**Communication Management Plan**

**1. Purpose**  
To ensure timely and effective internal and external communication across all stakeholders in the Safaricom FinTech Money Platform project.

**2. Communication Objectives**

* Keep all parties informed of progress, risks, and changes
* Foster collaboration between technical and non-technical teams
* Ensure transparency with regulatory and executive bodies

**3. Stakeholder Communication Matrix**

| **Stakeholder** | **Information** | **Frequency** | **Method** | **Owner** |
| --- | --- | --- | --- | --- |
| Executives | Milestone updates | Monthly | PPT Report, Email | Project Manager |
| Development Team | Tasks, blockers | Daily | Stand-up meetings, Slack | Scrum Master |
| Customers | Product demos, feedback | Bi-weekly | Zoom, Email | Product Owner |
| Regulators | Compliance updates | Quarterly | Official Reports | Compliance Officer |

**4. Tools and Channels**

* Slack – Daily team communication
* Zoom – Virtual meetings
* JIRA – Task tracking
* SharePoint – Document management
* Email – Formal communication
* WhatsApp (internal emergencies)

**5. Escalation Path**  
Tiered escalation:

1. Project Manager
2. Steering Committee
3. Executive Sponsor