Communication Management Plan

**Project Name:** Tail Tales Website  
**Version:** 1.0  
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# Purpose

This document lays out all communications procedures to be used while working on the Tail Tales Website project. It ensures clear communication among all stakeholders, facilitating efficient collaboration and decision-making.

# Definitions, Abbreviations, Acronyms

| Term | Definition |
| --- | --- |
| MS Teams | A collaboration and communication tool for virtual meetings and team discussions. |
| Jira | A project management tool used for task tracking and reporting. |
| CMP | Communication Management Plan. |

# References

* Tail Tales Website Project Documentation
* Tail Tales Website Development Plan

# Stakeholder communications requirements

|  |  |
| --- | --- |
| Stakeholder | Informational Requirements |
| Project Team Members | Task assignments, project updates, technical documentation. |
| Project Sponsor (CEO) | High-level project status, budget, and risks. |
| Faculty | Project progress reports and approvals. |
| End Users (Pet Owners, Service Providers) | Feedback collection and testing updates. |

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# Communications summary & Responsibilities

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Stakeholders | Communications Name | Delivery Method/Format | Producer | Due/Frequency |
| Project Team | Weekly Status Meeting | Virtual (MS Teams) | Project Manager | Every Monday |
| CEO, Faculty | Monthly Progress Report | Email (PDF) | Project Leader | Monthly |
| End Users | Beta Testing Feedback | Surveys, Website Forms | Marketing Team | Testing Phase |
| Developers, Testers | Daily Standup | Virtual (MS Teams) | All Team Members | Daily |
| Customer Support | Issue Escalation Log | Jira Ticketing System | Support Team | As needed |
| Project Team | Weekly Status Meeting | Virtual (MS Teams) | Project Manager | Every Monday |
| CEO, Faculty | Monthly Progress Report | Email (PDF) | Project Leader | Monthly |

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# Comments & Guidelines

* **Step 1:** Team members report issues via MS Teams or Jira.
* **Step 2:** Project Manager reviews and assigns priority levels.
* **Step 3:** Critical issues are escalated to leadership if unresolved within 48 hours.
* **Step 4:** High-priority conflicts are discussed in the weekly project

# Escalation procedures for resolving issues

* **Step 1:** Team members report issues via MS Teams or Jira.
* **Step 2:** Project Manager reviews and assigns priority levels.
* **Step 3:** Critical issues are escalated to leadership if unresolved within 48 hours.
* **Step 4:** High-priority conflicts are discussed in the weekly project review.

# Revision procedures

If it is decided that the communications procedures should be revised, the team member who raised the issue with the communication plan will initiate the revision process.

### ****8.1 Drafting****

A team member drafts the revised CMP using the previous version as a template.

### ****8.2 Reviewing****

The revised CMP is reviewed by the Project Manager.

### ****8.3 Approving****

If approved, the new version is assigned a number and released. If denied, revisions are requested.

### ****8.4 Releasing & Distribution****

The updated CMP is stored in project documentation and announced on MS Teams.