COMMUNICATION MANAGEMENT PLAN
THERAPY MANAGER

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ThyMer

INTRODUCTION

This Communications Management Plan sets the communications framework for this project. It will serve as a guide for communications throughout the life of the project and will be updated as communication needs change. It describes how our team will communicate with each other, with the stakeholders (course staff), and with the customers/end-users (classmates). It also considers the goals and objectives of the communications and the channels we will use.

STAKEHOLDER COMMUNICATION

Our team will keep the stakeholders posted on the status of the project by inform them whenever a significant milestone is hit, or a new feature is added. We will also communicate with them if there is the need to re-discuss requirements, their feedback is needed or to address any concerns they may have.
Given the current situation with Covid-19, we will refrain from meeting with stakeholders in person. Instead we will utilize Piazza as our primary communication channel and use email and Google Hangouts when appropriate.

TEAM MEMBERS COMMUNICATION

As our team is using scrum, we will be having weekly meetings using Hangouts. After the meeting we will have the most important points written down. We will also have informal discussions by using WhatsApp. This discussions will be related to project assignments, division of tasks, meeting time availability etc. We will discuss technologies, project flow, task ownership, planning, etc. during the formal virtual meeting.
The formal meeting frequency can be increased to discuss issues or changes in the project deliverables. Informal discussions would take place on a regular basis to keep a check on the progress of tasks.
Also, as part of the selected work methodology, the following communication channels will be used:

Channel	Type	Role in Communication
Project planning and release planning	Meetings (Online and Offline)	To communicate details of the project and the release
Product Roadmap	Artifact	To communicate a long-term view of the features that support the product vision
Product Backlog	Artifact	To communicate the scope of the project as a whole to the project team
Release Plan	Artifact	To communicate the goals for a specific release

CUSTOMERS/END-USERS COMMUNICATION

Customers/healthcare professionals (classmates) will be provided with brief information about the purpose of this app via Piazza. Customers/Users who are interested in using the web app will be provided with a prototype or mock-up of the ThyMer web application. This mock-up will be the UI where a user can enter its information and visualize main features such as creating a patient's profile, adding/editing notes, making an appointment, etc.
Whenever our team reaches a significant milestone which is also worth showing, we can create a short video of the product up to that point and share it with our customers by providing a link on Piazza. Our team chooses to update customers when there are significant updates to prevent customers from feeling like we are spamming them with useless information.
Customers usually care for information that is useful or relevant to themselves, as such, we choose to update them when we have finished a milestone that is a significant improvement in the customer experience.