**Wireless Upgrade Scenario**

A generous yet anonymous donor has given your institution a large donation to fund, in perpetuity, upgrades to your university’s wireless network. [One can dream, right?] Your department has finished installing the newest access points and will cut over to the new gear on Friday at midnight, June 20. Most laptops, tablets, and smartphones will briefly lose network connectivity and then pick up the new network. However, a small number of devices may need to be power cycled or reconfigured. We do not anticipate users needing to take any other actions beyond that.

This upgrade improves campus wireless coverage to 90 percent of indoor spaces and 95 percent of outdoor spaces. It does not solve capacity issues—more than 150 students in one classroom still have problems connecting all at once—nor does it improve wireless speeds. Wireless speeds will be improved during future wireless upgrades. Capacity will be addressed over the next two years through site surveys, Ethernet upgrades, custom wireless network design and installation, and load testing in those areas that receive capacity upgrades.

Assume that this is the first formal announcement of the upgrade.

**Communications Plan Table Exercise**

Using the scenario described, build a communications plan for this situation.

Questions to consider:

* What audiences should be notified?
* Does the order of notification matter?

### Communication Plan:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Audience** | **Topic** | **Message** | **Status** | **Owner** |
|  |  | SUBJECT:  MESSAGE: |  |  |
|  |  | SUBJECT:  MESSAGE: |  |  |