



Australian  
National  
University

# UniDoc Project

## Stakeholder Engagement and Communications Plan

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**Version:** 3.5

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# 1 Table of Contents

<b>1</b>	<b>Table of Contents</b>	<b>2</b>
	<b>Communications Purpose</b>	<b>4</b>
1.1	Communications Objectives	4
<b>2</b>	<b>Information Needs</b>	<b>5</b>
2.1	Key challenges and opportunities	5
	<b>Communication History</b>	<b>6</b>
<b>3</b>	<b>Key messages</b>	<b>6</b>
<b>4</b>	<b>Recommended Communication Methods</b>	<b>8</b>
4.1	Decide what needs to be communicated	9
4.2	Establish a regular email communication timeline	10
<b>5</b>	<b>Evaluation</b>	<b>10</b>
<b>6</b>	<b>Appendices</b>	<b>11</b>
6.1	Appendix A – Stakeholder Identification (Group)	11
6.2	Appendix B – Key Stakeholder Identification (reference Stakeholder Matrix)	12
6.3	Appendix C – Email Templates	13
	<b>MEMO</b>	<b>13</b>
	<b>SUBJECT</b>	<b>13</b>
	<b>UniDoc – Implementing an Electronic Document and Records Management System</b>	<b>13</b>
	<b>TO</b>	<b>13</b>
	<b>FROM</b>	<b>13</b>
	<b>Division of Information</b>	<b>13</b>
	<b>DATE</b>	<b>13</b>
	<b>15 July 2011</b>	<b>13</b>
6.5	Appendix D – Project Communications Accountabilities	15
	Appendix D – Communications Schedule	16
<b>7</b>	<b>Document Control</b>	<b>17</b>
7.1	Revision History	17
7.2	Distribution	17
7.3	Approvals	18

**7.4 Contact Details** \_\_\_\_\_ **18**

## Communications Purpose

The UniDoc Stakeholder Engagement and Communications Plan (CP) aims to support project success through efficient communication to a range of internal and external project stakeholders. The CP establishes a formal framework for the creation and delivery of key project communications via the below approach:

- The type of communication;
- The frequency of communication;
- Media Type;
- Presenter; &
- The intended audience of the communication.

### 1.1 Communications Objectives

Clear and convenient communication will be critical to the success of the UniDoc implementation. Stakeholders occupying the categories of Executives, Management, Support Personnel and interested parties will have been identified. The objective of the communication plan is to ensure appropriate communication takes place with these parties.

Key Stakeholder	Communication Objective
<b>Project Steering Committee (PSC)</b>	<ul style="list-style-type: none"> <li>- Understand the status of the migration at a very detailed level.</li> <li>- Understand how and when to get their organisations to support the change</li> <li>- Are excited advocates for the change</li> <li>- Set expectations regarding the challenges of the migration</li> </ul>
<b>Project Management Group (PMG)</b>	<ul style="list-style-type: none"> <li>- Understanding of the broader context of the project</li> <li>- Knowledge of dependencies and interdependencies</li> <li>- Progress and assistance required to Project Manager to coordinate various parts of the project</li> <li>-</li> </ul>
<b>OVC, College Heads, Service Division Directors, other Directors, General Managers</b>	<ul style="list-style-type: none"> <li>- Understand the status of the migration at a detailed level.</li> <li>- Understand the impact to their portfolio/area</li> <li>- Understand what tasks need to be completed and assigned in order to prepare for the migration</li> <li>- Are active engaged in making the move successful</li> <li>- Are excited advocates</li> <li>- Communicate shared information with their portfolios/Managers/Associate Directors</li> </ul>
<b>Specified Personnel (IT Managers etc), College/Division Support Resources, Help Desk Personnel</b>	<ul style="list-style-type: none"> <li>- Consistently understand what is being done and when so that the message is the same no matter what communication point is used.</li> <li>- Understand where to go for education and training</li> <li>- Are excited advocates</li> <li>- Are vested in the change</li> </ul>
<b>Professional Staff</b>	<ul style="list-style-type: none"> <li>- Know what will happen and when it will take place</li> <li>- Know the steps that they need to complete for a successful transition</li> <li>- Are educated about the change and understand how to get training and support</li> <li>- Are excited for the change and see it in a positive light.</li> </ul>

An outline of the identified stakeholder groups within the UniDoc Project is detailed at Appendix A.

## 2 Information Needs

### 2.1 Key challenges and opportunities

The establishment of the UniDoc environment at the University presents a number of challenges and opportunities. Key opportunities include:

- Increased information management efficiency;
- Increased positive end user experience through the correct search and delivery of relevant documents on demand;
- Reduced corporate risk;
- Increased compliance with relevant legislative obligations.

In order to maintain stakeholder focus, commitment and morale throughout the project is imperative. The Stakeholder Engagement and Communications Plan seeks to promote these opportunities regularly through the delivery of key messages by the Project Executive and Project Communications Officer, and the ongoing support of embedded Project Champions within Colleges and Divisions.

Some of the key challenges are outlined in the table below, together with recommended communications responses to address the challenges if they arise.

Challenges	Communications response(s)
Tight project timelines which, unless managed effectively, could impact the breadth of consultation and quality of outputs	<ul style="list-style-type: none"> <li>• Directly share with stakeholders the project timelines and explain the constraints the Project Team is working under, as well as communicating the timeline on the Project Team website and project newsletter</li> <li>• Identify and promote opportunities for stakeholders to be involved</li> <li>• Tailor consultation processes where possible to ensure stakeholders have an opportunity to engage ie if there is only a short period to provide feedback, proactively engage with the stakeholder rather than waiting for a response</li> </ul>
Potential stakeholder confusion about the Project approach, scope and / or the nominated project solution	<ul style="list-style-type: none"> <li>• Clear and agreed messages about the project and key decisions communicated both formally and informally</li> <li>• Creation of a simple fact sheet/chart which illustrates the project approach and nominated solution and opportunities to provide input</li> <li>• Reiterate the approach at any consultation forum</li> <li>• Utilise existing communications forums to convey key messages (e.g. existing regulator newsletters, links to Project Team website, workshops)</li> <li>• Key opportunities for input and decisions advised via monthly newsletters and Project Team website</li> </ul>
Potential stakeholder dissatisfaction about the opportunities to provide communication input and influence the way they are communicated	<ul style="list-style-type: none"> <li>• Clear and agreed key messages about the project and opportunities to provide input and feedback</li> <li>• Development of a simple fact sheet/chart which illustrates the process and opportunities to provide input</li> <li>• Reiterate the project process at any consultation forum</li> <li>• Ensure that all input by stakeholders is appropriately addressed in a timely manner</li> </ul>

Potential anxiety among staff about the change	<ul style="list-style-type: none"> <li>· Consistent, regular message to all staff</li> <li>· Development of a Change Management Plan in close consultation with current Division Heads as required</li> </ul>
Managing staff expectations about the software capability	<ul style="list-style-type: none"> <li>· Clear and agreed messages about the project and functional design elements communicated both formally and informally</li> <li>· Strong leadership by the Project Executive and <u>Project Team members</u></li> </ul>
Lack of stakeholder buy in for the proposed solution	<ul style="list-style-type: none"> <li>· Strong stakeholder engagement and communication processes to ensure stakeholders are taken on the reform journey</li> <li>· Clearly demonstrate the risks and drawbacks of remaining in the current state</li> <li>· Clearly articulate the 'big picture' goal and that the project is working for and the benefits of a best-practice approach</li> </ul>

## Communication History

In 2011, five update memos were sent from July to November to a key stakeholder list including College Heads, General Managers and Directors. These can be found on Alliance. An example of the first memo is below.

A website was also launched in May 2011 which was made redundant in August of 2012 when it was replaced with webpages inline with all projects. This url is [information.anu.edu.au/unidoc](http://information.anu.edu.au/unidoc)

Updates also featured in the Information Services newsletter, in August 2011 (launch of project details), June 2012 (announcing Red Rock as successful vendor), and September 2012 (project update).

## 3 Key messages

An agreed set of key messages is critical to ensuring consistent communication about the project. These overarching messages should be shared with all project partners, to ensure all partners are speaking with one voice when communicating externally. These key messages will also be communicated on the project webpages.

### What is the UniDoc Project?

The UniDoc Project is an Electronic Documents Records Management System Implementation Project.

### Why are we doing the UniDoc Project?

- Increased information management efficiency;
- Increased positive end user experience through the effective search and delivery of relevant documents on demand;
- Reduced corporate risk;
- Increased compliance with relevant legislative obligations.

### How will the UniDoc System Function?

#### Non-Technical Description

- The UniDoc system will utilise a proven EDRMS framework from the Oracle Software Suite. The solution will provide three levels of access: User, Super User and Records Manager. All UniDoc users will be able to access the system via a web based user interface or through windows explorer. The UniDoc system will allow users to drag and drop files into the UniDoc repository, assign metadata to each document, email documents to colleagues, perform repository wide content searches (limited by access) and develop document approval workflows.

### Technical Description

- The UniDoc system will deploy four Oracle software components, WebCentre Content: Core Capabilities, WebCentre Content: WCM (Site Studio), WebCentre Content: Records and a scaled Oracle Database. The UniDoc solution will be accessible via web based user interface that provides full user functionality or via windows explorer view which will offer limited functionality. Functionally, the WebCentre Content: WCM (Site Studio), will store all of the uploaded files and is responsible for the administration of the documentation uploaded/ created in the system, e.g. assigning unique file numbers, saving, moving and versioning etc.. The WebCentre Content: Records component of the solution drives the automated workflow and approvals processes and seamlessly integrates into the Oracle EDRMS architecture.

### **What benefits will it deliver?**

The intended benefits of the UniDoc Project are fourfold:

- Increased information management efficiency
- Correct and relevant documents on demand
- Reduced corporate risk
- Increased document / record discovery

### **What can I be doing now?**

The intended benefits of the UniDoc Project are fourfold:

- Increased information management efficiency
- Correct and relevant documents on demand
- Reduced corporate risk
- Increased document / record discovery

### **When will the UniDoc Project be Deploying in my work area?**

The intended benefits of the UniDoc Project are fourfold:

- Increased information management efficiency
- Correct and relevant documents on demand
- Reduced corporate risk
- Increased document / record discovery

### **How will the UniDoc Project affect me?**

The intended benefits of the UniDoc Project are fourfold:

- Increased information management efficiency
- Correct and relevant documents on demand
- Reduced corporate risk
- Increased document / record discovery

### **Latest Updates and Frequently Asked Questions (FAQs)**

The most up to date news on this project and a list of Frequently Asked Questions will be available through the *latest updates* tab on the project webpage. This will also ideally be RSS fed to subscribers.

Direct email templates for stakeholder engagement can be found in Appendix C.

## 4 Recommended Communication Methods

To ensure that key project messages and updates are distributed to a broad range of interested stakeholders it will be necessary to determine the best methods to be used in communicating with all stakeholders. Possible methods include the following:

### Meetings

In addition to regular meetings facilitated by the Associate Director Service Delivery and Engagement with University Executives, The Project Steering Committee (PSC) and Project Management Group (PMG) will meet regularly and one-on-one meetings will occur as needed with key stakeholders.

### Special Events / Presentations

The delivery of keynote speeches or functional demonstrations by senior executives at key times through the project (e. g. CIO Quarterly Update) will reinforce to the stakeholder population the commitment of the executive to the successful delivery of the project objectives.

### Dol and ANU Publications

An ongoing presence in the University's established print media including the monthly newsletter, The Link, ANU Reporter (where appropriate), and the new Executive Director of Administration and Planning newsletter will assist in communicating regular project status updates and achievements to the wider stakeholder demographic.

### Project Webpage / Banner Updates

It is recommended that a project webpage is created and made available to all interested project stakeholders. Feature boxes or banner updates can be used to draw attention to a 'latest update' on a project page. The project webpage should contain the following information, with the first 3 titles below being available from the beginning of the project:

- Project Overview
- Project Objectives
- Project Contacts
- Project Timeline
- Project Latest Updates tab
- Known Issues and/or Frequently Asked Questions (FAQs)
- Documentation

### Social Media (including Blogging and RSS for latest updates, when appropriate)

To ensure that the information regarding the project is disseminated to a broad stakeholder range, it is recommended that social media is utilised to communicate on behalf of the project. Suggested social media approaches include:

- Links or references to be hosted on the ANU Student Association (ANUSA) Facebook page
- ANU Facebook posts
- ANU Twitter posts (140 characters or less)
- Dol Facebook posts
- Dol Twitter Account (140 characters or less)
- RSS Feeds from project webpage, Latest News tab – to be developed
- ANU Yammer posts
- ANU Vision (for launch training video, if applicable)

## Email

- All staff/students emails to user population
- Targeted key stakeholder emails

## Print Media

The utilisation of print media (ITS Link & On Campus) to promote the project at specific stages will assist to raise the public profile of the project and may generate strong interest in the outcomes and individual impacts to the end user of successful project delivery.

## Stakeholder Surveys

At stages of the project when feedback is imperative, surveys to key stakeholders may be an appropriate way to seek feedback.

## Feedback (through functional email address)

A functional email address will be created, monitored and utilised for receiving and responding to stakeholder feedback.

## 4.1 Decide what needs to be communicated

The information to be distributed to Stakeholders will need to be determined.

Key Stakeholder	Communication Objective	Communication Medium
<b>Project Steering Committee (PSC)</b>	<ul style="list-style-type: none"> <li>- Understand the status of the migration at a very detailed level.</li> <li>- Understand how and when to get their organisations to support the change</li> <li>- Are excited advocates for the change</li> <li>- Set expectations regarding the challenges of the migration</li> </ul>	<ul style="list-style-type: none"> <li>- Regular Face to Face Meetings</li> <li>- Targeted Emails</li> </ul>
<b>Project Management Group (PMG)</b>	<ul style="list-style-type: none"> <li>- Understanding of the broader context of the project</li> <li>- Knowledge of dependencies and interdependencies</li> <li>- Progress and assistance required to Project Manager to coordinate various parts of the project</li> </ul>	<ul style="list-style-type: none"> <li>- Regular Face to Face Meetings</li> <li>- Targeted Emails</li> </ul>
<b>OVC, College Heads, Service Division Directors, other Directors, General Managers</b>	<ul style="list-style-type: none"> <li>- Understand the status of the migration at a detailed level.</li> <li>- Understand the impact to their department</li> <li>- Understand what tasks need to be completed and assigned in order to prepare for the migration</li> <li>- Are active engaged in making the move successful</li> <li>- Are excited advocates</li> <li>- Communicate shared information with their portfolios/Managers/Associate Directors</li> </ul>	<ul style="list-style-type: none"> <li>- Regular Face to Face Meetings</li> <li>- Briefing Workshops</li> <li>- Targeted Emails</li> <li>- Regular Status Updates</li> </ul>
<b>Support Personnel (IT Managers) College/Division Support Resources, Help Desk Personnel</b>	<ul style="list-style-type: none"> <li>- Consistently understand what is being done and when so that the message is the same no matter what communication point is used.</li> <li>- Understand where to go for education and training</li> <li>- Are excited advocates</li> <li>- Are vested in the change</li> </ul>	<ul style="list-style-type: none"> <li>- Regular Face to Face Meetings</li> <li>- Localised Training Workshops</li> <li>- Tailored Emails</li> <li>- Regular Status Updates</li> <li>- Advertising Campaigns</li> <li>- Champion Interaction</li> <li>- 'Look and feel' workshops</li> <li>- Controlled release of ANU Service Desk Demo Environment</li> </ul>

<p><b>Professional Staff</b></p>	<ul style="list-style-type: none"> <li>- Know what will happen and when it will take place</li> <li>- Know the steps that they need to complete for a successful transition</li> <li>- Are educated about the change and understand how to get training and support</li> <li>- Are excited for the change and see it in a positive light.</li> </ul>	<ul style="list-style-type: none"> <li>- Localised Training Workshops</li> <li>- Tailored Emails</li> <li>- Regular Status Updates</li> <li>- Advertising Campaigns</li> <li>- Change Champion Interaction</li> <li>- 'Look and feel' workshops</li> <li>- Controlled release of ANU Service Desk Demo Environment</li> <li>- Library Information screens</li> </ul>
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## 4.2 Establish a regular email communication timeline

The primary method of communication between the migration team and the rest of the organisation will be email and through the specific project webpages. All UniDoc related emails will be sent on a specific schedule as seen at Appendix E (N.B. this timeline may vary depending on the needs of the project).

## 5 Evaluation

An evaluation framework for the CP will be developed following approval of the plan and will be documented in the Benefits Realisation Plan.

## 6 Appendices

### 6.1 Appendix A – Stakeholder Identification (Group)

Stakeholder Group	Method of Communication	Engagement Type
Project Steering Committee	<ul style="list-style-type: none"> <li>- Regular Face to Face Meetings</li> <li>- Targeted Emails</li> </ul>	Involve & Collaboration
Project Management Group	<ul style="list-style-type: none"> <li>- Regular Face to Face Meetings</li> <li>- Briefing Workshops</li> <li>- Targeted Emails</li> <li>- Regular Status Updates</li> </ul>	Involve & Collaboration
OVC, College Heads, Service Division Directors, other Directors, General Managers	<ul style="list-style-type: none"> <li>- Regular Face to Face Meetings</li> <li>- Briefing Workshops</li> <li>- Targeted Emails</li> <li>- Regular Status Updates</li> </ul>	Involve & Collaboration
Support Personnel (IT Managers) College / Division Support Resources, Help Desk Personnel	<ul style="list-style-type: none"> <li>- Regular Face to Face Meetings</li> <li>- Localised Training Workshops</li> <li>- Tailored Emails</li> <li>- Regular Status Updates</li> <li>- Advertising Campaigns</li> <li>- Champion Interaction</li> <li>- 'Look and feel' workshops</li> <li>- Controlled release of scripted ANU Service Desk Demonstration Videos</li> </ul>	Involve & Consult
Professional Staff	<ul style="list-style-type: none"> <li>- Localised Training Workshops</li> <li>- Tailored Emails</li> <li>- Regular Status Updates</li> <li>- Advertising Campaigns</li> <li>- Change Champion Interaction</li> <li>- 'Look and feel' workshops</li> <li>- Controlled release of ANU Service Desk Demo Environment</li> <li>- Library Information Screens</li> </ul>	Consult

#### Inform

This Stakeholder Group contains individuals who require a broad level of awareness of the project. These stakeholders may also be influential/ important conduits of information to other stakeholders.

#### Consult

This Stakeholder Group contains individuals who have a requirement to possess a good understanding of the project and will be invited to provide input at critical points

#### Involve

This Stakeholder Group contains individuals who have a high-level of engagement with the project and are involved in the decision-making process.

#### Collaboration

This Stakeholder Group contains individual stakeholders who are responsible for driving the project.

		Administration and Planning, University Executive	
Project Steering Committee	Toni Makkai	Dean	College of Arts and Social Sciences
Project Steering Committee	Mick Serena	Director	Facilities and Services Division
Project Steering Committee	Peter Nikolettatos	Director	Division of Information
College Heads, Service Division Directors, General Managers	Prof John Hosking	Dean and Director	College of Engineering and Computer Science
College Heads, Service Division Directors, General Managers	Michelle Searle	College General Manager	CMBE & CPMS
College Heads, Service Division Directors, General Managers	Tim Beckett	Registrar	Division of Student Administration & Student Services
College Heads, Service Division Directors, General Managers	Roxanne Missingham	University Librarian (Chief Scholarly Information Officer)	Scholarly Information Services / Library
College Heads, Service Division Directors, General Managers	Karen Hill	General Manager	Facilities & Services Division
College Heads, Service Division Directors, General Managers	Alison Daun	General Manager	ANU College of Law
College Heads, Service Division Directors, General Managers	Ron Watts	Director – Human Resources	Human Resources Division
College Heads, Service Division Directors, General Managers	David Akers	General Manager	ANU College of Asia and the Pacific
Project Management Group	Julie Gorrell	Senior Project Manager	Office of the Vice Chancellor
Project Management Group	Joan Angel	Assistant Registrar, Student Business Systems	Division of Student Administration & Student Services
Project Management Group	Roslyn Markezic	Associate Director, HR Services & Information	Human Resources Division
Project Management Group	Sam Bullen	Manager HR Systems, HR Services & Information	Human Resources Division
Project Management Group	Maggie Shapley	University Archivist, University Records, Division of Information	Division of Information
Project Management Group	David Brumby	Records Manager, University Records, Division of Information	Division of Information
Specified Personnel (IT Managers etc), College/Division Support Resources, Help Desk Personnel	George Lovrincevic	IT Manager	College of Arts and Social Sciences
Specified Personnel (IT Managers etc), College/Division Support Resources, Help Desk Personnel	David Richardson	Associate Director, Infrastructure Services	Division of Information
Specified Personnel (IT Managers etc), College/Division Support Resources, Help Desk Personnel	Allison Lawrence	Lawyer	University Legal Office

## 6.3 Appendix C – Email Templates

In 2011, five update memos were sent from July to November to a key stakeholder list including College Heads, General Managers and Directors. These can be found on Alliance. An example of the first memo is below.

A website was also launched in May 2011 which was made redundant in August of 2012 when it was replaced with webpages inline with all projects. This url is information.anu.edu.au/unidoc

M E M O	
SUBJECT	<b>UniDoc – Implementing an Electronic Document and Records Management System</b>
TO	<p><b>Project Steering Committee</b>            Dr Brok Glenn, Executive Director (Administration and Planning);            Ms Anne Kealley, Acting Director Information Services, Division of Information;            Professor Toni Makkai, Dean, College of Arts and Social Sciences;            Mr Mick Serena, Director, Facilities &amp; Services Division;</p> <p>UniDoc Project Sponsors            David Akers, Jenny Carlin, Len Tomlinson, Maggie Shapley, Mark Erickson, Michelle Searle, Mr Brian Lane, Mr Wayne Ford, Ms Julie Gorrell, Ms Kathrin Kulhanek, Nadine White, Peter Shipp, Prof Andrew Cockburn, Rachel Vance, Roslyn Markezic, Tony Wynack, Vanessa Quigley</p> <p>UniDoc Project Beneficiaries            Alistair Rendell, Allan Williams, Andrew MacIntyre, Cameron Neal, David Sturgiss, Dr John Wellard, Ken Grime, Lachlan Murdoch, Nancy Evers, Paul Wong, Prof Jayne Godfrey, Prof Nicholas Glasgow, Prof Toni Makkai, Professor Aidan Byrne, Ron Watts, Sharon Bainbridge, Tracy Chalk, Trevor Langtry</p> <p>UniDoc Project Participants            Brigid Lever, Cameron Neal, Carol McAlwee, Carrie Raftery, Donna Webster, Joan Angel, Ms Delia Ritherdon, Ms Sam Bullen, Nalini Nair, Sue Clarke, Tim MacPherson</p>
FROM	Dominy Evans, Associate Director, IT Infrastructure
	Division of Information
DATE	15 July 2011

Dear Colleagues,

In December of 2010 the Director of Information Services wrote *"I write to inform you that the University has granted approval to proceed with the acquisition and implementation of a University-wide Electronic Document and Records Management System (EDRMS). The initiative has strong support from Colleges and Service Divisions and has been ranked as high priority following the deliberations from the Planning Advisory Committee process in 2010"*

Subsequently in December 2010 each Service Division and College was asked to nominate persons to participate in a procurement exercise, to acquire "common off the shelf" Electronic Document and Records Management software through a formal Request for Proposal (RFP) process. This RFP process is now nearing completion.

The project to implement this new software goes by the working title of UniDoc. It is now underway under the sponsorship of Dr Brok Glenn, Executive Director (Administration and Planning), University Executive, and will formally commence once the RFP process reaches a successful conclusion.

Following on from prior reports, audits and pilot projects undertaken over recent years, UniDoc has the following, declared objectives and attendant benefits:

- Improve the management of the University's information through the implementation of an EDRMS across the University's business areas; leading to
  - improved work efficiency through workflows that provide control and standardisation and
  - an improved ability to work remotely
- Support the creation/capture, revision and management of documents and records throughout their lifecycle; leading to
  - improved ability to find and access relevant information quickly
  - greater confidence that all business records can be read, used, and regarded as authentic
  - established rules for retention and disposition of records
- Assist in the compliance with standards and legislation; leading to
  - improved compliance with recordkeeping and other business and statutory requirements
- Enhance the sharing of information across the University; leading to

- elimination of the waiting period for accessing files by multiple people, as tasks can now occur in parallel rather than sequentially
- established security and authorised access to documents and records
- a complete and reliable audit trail
- Remove the duplication, inefficiencies and risk associated with current practices; leading to
  - elimination of the “Multiple Original Syndrome”
  - reduction in physical storage, photocopying, paper and other consumables costs

The ANU, through this RFP, is also seeking the help of an experienced partner in achieving these goals. It is expected that such a partner would bring experience in other, similar tertiary environments, and that this experience will be pivotal in determining the final scope and priorities of this critical project.

*(Please note: information regarding the current RFP process is confidential and is not contained on the abovementioned Alliance site. Any queries about the procurement process may be directed to the Associate Director of Information Technology Infrastructure, Division of Information)*

**Next news bulletin 29<sup>th</sup> July: Progress to date; ANU participants in the project; branding.**

With Regards

Dominy Evans  
Associate Director, IT Infrastructure  
Division of Information

## 6.5 Appendix D – Project Communications Accountabilities

Communications Activity	Project Communications Officer	Project Manager	Project Director	Project Sponsor	PMG	PSC	Dol Outreach	Dol Project Office
Meetings	C/I	R	A	I	C	C	C	I
Special Events / Presentations	R	A	C	C	C	C	A	C
Dol and ANU Publications	R	A	C	I	C	C	A	C
UniDoc Webpages and Banner updates	R	A	C	I	C	I	A	I
Social Media	R	A	C	I	C	C	A	I
Blog / RSS	R	A	C	I	C	I	A	I
Email	R	A	C	I	C	C	A	I
Website Messaging	R	A	C	I	C	I	A	I
Mobile	R	A	C	I	C	I	A	I
Print Media	R	A	C	I	C	C	A	I
Stakeholder Surveys	R	A	C	I	C	I	A	I
Feedback through functional email address	R	A	C	I	C	I	A	I

Responsible - Those who do work to achieve the task. There can be multiple resources responsible.

Accountable - The resource ultimately accountable for the completion of the task. There must be exactly one **A** specified for each task.

Consulted - Those whose opinions are sought. Two-way communication.

Informed - Those who are kept up-to-date on progress. One-way communication.

**Note: Accountable Assumes Control**

College Heads	Email	Monthly	<ul style="list-style-type: none"> <li>• ITS Portfolio Summary</li> <li>• ITS Portfolio Schedule</li> </ul>	AD Service Delivery and Engagement
College General Managers Service Division Directors College IT Managers ITS Executive OMG Members	Email	Fortnightly	<ul style="list-style-type: none"> <li>• Major Project Brief</li> <li>• Major Project Timeline</li> <li>• ITS Portfolio Summary</li> <li>• ITS Portfolio Schedule</li> </ul>	Project Communications Officer (Sharmeen Hussain interim) – PM co-ordinator ITS Outreach - review, approval and distribution
College General Managers Service Division Directors College IT Managers ITS Executive ITS Staff OMG Members	Newsletter	Monthly	<ul style="list-style-type: none"> <li>• 'The Link'</li> </ul>	ITS Outreach - development ITS Executive – Review and approval ITS Outreach - distribution
Service Delivery and Engagement Clients	Meeting	Scheduled	<ul style="list-style-type: none"> <li>• ITS Portfolio Summary</li> <li>• ITS Portfolio Schedule</li> </ul>	AD Service Delivery and Engagement
ITS Clients	Meeting	Scheduled	<ul style="list-style-type: none"> <li>• ITS Portfolio Summary</li> <li>• ITS Portfolio Schedule</li> </ul>	CIO
OMG Meeting	Meeting	Fortnightly	-	OMG Chair
College General Manager / Service Division Director Meeting	Meeting	Monthly	-	CIO
ITS Program Road show	Town Hall	Quarterly	-	AD Project Office AD Service Delivery and Engagement
ITS Executive	Meeting	Fortnightly	-	AD Service Delivery and Engagement / AD PO
End Users	Webpage Targeted Email Road Show	As required	-	Project Directors
All staff All students	Webpage Targeted Email	As required	-	Project Directors

## 7 Document Control

### 7.1 Revision History

Revision Date	Version	Author Initials	Summary of Changes
14/10/11	1.1	CGough/ DNeedham	New standard "Background" Include Governance Roles Add College of Law in "Org as Stakeholder" list Update of stakeholder list to reflect Alliance site Compress Messages into one table Add Reporting and Meetings tables
25/06/12	2.0	SGeisler	Content Revision
13/7/12	3.0	SGeisler	Final
22/8/12	3.1	SGeisler	Update from PMG review
22/8/12	3.2	SGeisler	Complete document redraft post PMG comments
6/9/12	3.3	SGeisler	Document update with PMG comments
24/09/12	3.4	CGough	Updates to document including history of 2011 and 2012 communications, reviewing communications methods, consistency, and adding specific ANU publications/opportunities.
3/10/12	3.5	CGough and SGeisler	Updates from PMG 3/10.
16/11/12	3.6	SGeisler	Update from PMG review

### 7.2 Distribution

Name	Title	Role	Action
Samantha Gilbert	Associate Director, IS Planning and Project Support, Division of Information	Governance	Review
Dominy Evans	Associate Director, Enterprise Systems, Division of Information	Project Director	Review
Julie Gorrell	Senior Project Manager, Office of the Executive Director (Administration & Planning) , Office of the Vice Chancellor	Project Management Group	Endorse
Joan Angel	Assistant Registrar, Student Business Solutions Division of Registrar & Student Services	Project Management Group	Endorse
Maggie Shapley	University Archivist, University Records, Division of Information	Project Management Group	Endorse
Jonathan Dean	EDRMS Administrator, University Records, Division of Information	Project Management Group	Endorse
Pat Boling	General Manager, College of Business and Economics	Project Management Group	Endorse
Delia Ritherdon	Systems & Information Technology, Corporate Services, Facilities and Services Division	Project Management Group	Endorse
Jaya Ganasan	Associate Director, Business Services, Finance and Business Services	Project Management Group	Endorse
David Brumby	Records Manager, University Records, Division of Information	Project Management Group	Endorse
Donna Webster	Internal Audit, Fraud & Risk Management Officer, Office of the vice Chancellor	Project Management Group	Endorse
Roslyn Markezic	Associate Director, HR Services & Information ,Human Resources Division	Project Management Group	Endorse
Sam Bullen	Manager HR Systems, HR Services & Information ,Human Resources Division	Project Management Group	Endorse

Cathie Gough	Communications Manager, Division of Information	Project Management Group	Endorse
James Blanden	Applications Manager, Enterprise Systems, Division of Information	Project Management Group	Endorse
Dr Brok Glenn	Executive Director (Administration and Planning), University Executive	Steering Committee	Approve
Toni Makkai	Dean, College of Arts and Social Sciences	Steering Committee	Approve
Mick Serena	Director, Facilities & Services Division	Steering Committee	Approve
Nancy Evers	Director, Service Improvement Group	Steering Committee	Approve
Peter Nikolettatos	Director, Information Services	Steering Committee	Approve

### 7.3 Approvals

Name	Title	Action	Date
Samantha Gilbert	Associate Director Planning Office, Division of Information	Review	
Dominy Evans	Associate Director, Enterprise Systems	Review	
Cathie Gough	Communications Manager	Review	
UniDoc Project Management Group	Majority Consensus	Endorse	
UniDoc Steering Committee	Majority Consensus	Approve	

### 7.4 Contact Details

Question and/or action arising from this document should be addressed directly to:

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