

Airport Security System Communications Plan

WBS1.5

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## **Communication Plan**

### **Introduction**

The assignment is to develop a communications plan for the installation of an airport security project. The specified deliverables for the project are to install hardware and software to scan passengers eyes, fingerprints and transmit the data to a central locations for evaluation. Although not specified in the exercise I assume that this information is intended to verify that passengers are not on the government no-fly listing. The following details were made up to help give the assignment more credence. This project is to install security scanning and transmitting equipment at the security entrance for one small airport servicing 180 passengers per hour. Because it takes one minute for each scan to properly complete and respond with either a pass fail criteria, there will be 4 stations installed. The fourth station allows for occasional delays or complications with an individual's data without disrupting the overall flow. The hardware and software packages have already been developed and are in use at other airports therefore there is no need for research and develop of the product viability.

### **Scope**

This communication plan identifies procedures for the Airport Security Project at the Land of Make Believe Airport. It will focus on required communications elements. All forms of communication above and beyond the plan are encouraged as long as they do not distract from the professionalism, timing or quality of the project. This plan charts the minimum communication requirements for the project. Open communication between stakeholders is essential to a successful project implementation.

**Stakeholder Analysis**

The stakeholders for this project are those involved with the planning, execution and operations of the project. It will also include those with structural approval authority and governmental, and law enforcement data analysis responsibility. Airport customer input or response will also be considered to improving the product for future projects.

**Information Needs**

Timing is critical for this project. The Land of Make Believe Airport is a functioning airport needing minimal operational disruption. Airport use data, numbers of passengers, aircraft arrival/departure, internet, and telephone infrastructure information are required prior to procurement and installation of the product.

During the installation communications between contractors, project team, the Airport management, governmental sources is critical to validate the proper function and flow of the systems being installed. This information will be developed as reports and upon completion sent to the Project Management Office (PMO) for archiving.

Performance information following the initial hardware and software installation and training of airport personnel is required to ensure the system meets project deliverables. This will include customer flow numbers, data error, equipment deficiencies and user error and overall effectiveness of the security system. This will be documented on post installation reports and gathered for a one year period.

**Sources of Information**

Pre-installation information will be gathered by the airport management from pre installation site survey checklists which will be provided by the PMO, passenger manifest

records, ticket sales and air traffic control aircraft usage reports. This information will be forward to the PMO for dissemination.

During the installation and implementation process, project progression or deliverables, equipment malfunctions and or delays of any kind must be communicated to the appropriate stakeholders. Change in scope requests must be forward to the PMO. Minor changes made and accepted by the contractor and airport manager also need to be reported to PMO even though it needs no action from other stakeholders. This is to archive the change for future projects. Status reports will be required at a coordinated time and upon completion of each milestone.

Post implementation reports are essential to ensure the proper function of the system. The system encompasses the equipment, infrastructure, trained personnel and airport customers. Infrastructure includes wiring, software, telecommunications and interconnectivity with governmental agencies. Airport passenger manifest records, ticket sales and air traffic control aircraft usage reports, customer feedback, law enforcement evaluation and testing and overall evaluation from the airport management as documented on the Post-implementation Checklist will be forwarded by the Airport Manager to the PMO for dissemination.

### **Dissemination Modes**

Communication that is not verifiable is hear say. All communication regarding actionable items must be documented on note, report, form or documented checklist and forwarded to the appropriate stakeholder. Email, electronic documents that maybe sent, printed, saved or archived in any fashion are acceptable. Verbal communication is the most expeditious; a documented record of those conversations must be generated as soon as practical. Agreements must have the signature of all parties to the agreement included. All hard copy documents must be scanned into digital form and forward to the PMO; this may be done via computer or fax.

Milestone reports maybe communicated to the stakeholder verbally as long as it is included in a written report at the appropriate time. Pre-installation and Post-implementation Checklists will be forward and returned electronically.

### Responsibility and Timing

Table 1 depicts the schedule and responsibilities for reports with in the Airport Security System Plan.

*Table 1: Project Communication Plan Summary*

#### **Project Communication Plan**

Deliverable	Audience	Frequency	Method	Provider
Milestone reports	Project Manager, Airport manager	Bi-weekly	Email and hardcopy	Project Team
Pre-installation Checklist	Project Manager, Airport manager, Contractor	1 month prior to installation	Email	Project Manager, Airport manager
Project status reports	Airport manager	Weekly	Email and hardcopy	Project Manager
Installation status reports	Project Manager, Airport manage	Weekly	Email	General Contractor Lead
Training and operation	Project Manager, Airport manage, Contractor Lead	Initially Every second day/Bi weekly afterwards	Email	Sub-contractor Lead/ Airport Manager
Issues reports	Project Manager, Contractor lead	Weekly	Email	Sub- / General- Contractor Lead
Construction site certification	Project Manager, Airport manager, Contractor	Upon completion	Email and hardcopy	County Inspector
System Certification	Project Manager, Airport manager, Contractor	Upon completion	Email and hardcopy	Federal Bureau of Investigation
Approved change requests	Airport Manager	As applicable	Email and hardcopy	Project Manager
Change requests	Project Manager	As needed	Email and hardcopy	Project Team
Post-implementation reports	Project Manager, Airport manager	Monthly after completion for one year	Email	Project Manager, Airport manager

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