

University of Northern Colorado
Information Technology Committee
Project Communication Guidelines

Purpose – The objective of the Information Technology Campus Communication Process – ITCCP - is to provide a standardized methodology for IT to communicate major technology initiatives to the UNC campus. The ITCCP process describes how UNC IT projects are initiated, planned, executed, controlled and formally put into an operational state.

Scope – The ITCCP is focused on the UNC campus community. It is a responsive method of communicating the development and impact of approved UNC IT projects to faculty, staff and students. The ITCCP communicates a common project management best practice to all major UNC IT initiatives.

Method - Information Technology Campus Communications Process – ITCCP

- **Initiate** – During this phase an informational overview of the project will be sent to the appropriate campus group(s). Depending upon the impact to campus the information may only be sent to targeted areas. During this phase other communication methods may be discussed – website, postcards, campus emails, etc.
 - *Example – Information Technology has started the review of an off-campus disaster recovery facility. This facility will be used during times of crisis to provide business continuity for administrative systems. (Targeted area – Administrative departments – i.e. payroll, accounting, financial aid, etc.)*
- **Plan (Iterative)** – During this phase an update to the original communication will be sent to the appropriate campus group(s) that includes additional details and a preliminary timeline.
 - *Example – Information Technology has identified mission-critical systems for inclusion into the off-campus disaster recovery facility. Systems include – Banner, Ursa, email, campus web server, etc. IT intends to have systems available for testing within the next 120 days.*
- **Execute (Iterative)** – During this phase an update to the original communication will be sent to the appropriate campus group(s) that includes a final timeline and sets expectations for the impacted area(s).
 - *Example – Information Technology continues to improve the campus IT disaster recovery plan. IT has moved several backup systems to the off-site location and is preparing to test several of the recovery processes. Areas can expect a fully operational facility within the next 120 days.*
- **Control (Iterative)** – During this phase and update on the status of the project and an estimated completion date will be sent to the appropriate group(s).
 - *Example – Information Technology team members have completed the testing of connectivity to the off-site disaster recovery facility and have successfully restored the test systems. Final documentation and testing will be completed on or before 2-28-08.*
- **Operational** – During this phase notification of a completed project will be sent to the appropriate campus group(s). This phase signifies the implementation of the project and identifies it to the campus as migrating to an operational state.
 - *Example – Information Technology has completed the off-site disaster recovery project. The facility will continue to develop and additional systems will be migrated over time. If you have questions or concerns, please contact IT.*
- **Archival** – IT project managers will keep copies of the communication sent to campus and have it readily available on the IT website for reference. This allows for the opportunity for continuous improvement to the ITCCP and a method to communicate lessons learned to campus.

Information Technology Campus Communication Process

