

National Finance Center  
Government Employees  
Services Division

Communication Plan

Version 1.0

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## **Introduction**

While supporting the NFC's overall mission, the Government Employee Services Division (GESD) maintains core function of software development, customer service, business development and the production operations for the Payroll/Personnel System (PPS) and Human Resources Line of Business. As project complexities have increased and often involve multiple directorates within GESD along with representatives from customer boards and external agencies, communications have also become multifaceted. Recognizing a need to preserve information integrity, NFC developed a Communication Plan to help control incoming and outgoing communications.

## **Objectives**

The Communication Plan has the following objectives:

- Define and document the communications vehicles pertaining to Software Change Requests and other system notifications
- Increase overall awareness of SCR processing activities at all levels
- Promote adherence to project schedules
- Facilitate Information sharing
- Ensure proper and prompt notifications
- Identify parties responsible for communications activities

## **Scope**

The scope of this plan is to document communication activities related to the Payroll/Personnel and EmpowHR systems and includes submission and implementation of Software Change Requests (SCRs). The plan maps out communications activities along with the parties responsible for each activity.

## **Stakeholders**

The primary stakeholders addressed by the communication plan are GESD's external Payroll/Personnel System (PPS) and EmpowHR customers. Other stakeholders include internal operations customers as well as the software development team.

The various communications vehicles addressed by this plan are intended to inform stakeholders of:

- What kinds of information about the project will be communicated
- To whom the information will be communicated
- When the information will be communicated
- How the messages will be packaged and delivered

- Who is responsible for authoring, producing, and delivering specific messages

## **Communications**

### MEETINGS

- GESD Configuration Control Board Meeting (bi-weekly, internal to NFC) – addresses project scheduling and customer schedule issues, as well as resource and technical issues that may impact currently scheduled SCRs
- Project Review Team Meeting (quarterly, Washington D.C.) – addresses customers' SCR status, schedule, process, and communication issues
- Customer Advisory Board (quarterly, Washington D.C.) – addresses high-level strategic guidance for GESD Payroll and Personnel systems including EmpowHR, and provides resolution for cross-customer issues

### INCOMING

- Software Change Request (SCR) and Strategic Value Assessment (SVA) – customer initiated change request and worksheet for determining the strategic value to the requesting organization to be used in determining relative priorities
- GESD Help Desks – telephone-based assistance with payroll and personnel processing questions/problems as well as those related to webTA, DPRS, CLER, FESI, ABCO, and the various online inquiry applications
- Project Status Inquiry – customer email or phone inquiry to Customer Support (or email to GESDREQUEST) to obtain the status of an SCR if information is required beyond that provided on status reports
- Request to expedite SCR – customer email citing the GESD project tracking number, desired implementation pay period (if needed) and justification for expedited handling (see matrix for email routing for scheduled or unscheduled SCR)
- Teleconference – initiated by customer or GESD to clarify requirements or resolve technical issues related to SCR(s)
- Incident Report (IR) – customer initiated report of processing or data problem encountered EmpowHR during day-to-day operations (trouble call becomes IR when problem requires programmer intervention)
- Software Problem Report – customer initiated report of processing or data problem encountered in PPS during day-to-day operations (trouble call becomes SPR when problem requires programmer intervention)

### OUTGOING

- Acknowledgement of receipt and issuance of project tracking number (on receipt of SCR) – provided by the Project Control Office to the SCR submitter and GESD development areas within a maximum of five working days of receipt of SCR
- Project Status Reports to the PRT (bi-weekly) – copy of the GESD CCB notes and multi-tabbed Excel spreadsheet detailing status of scheduled SCRs, unscheduled SCRs, closed SCRs, currently open SPRs/IRs, and SPRs/IRs closed since preceding report

- Release schedule (annually or when changed) – a timeline of key dates and milestones for each of the three annual software releases, including cutoff dates for customer deliverables
- PPS and EmpowHR Release Notes (after lock-down for each release) – provide a synopsis of the final complement of SCRs to be implemented in a release
- Customer Bulletins (as needed) – provide notice of community-wide changes and potential impact on customers
- Customer Notices (as needed) – provide notice of system issues, events, planned outages and holiday information
- Project Removal Letter (as needed prior to release lock-down) – provides notification of overdue deliverables that may result in SCR being removed from the upcoming release

### OTHER INFORMATIONAL

NFC Home Page – internet source of information regarding SCR submission, access to PRT information including timelines, PRT meeting notes and other customer resources

### **Attachments**

Attachment 1, “GESD SCR Process Flows,” illustrates the high level processing steps and flows in the SCR process.

Attachment 2, “GESD Communications Matrix,” details the communication types, audiences, responsibilities, and delivery methods and frequencies.