Change Communication Plan
IT Operations

1. Background

Effective communication is essential to ensure successful change implementation within IT Operations. This plan outlines the communication approach and key activities for the proposed IT change.

2. Objectives

- Ensure stakeholders are aware of the upcoming change
- Minimize disruption to IT services
- Provide clear instructions for affected users
- Gather feedback and monitor concerns

3. Key Messages

- What is changing and why
- Who is impacted
- Timeline for change
- Support channels for questions/issues

4. Stakeholders and Audiences

Audience	Interest / Impact	Communication Needs
IT Staff	Implementation, troubleshooting	Technical details, schedules
End Users	Service usage, downtime	Service status, impact, instructions
Management	Business processes, resources	High-level summary, risks
Support Team	User inquiries, issue resolution	FAQs, escalation process

5. Communication Channels

- Email Notification
- Internal Portal / Intranet
- Service Desk Announcements
- Team Meetings

6. Communication Timeline

Activity	Audience	Channel	Date
Initial announcement	All Stakeholders	Email, Intranet	DD/MM/YYYY
Reminder notification	All Stakeholders	Email	DD/MM/YYYY
Outage/upgrade notice	End Users	Service Desk, Intranet	DD/MM/YYYY
Post-change update	All Stakeholders	Email	DD/MM/YYYY

7. Roles and Responsibilities

Role	Responsibility

Change Manager	Prepare and coordinate communications
IT Operations Lead	Provide technical details and status updates
Communication Team	Draft and distribute messages
Support Team	Respond to queries

8. Feedback and Evaluation

- Collect feedback via survey and support tickets
- Review impact and resolve outstanding concerns
- Refine future change communication strategies