Communication Plan

Summary: CADD & Mapping Services is leading the transition to new technology and updated software platforms. This Communication Plan lays out the roadmap for how we will keep involvement with the Districts and Consultants and ensure everyone affected by this upgrade has access to all information and resources needed for a successful transition.

Communication Goals:
- Keep stakeholders informed of project timeline and changes.
- Provide opportunities for structured involvement and feedback from stakeholders.
- Provide clear insight into any decisions needed or roadblocks.
- Allow path for stakeholder acceptance.

Communication Types & Frequency:
- Meetings
  - Consultant CADD Meetings
    - Audience: Externals & Internals
    - Frequency: every 3 months/ 4 times per year
    - Content: Updates & Roundtable discussions
    - 2020 Schedule:
      - February 11th
      - Additional dates to be announced in 2020
    - Responsibility: Mark & JD
    - Invite/Attendee Lists: Consultants, Internal
    - Notifications: via email & website, and ORD application (notification pop-up)
  - CADD Group Meetings
    - Audience: Internal
    - Frequency: every 3 months/ 4 times per year
    - Content: Updates & Roundtable discussions
    - 2020 Schedule:
      - January 22nd
      - April 22nd
      - July 22nd
      - October – see OTEC
      - Year End Meeting - TBD
    - Responsibility: Rachel & Mark
    - Invite/Attendee Lists: CADD managers list, design engineers, CPAs
    - Notifications: via email
- Emails
  - Monthly Technology Emails
    - Audience: Internals (CPAs, Design Engineers, DSMs, & District CADD support)
    - Frequency: Monthly
    - Content: Technology Updates
    - Responsibility: Rachel
  - Quarterly Standards Update Emails
    - Audience: External & Internal (to subscribers & CADDmgrs)
    - Frequency: Quarterly
    - Content: DRRC/standards updates
    - Responsibility: Jack
- Website:
  http://www.dot.state.oh.us/Divisions/Engineering/CaddMapping/CADD_Services/Information/Pages/ORD-Transition.aspx
    - Audience: Everyone
    - Frequency: as needed/as updates made
    - Content: all ORD transition update information, FAQs, and Waiver Application
    - Responsibility: Mark, Kyle, JD
- Skype/Online

- Technology Chats
  - Audience: Internal
  - Frequency: Monthly (TBD)
  - Content: Customer Driven
  - Schedule:
    - TBD – when resources available
- Videos
  - Audience: Internal
  - Frequency: as needed
  - Content: Training and How-to-use guides
  - Responsibility: JD
- Presentations
  - OTEC – submit abstract (Rachel)
  - ACEC meeting
- FAQ
  - Updated as questions received.
  - Will be posted on CADD Website.
  - Responsibility: Rachel, Kyle, Mark
- Community Boards
  - Link and information will be available on CADD website