / Trigger	Ongoing updates during implementation and operation
Storage / Disposition	Project Website

Report / Document Title	Annual Technology Event - Faculty
Target Audience	Online or elearning faculty
Primary Notification / Distribution Method	Face-to-face
Secondary Notification / Distribution Method	Not applicable
Timeframe / Frequency / Trigger	Once a year
Storage / Disposition	End-user Website

Report / Document Title	Onsite Informational Open Workshops
Target Audience	All SStudents
Primary Notification / Distribution Method	Face-to-face
Secondary Notification / Distribution Method	Not applicable
Timeframe / Frequency / Trigger	Once a year (Mid Spring)
Storage / Disposition	End-user Website

Report / Document Title	IT Newsletter
Target Audience	All Stakeholders
Primary Notification / Distribution Method	Online News Letter
Secondary Notification / Distribution Method	Not applicable
Timeframe / Frequency / Trigger	As Needed
Storage / Disposition	IT Website Project Website

Report / Document Title	Awareness Videos
Target Audience	Faculty and Students
Primary Notification / Distribution Method	Online mode
Secondary Notification / Distribution Method	Not applicable
Timeframe / Frequency / Trigger	90 day after project kickoff – One time.
Storage / Disposition	elearning Website, Distance Education Website, IT Website, End-user Website, Portal Login Display Page.

### Section 3. Glossary

The following terms have been used within this document:

Term	Definition
.doc	MS Word document file
.mpp	MS Project schedule file
.ppt	MS PowerPoint presentation file
ACCD	Alamo Community College District
IT	Information Technology
CIP	Capital Improvement Program
Dist	District
Dr.	Doctorate degree
IIC	Instructional Innovation Center
MS	Microsoft
NVC	Northwest Vista College
OTL	Online Teaching & Learning
PAC	Palo Alto College
PMP	Project Management Professional
SAC	San Antonio College
SPC	St Philip's College

## Section 4. Revision History

The following document changes have occurred:

Version	Date	Name	Description
0.1	25 Oct 2006	W Mosher	Initial Template Release
0.2	06 Mar 2007	W Mosher	ACCD to Alamo Community Colleges
0.3	06 Jul 2007	W Mosher	Initial Draft Communication Plan
0.4	06 Aug 2007	W Mosher	Update Draft Communication Plan
1.0	29 Aug 2007	W Mosher	Initial Communication Plan