**Communications Management Plan**

**Project:** Cloud Migration for Telco Infrastructure  
**Project Manager:** Barbara Nzisa Malei  
**Version:** 1.0  
**Date:** May 2025

**1. Objectives of the Communication Plan**

* Ensure all stakeholders receive timely, accurate, and relevant project information.
* Coordinate cross-functional collaboration between OSS/BSS, CRM, and mobile money integration teams.
* Maintain alignment between technical progress and business goals.
* Facilitate regulatory reporting and executive oversight.

**2. Stakeholder Communication Requirements**

| **Stakeholder Group** | **Role** | **Information Needs** | **Frequency** | **Format/Channel** |
| --- | --- | --- | --- | --- |
| **Project Team (IT, Cloud, DevOps)** | Execution | Daily updates, blockers, risks | Daily | Stand-ups (Slack/MS Teams), Jira |
| **Vendors (Cloud, CRM, OSS providers)** | Solution support | Integration updates, issue logs | Bi-weekly | Email, Zoom, Shared Drive |
| **Executives (CTO, CIO)** | Oversight | Milestone status, risk summary, ROI | Monthly | Dashboard Reports, PPT |
| **Regulatory Body (CAK, DPO)** | Compliance | Data handling, system uptime, audit logs | As required | PDF Reports, Email |
| **Network Operations (NOC/SOC)** | Operational readiness | Migration timelines, downtime windows | Weekly | Reports, Alerts, Confluence |
| **Customer Service/CRM Teams** | Business continuity | Downtime notices, CRM testing results | As needed | Email, Internal Memo |

**3. Communication Tools & Platforms**

| **Purpose** | **Tool** |
| --- | --- |
| Task tracking & documentation | Jira, Confluence |
| Real-time messaging | MS Teams, Slack |
| Meetings (virtual) | Zoom, Google Meet |
| Document sharing | SharePoint, Google Drive |
| Reporting/Dashboards | Power BI, Excel, Lucidchart |

**4. Communication Cadence**

| **Communication Type** | **Audience** | **Frequency** | **Owner** |
| --- | --- | --- | --- |
| Daily Stand-Up | Internal Project Team | Daily | PM/Scrum Master |
| Weekly Status Report | Stakeholders, Team Leads | Weekly | PM |
| Bi-weekly Vendor Sync | External Vendors | Bi-weekly | PM/Vendor Coordinator |
| Monthly Executive Report | CIO/CTO, Sponsors | Monthly | PM |
| Emergency Notification | All stakeholders | Ad hoc | PM/Change Control Team |
| Compliance Updates | Legal, DPO, CAK | As required | Compliance Officer |

**5. Escalation Procedures**

| **Issue Type** | **Escalation Level** | **Response Time** |
| --- | --- | --- |
| Technical Blockers | Cloud Architect / Team Lead | Within 4 hrs |
| Budget/Resource Risks | Program Manager | Within 1 business day |
| Regulatory Breach | DPO / Legal | Immediate |
| Vendor Delays | Vendor Account Manager | Within 1 day |

**6. Approval & Change Management Communication**

All change requests that impact:

* **Timeline**
* **Cost**
* **Scope**
* **Data Migration or SLA**

...must be communicated via:

* Change Control Log in Jira
* CAB meeting summary email
* Updated schedule shared to all affected parties

**7. Communication Success Metrics**

| **Metric** | **Target** |
| --- | --- |
| Stakeholder satisfaction (via survey) | ≥ 85% |
| On-time delivery of reports | 100% |
| Number of missed meetings | 0 |
| Response time to urgent escalations | ≤ 2 hrs |
| Communication breakdown incidents | < 1 per month |

**8. Communication Responsibilities Matrix (RACI)**

| **Communication Item** | **Responsible** | **Accountable** | **Consulted** | **Informed** |
| --- | --- | --- | --- | --- |
| Weekly Status Report | PM | PM | Team Leads | All Stakeholders |
| Monthly Dashboard | PM | PM | Tech Leads, QA | Executives |
| Regulatory Submissions | Compliance Officer | DPO | PM, Legal | Regulator |
| Vendor Integration Logs | Vendor PM | Telco PM | Architects | QA, CRM Leads |

**9. Version Control**

| **Version** | **Date** | **Changes** | **Author** |
| --- | --- | --- | --- |
| 1.0 | [Insert Date] | Initial Draft | [Your Name] |
| 1.1 | [Future] | Added M-PESA API Integration Meeting Details | [Your Name] |