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Strengthening capacities and digital competences in biomedical education through internationalization at home (BIOSINT)

ERASMUS-EDU-2022-CBHE
ERASMUS-EDU-2022-CBHE-STRAND-2
ERASMUS-LS
101082863

Communication Management Plan

Erasmus+ KA2 Capacity Building in the field of Higher Education
Strengthening capacities and digital competences in biomedical education through
internationalization at home BIOSINT
101082863-BIOSINT-ERASMUS-EDU-2022-CBHE



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Work package	Title
1	Project management and quality architecture
Activity	Title
T1.9	Financial and administrative management

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Introduction

Project communication is the exchange of project-specific information with the emphasis on creating understanding between the sender and the receiver. Effective communication is one of the most important factors contributing to the success of a project.

The project team must provide timely and accurate information to all stakeholders. Members of the project team prepare information in a variety of ways to meet the needs of project stakeholders. Team members also receive feedback from these stakeholders.

Project communication includes general communication between team members but is more encompassing.

Project Communication Management is the knowledge area that employs the processes required to ensure timely and appropriate generation, collection, distribution, storage, retrieval and ultimate disposition of project information.

Project Communication is the responsibility of everyone on the project team. The project manager, however, is responsible to develop the Project Communication Management Plan with the input from the task managers and other project partners.



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Purpose of Communication Management Plan

The purpose of the Communications Management Plan is to define the communication requirements for the project and how information will be distributed. The Communications Management Plan defines the following: what information will be communicated; how the information will be communicated (in meetings, email, telephone, newsletter, web portal, etc.); when information will be distributed; who is responsible for communicating project information; how any sensitive or confidential information is communicated and who must authorize this; any constraints, internal or external, which affect project communications; and any standard templates, formats, or documents the project must use for communicating.

This Communications Management Plan sets the communications framework for the Erasmus+ BIOSINT project. It will serve as a guide for communications throughout the life of the project and will be updated as communication needs change. This plan identifies and defines the roles of persons involved in this project. A project team directory is included to provide contact information for all stakeholders directly involved in the Erasmus+ BIOSINT project.

The project manager is responsible to monitor and manage the communications as part of work package 1 - Management of project activities, and it is under the responsibility of University of Kragujevac (UniKg).



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Communication Management Approach

Approximately 70% of a Project Manager's time is spent on communication. Project Management Team are spending most of time on measuring and reporting on the performance of the project, composing and reading emails, conducting meetings, writing the project plan, meeting with team members, overseeing work being performed, meeting with partners and many more activities related to the project. By having a solid communications management approach many project management problems can be avoided.

In the Erasmus+ BIOSINT project the cooperative and open communication approach will be used. One of the major goals of the Erasmus+ project is to share knowledge and exchange information. Therefore, the required infrastructure to enable open channels of communication between all the project partners will be provided.

This approach will direct the activities throughout the project and it will also create a sustainable project for the future.

All Erasmus+ BIOSINT project partners will be encouraged to present their insights and lessons learned to be available to as broad higher education population at their institution as possible. This might be implemented by the project web-page, professional publications, and more.

However, it is crucial to inform the project management team about every piece of information that each one of the partners wish to exchange with other team members and/or to publish.

We will use multiple communication channels to exchange ideas, information, and reports. We will use electronic media such as emails, Skype conversations, video-conferences, in order to provide synchronous conversations while keeping expenses as low as possible. In addition we will use telephone conversations and meetings to create interactive relations between the partners.

The Project Manager will take a proactive role in ensuring effective communications on this project.

As with most project plans, updates or changes may be required as the project progresses or changes are approved. Changes or updates may be required due to changes in personnel, scope, budget, or other reasons. Additionally, updates may be required as the project matures and additional information is available. The project management team is responsible for managing all proposed and approved changes to the communications management plan. Once the change is approved, the project management team will update the plan and supporting documentation and will distribute the updates to the project team and all partners and stakeholders.



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Project Team Directory

The following table presents contact information for the Erasmus+ BIOSINT coordinators in each one of the partner organizations. The mail addresses and phone numbers in this table will be used to communicate with these people. In addition, an updated contact list that includes all the personnel involved in the Erasmus+ BIOSINT project is available at the project website.

Table 1. Project team directory

Country	Short name	Institution	First name	Last name	Function	Email	Phone number
Serbia	UniKg	UNIVERZITET U KRAGUJEVCU	Vladimir	Jakovljevic	Project manager	drvladakbg@yahoo.com/	+381 69 8776605
			Dragan	Milovanovic	Expert/advisor/researcher	piki@medf.kg.ac.rs	+381 65 2977831
			Milan	Zaric	Teacher/trainer	zaricmilan@gmail.com	+381 642773063
			Branka	Brzakovic		medjunarodniprojekti@medf.kg.ac.rs	+381 34 306800 ex 103
Belgium	KU Leuven	KATHOLIEKE UNIVERSITEIT LEUVEN	Geert	De Lepeleer	Project manager	geert.delepeleer@kuleuven.be	+32 497581920
Romania	UMFVBT	UNIVERSITATEA DE MEDICINA SI FARMACIE VICTOR BABES TIMISOARA	Adrian	Sturza	Project manager	sturza.adrian@umft.ro relint@umft.ro	+40 746 032 564
Bosnia and Herzegovina	UES		Nenad	Markovic	Expert/advisor/researcher	quofficeuis@gmail.com	+387 65 572480

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Bosnia and Herzegovina	UNTZ	JAVNA USTANOVA UNIVERZITET U	Nermina	Hadzigrabic	Project manager	nermina.hadzigrabic@untz.ba	+387 62 799264
			Jasmin	Suljagic		jasmin.suljagic@untz.ba j.suljagic@yahoo.com	+387 61 294411
Bosnia and Herzegovina	SUM	University of Mostar	Daniel	Pravdic	Project manager	danijel.pravdic@gmail.com ; danijel.pravdic@mef.sum.ba	+387 36 335 600
			Katarina	Vukojevic	Expert/advisor/researcher	katarina.vukojevic@mef.sum.ba	
			Antonio	Markotic	Expert/advisor/researcher	antonio.markotic@mef.sum.ba	
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Communication Methods and Technologies

Project team members use a variety of communication methods to deliver project information, including meetings, telephone calls, email, voicemail, and websites. Meetings in particular are often the most effective way to distribute information to project stakeholders. Before planning a meeting, the project manager or assigned team member should consider the communication objectives carefully and choose a meeting format that will meet the objectives.

Erasmus+ BIOSINT will develop and maintain a dedicated website that will be used to provide updates, archive various reports, and conduct project communications. This platform enables the project management team, as well as authorized stakeholders, to access project data and communications at any point in time. The BIOSINT website also provides the ability for stakeholders and project team members to collaborate on project work and communication.

The website address is: <http://BIOSINT-project.net>

Responsibility for developing and maintaining webpage is at UNISHK over subcontracting.

Access to the website will be free and only the financial information will be controlled with a username and password. The project management team is responsible for ensuring all project communications and documentation are copied to the website.

All project partners are responsible to transfer a copy of the information to be uploaded to the website to the project management team. The partners also responsible to make sure that the management team had received the information as required.

Additional information and updates will be exchanged through the BIOSINT newsletter that will be distributed periodically to all the project stakeholders via email and published on project webpage.

Table 2. Communication methods

Method	Purpose	Responsibility	Frequency	Audience
Project Consortium board meetings	Making key decisions for realization of project activities and financing. Reporting current project status. Communicate all changes. Identify milestones. Identify and discuss project issues and corrective actions.	Project coordinator	Once per year	All project partners



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Project Executive board meetings	Ensuring realization of project activities by WP leaders. Identify and discuss project issues and corrective actions.	Project coordinator	After each meeting	WP leaders
Office meeting	Report status and progress of projects and scheduled tasks per institutions.	Project partner coordinator	Weekly/monthly	Staff involved in the project from the partners
External meetings	Involve external partners in the project. Subcontracting issues.	Project partner coordinator	As needed	All project partners
Project website	Report status and progress of scheduled milestones and activities. General project information.	Webmaster	As needed every month of the project lifetime	WP leader
Correspondence (letters, memos, email, Skype, ...)	Document status of action items, decisions made, and problems encountered.	All project partners	As needed	All project partners
Site visit	In accordance with project activities. Identify and discuss problems and solutions for project obstacles. Identify project status and recommendation for improvement.	Project coordinator and internal/ external control expert	As needed	All project partners



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Communication standards

Standardization is a proven way to simplify the complexities of project management communications. The Erasmus+ BIOSINT partners will use standard templates for the various communication tools used throughout projects.

In addition to standard templates and/or formats, the Erasmus+ BIOSINT partners use the website as a standard platform from which to share information and communicate. Standardization provides a level of simplicity to a project's communication platforms and improves effectiveness and efficiency.

For this project, the partners will utilize standard formats and templates for all formal project communications. The way to simplify the complexities of project management communications. The Erasmus+ BIOSINT project's templates will be available for download on the official website of the project.

All Erasmus+ BIOSINT project partners are required to print the following text on any official document of the project.

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In addition, the following are standard BIOSINT logo, Erasmus+ logo and partners' logo, which are required to appear on every publication related to the project.



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Informal project communications should be professional and effective but there is no standard template or format that must be used.

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