

PMBOK Knowledge Area : Project Communication Management

Focus:

Projects thrive with communication. It is very important for the project teams to see the progress and for the stakeholders as well. Facilitating this and making sure that all interested parts are kept in the loop is the main focus of this area.

Major Steps:

The PM will need to determine the information needs of the project, not the project itself, but the project teams. Verify that the communication needs of all members of the project have been met. Make the necessary information available to the stakeholder, the more the better here, so that there are less directed questions.

As mentioned earlier collecting and making available information regarding project performance. RUP and AUP processes indicate that after each iteration, there must be direct interaction with the final customer of the product to ensure that the project is still on the right track. Other things might happen as a result of this, the scope of the project might have to be adjusted as a result of this communication. Any issues that needed customer input can be handled and documented at this stage.

Experience:

Before this was accomplished better only by the bigger companies with use of tools like sharepoint etc. I believe there are much better and easy to use tools available for free for big as well 'mom and pop' type of establishments. The area has not

reached saturation by any means, it rather has become more standardized, like having a company wiki is a standard, chat/email client is a standard etc.