Informed Visibility: Mail Tracking and Migration Communications Plan
DRAFT as of 08.15.16

	Communication Activity	Release	Planned Week Of	Audience	Content/Message	Item Type	Distribution Method
✓	**Message #1: IV Overview and Mail Tracking Data Migration**	1	Jun 6	Migrating users	* Timeline * Impacts * IV/Migration Awareness * Who to Contact * Pointed to IV RIBBS/Training Matrix	Document	IMb Tracing and PostalOne! HD emails + IV RIBBS
✓	**Email from Help Desk: Message #1 Attached**	1	Jun 6	Migrating users	* Timeline * Impacts * IV/Migration Awareness * Attachment: Message #1 * Pointed to IV RIBBS	Email	IMb Tracing and PostalOne! HD emails
✓	**Industry Alert: IV Overview & Migration Impacts**	1	Jun 6	Mailers	* Timeline * IV/Migration Awareness * Who to Contact * Pointed to IV RIBBS/Training Matrix	Email	Industry Alert email
✓	**Solicit Pilot Participants for Release 1 Migration Pilot**	1	Jun 6	MTAC User Group 4	* Overview of Pilot * Pilot dates * Scenarios * Instructions on how to apply to participate	Email	IMb Tracing and PostalOne! HD emails
✓	**IV MTR Technical Guide**	1	Jun 13	All users	* Data provisioning options * Mail.XML tracking messages * Getting started with Mail.XML * Overview of IV data dictionary * Business rules * Definitions * Customer support * References * FAQs	Document	IV RIBBS + IV web app
	IV MTR Mail.XML Guide Release 1	1	Sep 8	All users	* Mail.XML tracking messages * Getting started with Mail.XML * Customer support * References	Document	IV RIBBS + IV web app

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IV Data Dictionary Release 1	1	Aug 22	All users	* IV Data Dictionary * Shows Tables and Fields available for Query/Subscription Filters and Online/Delimited Files.	Document	IV RIBBS + IV web app
Sample Data Release 1	1	Aug 22	All users	* Provides sample data for Tables and Fields available for Query/Subscription Filters and Online/Delimited Files.	File set	IV RIBBS + IV web app
Training Notification: IV MTR Mail.XML Guide Available	1	Aug 22	Migrating users	* Brief overview/outline * Location (link to IV RIBBS for IV Tech Guide, IV Data Dictionary, and Sample Data)	Email	IMb Tracing and PostalOne! HD emails
✓ **IV Feature Roadmap**	1	Updated on Aug 9	All users	* Features planned for each release	Document	IV RIBBS + IV web app
Message #2: New MTR Timeline	1	Aug 15	Migrating users	* Announce new MTR Release Timeline * Added Logical Delivery Events to R1	Email	IMb Tracing and PostalOne! HD emails
Industry Alert: New MTR Timeline	1	Aug 15	All users	* Announce new MTR Release Timeline * Added Logical Delivery Events to R1	Email	Industry Alert email
Message #3: Overview of IV Migration Process	1	Aug 22	Migrating users	* Timeline of upcoming migration events (What you need to know and do?) * Communications to expect * Timeline/Communications diagram of migration process	Email	IMb Tracing and PostalOne! HD emails; IV RIBBS
Email from Help Desk - Message #3 attached	1	Aug 22	Migrating users	* Migration instructions/onboarding doc for Existing Users (Attach document)	Email	IMb Tracing and PostalOne! HD emails

Communication Activity	Release	Planned Week Of	Audience	Content/Message	Item Type	Distribution Method
IV User Guide Release 1	1	Sep 8	All users	* Visibility requirements * Data availability options * Apply for access to IV * View My Data * Manage Feeds * Use Address Book * Manage Data Delegation * Understand mail flow and interpret scan data * Customer support * Definitions * References * Role identification rules * Data provisioning options * Overview of IV data dictionary * Business rules * Definitions * FAQs	Document	IV RIBBS + IV web app
Training Notification: IV User Guide Available	1	Sep 8	Migrating users	* Brief overview/outline * Location (link to IV RIBBS)	Email	IMb Tracing and PostalOne! HD emails
Request Migration Date for Release 1 for IMb Tracing and Container Visibility Push Subscriptions	1	Sep 8	Migrating IMb Tracing and PostalOne! users	* Migration period * Recap of migration impacts and necessary actions * How to notify Help Desk of desired migration date	Email	IMb Tracing HD and PostalOne! HD emails
Request IV BSA Identification	1	Sep 5	Migrating users	* Overview of IV BSA role * How to provide IV BSA name * What additional info to provide * Available training	Email	IMb Tracing and PostalOne! HD emails
How to Apply for Access to IV	1	Sep 12	All users	* Register via BCG * New vs. existing BCG customers * IV BSA role * IV BSA Authorization code * Requesting IV service	Training PowerPoint	IV RIBBS + IV web app

Communication Activity	Release	Planned Week Of	Audience	Content/Message	Item Type	Distribution Method
Managing Company Data Subscriptions	1	Sep 12	All users	* Create/manage Mail.XML subscriptions * Create/manage FTP subscriptions * Select attributes, frequency, destination	Training PowerPoint	IV RIBBS + IV web app
Managing Company Address Book	1	Sep 12	All users	* View address book * Add contacts * Manage server information	Training PowerPoint	IV RIBBS + IV web app
Managing Data Delegation	1	Sep 12	All users	* Data delegation methods * Create data delegation * Modify/remove data delegation * Request data delegation * Approve data delegation requests	Training PowerPoint	IV RIBBS + IV web app
Obtaining Mail Tracking Data Through Online Queries	1	Sep 12	All users	* How to create a one-time data query	Training PowerPoint	IV RIBBS + IV web app
Overview of IV Data Model Release 1	1	Sep 12	All users	* Overview of IV Data Model, IV Data Dictionary, and IV Sample Data Files.	Training PowerPoint	IV RIBBS + IV web app
Training Notification: Training Documents Available on RIBBS	1	Sep 12	Migrating users	* How to Apply for Access to IV * Managing Company Data Subscriptions * Managing Company Address Book * Managing Data Delegation * Obtaining Mail Tracking Data Through Online Queries * Overview of IV Data Model Release 1	Email	IMb Tracing and PostalOne! HD emails
Overview of Logical Delivery Events	1	Sep 12	All users	* Definition * Business rules * How to obtain through one-time query or subscription	Training PowerPoint	IV RIBBS + IV web app

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Upcoming Deployment Awareness Notification: Release 1	1	Sep 19	Migrating users	* Upcoming deployment date * Point to IV Tech/User Guide * Recap of any impacts, features to be available in upcoming deployment, and available training and documentation	Email	IMb Tracing and PostalOne! HD emails
IV BSA Authorization Code Instructions and FAQs	1	Sep 28	IV BSAs	* How to enter the IV BSA authorization code * Scenarios when to contact Help Desk	Document	IV RIBBS + IV web app
Authorization Code for IV BSA	1	Sep 28	IV BSAs	* System-generated authorization code * What to do with authorization code * Attach IV BSA Authorization Code Instructions and FAQs	Email	IV system generated emails
Message #4: IV is Live. Here's What You Need to Do.	1	Sep 28	Migrating users	* Release 1 National Deployment * What needs to be done to access IV * IV BSA, Requesting for authorization code, etc. *Link to IV RIBBS for all IV trainings and documents	Email	IMb Tracing and PostalOne! HD emails
Deployment Successful Release 1	1	Sep 28	Migrating users	* Deployment successful * Point to Release Notes	Email	IMb Tracing and PostalOne! HD emails
Industry Alert: Release 1 Deployment	1	Sep 28	Mailers	* Overview of Release 1 * Link to documentation on IV RIBBS	Email	Industry Alert email
Solicit Pilot Participants for Release 2	2	Sep 19	MTAC User Group 4	* Overview of Pilot * Pilot dates * Scenarios * Instructions on how to apply to participate	Email	IV HD email
IV User Guide Release 2	2	Oct 10	All users	* Updates for Release 2	Document	IV RIBBS + IV web app
IV MTR Mail.XML Guide Release 2	2	Oct 10	All users	* Updates for Release 2	Document	IV RIBBS + IV web app

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IV Data Dictionary Release 2	2	Oct 10	All users	* Updates for Release 2	Document	IV RIBBS + IV web app
Sample Data Release 2	2	Oct 10	All users	* Updates for Release 2	File set	IV RIBBS + IV web app
Training Notification: Training Documents Available on IV RIBBS	2	Oct 10	All users	* IV User Guide Release 2 * IV Technical Guide Release 2 * IV Data Dictionary Release 2 * Sample Data Release 2	Email	IV HD email
Overview of IV Data Model Release 2	2	Oct 17	All users	* Overview of IV Data Model, IV Data Dictionary, and IV Sample Data Files. * Highlights any changes to the IV Data Model for Release 2.	Training PowerPoint	IV RIBBS + IV web app
Training Notification: Training Documents Available on IV RIBBS	2	Oct 17	All users	* Overview of Logical Delivery Events * Overview of IV Data Model Release 2	Training PowerPoint	IV HD email
Overview of Administrative Roles in IV	2	Oct 17	All users	* Description of 5 admin roles and associated permissions	Training PowerPoint	IV RIBBS + IV web app
Managing Access and Roles/Permissions for IV	2	Oct 17	BSA, BSA Delegate, Roles/ Permissions Manager	* Description of user roles * How to manage user roles * How to set default user permissions * How to customize permissions for individual users	Training PowerPoint	IV RIBBS + IV web app
Overview of End-to-End Tracking and Assumed Handling Events	2	Oct 17	All users	* Definitions of handling event types * Overview of assumed handling events * How to obtain assumed handling events * Business rules * How nesting associations will fill in gaps	Training PowerPoint	IV RIBBS + IV web app

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Upcoming Deployment Awareness Notification: Release 2	2	Oct 24	All users	* Upcoming deployment date * Point to IV Tech/User Guide * Recap of any impacts, features to be available in upcoming deployment, and available training and documentation	Email	IV HD email
Industry Alert: Release 2 Deployment	2	Oct 24	Mailers	* Overview of Release 2	Email	Industry Alert email
Deployment Successful Release 2	2	Oct 24	All users	* Release 2 National Deployment * Overview of enhancements * Point to Release Notes	Email	IV HD email
Solicit Pilot Participants for Release 3	3	TBD	MTAC User Group 4	* Overview of Pilot * Pilot dates * Scenarios * Instructions on how to apply to participate	Email	IV HD email
IV User Guide Release 3	3	TBD	All users	* Updates for Release 3	Document	IV RIBBS + IV web app
IV MTR Mail.XML Guide Release 3	3	TBD	All users	* Updates for Release 3	Document	IV RIBBS + IV web app
IV Data Dictionary Release 3	3	TBD	All users	* Updates for Release 3	Document	IV RIBBS + IV web app
Sample Data Release 3	3	TBD	All users	* Updates for Release 3	File set	IV RIBBS + IV web app
Training Notification: Training Documents Available on RIBBS	3	TBD	All users	* IV User Guide Release 3 * IV Technical Guide Release 3 * IV Data Dictionary Release 3 * Sample Data Release 3	Email	IV HD email
Overview of IV Data Model Release 3	3	TBD	All users	* Overview of IV Data Model, IV Data Dictionary, and IV Sample Data Files. * Highlights any changes to the IV Data Model for Release 3.	Training PowerPoint	IV RIBBS + IV web app

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Training Notification: Training Documents Available on RIBBS	3	TBD	All users	* Overview of Administrative Roles in IV * Managing Access and Roles/Permissions for IV * Overview of End-to-End Tracking and Assumed Handling Events * Overview of IV Data Model Release 3	Email	IV HD email
Request Migration Date for Release 3 (Start-the-Clock)	3	TBD	Migrating PostalOne! STC users	* Migration period * Recap of migration impacts and necessary actions * How to notify HD of desired migration date	Email	PostalOne! HD email
Obtaining Mail Tracking Data Through Online Queries Release 3	3	TBD	All users	* Any changes to IV web application or running one-time queries, based on Release 4 enhancements	Training PowerPoint	IV RIBBS + IV web app
Managing Personal Data Subscriptions	3	TBD	All users	* Create/manage Mail.XML subscription * Create/manage FTP subscription * Select attributes, frequency, destination	Training PowerPoint	IV RIBBS + IV web app
Managing Notifications	3	TBD	All users	* Description of notifications (system, alert, download available) * View notification list * Select notification settings	Training PowerPoint	IV RIBBS + IV web app
Update to Managing Company Address Book	3	TBD	All users	* Creating and managing groups	Training PowerPoint	IV RIBBS + IV web app
Upcoming Deployment Awareness Notification: Release 3	3	TBD	All users	* Upcoming deployment date * Point to IV Tech/User Guide * Recap of any impacts, features to be available in upcoming deployment, and available training and documentation	Email	IV HD email

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Deployment Successful Release 3	3	TBD	All users	* Release 3 National Deployment * Overview of enhancements * Point to Release Notes	Email	IV HD email
Industry Alert: Release 3 Deployment	3	TBD	Mailers	* Overview of Release 3	Email	Industry Alert email