**Communication Management Plan**

**Project:** Smart 5G Optimization & Deployment (S5GO-DI) – Safaricom

**A. Communication Objectives**

* Ensure timely, accurate, and targeted exchange of project information.
* Foster transparency among internal and external stakeholders.
* Enable proactive risk and issue reporting and resolution.
* Align technical and non-technical teams through standardized formats.

**B. Communication Matrix**

| **Audience / Stakeholder** | **Information Type** | **Format** | **Owner** | **Frequency** | **Delivery Method** |
| --- | --- | --- | --- | --- | --- |
| Steering Committee (CIO, CFO) | Project health, key risks, budget summary | Executive Summary Slide Deck | Project Manager | Monthly | Email + Presentation |
| Project Team | Task updates, blockers, sprint planning | Daily Stand-up Notes | Scrum Master | Daily | Teams / Slack |
| Vendors (e.g., Huawei, Ericsson) | Delivery timelines, issue escalation | Status Report + Issue Log | Procurement Lead | Weekly | Email + Vendor Portal |
| Regulatory Authority (CAK) | Compliance updates, test reports | Policy Brief / Compliance Memo | Regulatory Liaison | Bi-Monthly | Email + PDF |
| Community Advisory Panel | Site rollout plans, health clarifications | Visual Brochures + Reports | CSR Lead | Monthly | Printed Copies + Local Meetings |
| Enterprise Clients | SLA reports, latency logs, outage alerts | Dashboard Access + Reports | Service Manager | Bi-weekly | Web Portal + Email |
| Finance Department | Budget utilization, CAPEX variance | Excel/ERP Report | Finance Officer | Monthly | SAP/Oracle ERP |
| DevOps & AI Teams | Model performance, network KPIs | Git + Grafana Dashboards | AI Lead / DevOps Engineer | Weekly | GitHub / Grafana |
| Legal & Risk Team | Risk register, legal approvals | Risk Log + Legal Briefs | Risk Officer | Monthly | Email + Document Portal |

**C. Communication Templates (Brief)**

1. **Executive Status Report Template (Monthly)**
   * Project Phase
   * % Completion
   * Key Achievements
   * Top 3 Risks (with mitigation)
   * Budget vs Actual (Graph)
   * Requests for Escalation/Support
2. **Sprint Update Template (Daily Stand-Up)**
   * Yesterday's Work
   * Today's Tasks
   * Roadblocks
   * Dependencies
3. **Issue Log Template**
   * Issue ID
   * Description
   * Severity
   * Assigned To
   * Target Resolution Date
4. **Risk Register Snapshot (Summary View)**
   * Risk ID
   * Probability / Impact
   * Owner
   * Mitigation Action
   * Status