Communication Plan

<Personal Wiki>

CS 5500 Personal Wiki Team

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Introduction

The purpose of the Communications Management Plan is to define the communication requirements for the project and how information will be distributed. The Communications Management Plan defines the following:

- What information will be communicated—to include the level of detail and format
- How the information will be communicated—in meetings, email, telephone, web portal, etc.
- When information will be distributed—the frequency of project communications both formal and informal
- Who is responsible for communicating project information
- Communication requirements for all project stakeholders
- What resources the project allocates for communication
- How any sensitive or confidential information is communicated and who must authorize this
- How changes in communication or the communication process are managed
- Any constraints, internal or external, which affect project communications

Project Team

We plan to adopt the Scrum framework which shares the agile philosophy and principles. With Scrum, our team is able to address complex adaptive problems and develop products of high quality iteratively, while working productively and creatively.

We have three roles:

- A product owner who represents the product's stakeholders and customers;
- A scrum master who facilitates key sessions by removing distractions;
- The development team who carry out all required tasks to build increments at every sprint.

For every framework activity, from requirements analysis to design evolution to product delivery, we break down our work into goals that can be completed within sprints(every two-weeks), then track and replan in daily scrum meetings(every workday).

- **Sprints**

All our work will be performed within sprints. Each sprint will be two weeks. In case of our project, the product owner will be our primary customer representative, and the scrum master will be our alternative primary customer representative. All of our team members will be the development team.

For every sprint, we team members will discuss and reach an agreement on the scope of the work during that sprint. Based on our schedule of the project, we will select projects backlog items that are expected to be completed in that sprint. All the backlog items will be written in Jira story and placed in the backlog list. Team members might discuss the backlog items, some items may be split or put back if they cannot be finished in the sprint. All the team members will agree to the sprint goal, and a short description about it will be delivered at the end.

The sprints will be planned by using Jira. Every two weeks, we will start a new sprint and close the last one. The remaining tasks from the last sprint will be moved to the next sprint. The product owner or scrum master will give the team a short description of why the tasks aren't finished in the last sprint and team members may discuss what improvements can be done for the next sprint.

- **Scrum Meetings**
  A daily "stand-up" scrum meeting will take place at 10:00 am from every Monday to Friday in the process of the project. The scrum meeting will last for about 15-20 mins for each team member to give a short report. Every team member will give their report by mainly answering the following 3 questions: i) What did you accomplish since the last meeting? ii) What are you planning to work on until the next meeting? iii) Are there any blockers? If yes, what is getting in your way doing your job?

  We will track the project process via Jira. Team will share one Jira board for the project, and each team member will have their own page for tracing the process of their work. In their page, tasks will be simply separated into three catalogs: To do, In progress and Done, which are straightforward from their name.

  Normally, daily scrum meetings should be held in a meeting room at a certain time every workday. In accordance with the latest guidance from public health authorities in response to the ongoing COVID-19 pandemic, our daily scrum meetings will be working online via Bluejeans. In consideration of that everyone might have an off-day, and circumstances sometimes make absence unavoidable, the daily updates will be given at group Slack channel.

- **Backlogs**
  The product backlog is a breakdown of work to be done for a product. It contains a prioritized list of product requirements. We use user stories to maintain and track all these requirement lists. The product owner can add items and update priorities in the product backlog according to requirements from stakeholders and customers.

  The sprint backlog is the prioritized list of work the development team must handle during the next sprint. Stories are selected by the scrum team members from the product backlog in priority order during the planning for the next sprint. Every story has a “score” indicating how many time/efforts are needed for completing this task. The stories are allocated within each development team member's capacity.

  Once a sprint has been delivered, the product backlog is analyzed and reprioritized if necessary, and the next set of functionality is selected for the next sprint.

  During the process of creating and tracking backlogs, we use informal verbal communication to select stories and share updates, and use formal written communication to maintain and track all the stories in Jira. All the communications are carried out synchronously during sprint planning(every two-weeks) and daily stand-ups(every workday) through Bluejeans. All the backlogs need to be captured and preserved in Jira as a permanent record of communication.

- **Demos**
  At the end of a sprint, we have two meetings. At the sprint retrospective meeting, we reflect on the past sprint and discuss continuous improvements. At the sprint review, we review all the completed and uncompleted stories, and demonstrate the incremental functionalities that have been implemented in the past sprint to the whole team, customers and stakeholders for evaluation.

  The demos presentation usually takes two hours every two weeks at the end of each sprint. This review meeting will be held via Bluejeans under current special circumstances. Every development team member demonstrates his/her completed work one by one using formal verbal communication. The complete stories will be closed and incomplete work will be added to future sprints, with all records being preserved permanently in Jira.

Communications Management Approach

The Project Manager will take a proactive role in ensuring effective communications on this project. The communications requirements are documented in the Communications Matrix presented in this document. The Communications Matrix will be used as the guide for what information to communicate, who is to do the communicating, when to communicate it and to whom to communicate.

As with most project plans, updates or changes may be required as the project progresses or changes are approved. Changes or updates may be required due to changes in personnel, scope, budget, or other reasons. Additionally, updates may be required as the project matures and additional requirements are needed. The project manager is responsible for managing all proposed and approved changes to the communications management plan. Once the change is approved, the project manager will update the plan and supporting documentation and will distribute the updates to the project team and all stakeholders. This methodology is consistent with the project's Change Management Plan and ensures that all project stakeholders remain aware and informed of any changes to communications management.

Stakeholder Communication Requirements

As part of identifying all project stakeholders, the project manager will communicate with each stakeholder in order to determine their preferred frequency and method of communication. This feedback will be maintained by the project manager in the project's Stakeholder Register. Standard project communications will occur in accordance with the Communication Matrix; however, depending on the identified stakeholder communication requirements, individual communication is acceptable and within the constraints outlined for this project.

In addition to identifying communication preferences, stakeholder communication requirements must identify the project's communication channels and ensure that stakeholders have access to these channels. If project information is communicated via secure means or through internal company resources, all stakeholders, internal and external, must have the necessary access to receive project communications.

Once all stakeholders have been identified and communication requirements are established, the project team will maintain this information in the project's Stakeholder Register and use this, along with the project communication matrix as the basis for all communications.

Roles

Project Sponsor
The project sponsor is the champion of the project and has authorized the project by signing the project charter. This person is responsible for the funding of the project and is ultimately responsible for its success. Since the Project Sponsor is at the executive level communications should be presented in summary format unless the Project Sponsor requests more detailed communications.

Program Manager
The Program Manager oversees the project at the portfolio level and owns most of the resources assigned to the project. The Program Manager is responsible for overall program costs and profitability as such they require more detailed communications than the Project Sponsor.

Key Stakeholders
Normally Stakeholders includes all individuals and organizations who are impacted by the project. For this project we are defining a subset of the stakeholders as Key Stakeholders. These are the stakeholders with whom we need to communicate with and are not included in the other roles defined in this section. The Key Stakeholders includes executive management with an interest in the project and key users identified for participation in the project.

Change Control Board
The Change Control Board is a designated group which is reviews technical specifications and authorizes changes within the organizations infrastructure. Technical design documents, user impact analysis and implementation strategies are typical of the types of communication this group requires.

Customer
The customers for this project are users of Personal Wiki app. As the customer who will be accepting the final deliverable of this project they will be informed of the project status including potential impacts to the schedule for the final deliverable or the product itself.

Project Manager
The Project Manager has overall responsibility for the execution of the project. The Project Manager manages day to day resources, provides project guidance and

monitors and reports on the projects metrics as defined in the Project Management Plan. As the person responsible for the execution of the project, the Project Manager is the primary communicator for the project distributing information according to this Communications Management Plan.

Project Team
The Project Team is comprised of all persons who have a role performing work on the project. The project team needs to have a clear understanding of the work to be completed and the framework in which the project is to be executed. Since the Project Team is responsible for completing the work for the project they played a key role in creating the Project Plan including defining its schedule and work packages. The Project Team requires a detailed level of communications which is achieved through day to day interactions with the Project Manager and other team members along with weekly team meetings.

Technical Lead
The Technical Lead is a person on the Project Team who is designated to be responsible for ensuring that all technical aspects of the project are addressed and that the project is implemented in a technically sound manner. The Technical Lead is responsible for all technical designs, overseeing the implementation of the designs and developing as-build documentation. The Technical Lead requires close communications with the Project Manager and the Project Team.

Project Team Directory

The following table presents contact information for all persons identified in this communications management plan. The email addresses and phone numbers in this table will be used to communicate with these people.

Role	Name	Title	Organization/ Department	Email	Phone
Project Sponsor	Phil Gust	Course Instructor	NEU		
Program Manager	Ziqi Tang	Course participant	NEU		
Project Manager	Shengfu Zhang	Course participant	NEU		

Key Stakeholder	Qimin Cao	Course participant	NEU		
Key Stakeholder	Fang Song	Course participant	NEU		
Key Stakeholder	Xu Wang	Course participant	NEU		
Key Stakeholder	Yan Zhao	Course participant	NEU		
Customer	Skateholders		NEU		
Customer	App users				

Customer/End-User Communication Plan

Building upon the PersonalWiki project, the key objective of the Customer/End-User Communication plan is to maximize awareness and usage of the new PersonalWiki website among the identified target user group and to encourage ongoing engagement.

The customers for this project are all the members of the class. As the customer who will be accepting the final deliverable of this project they will be informed of the project status including potential impacts to the schedule for the final deliverable or the product itself.

We will show the basics, the main features, and the technologies of the project to our customers through our Github Project page. We will update our Github Project page frequently as we develop. The most recent updates or any significant milestone will show on top of the readme so that customers can have a straightforward understanding of our progress.

As we developed, we will provide prototypes for customers to try out, or create videos demonstrating how our system worked.

We will communicate with customers at least once a week till the end of the semester/final deliverable. We will also communicate with customers if we have any significant update or milestone. We will send project updates to our customers through email or posting on piazza, as well as on our Github Project page.

Communication Methods and Technologies

The Personal Wiki project team will determine, in accordance with instructors and TAs. organizational policy, the communication methods and technologies based on several factors to include: stakeholder communication requirements, available technologies (internal and external), and organizational policies and standards.

The Personal Wiki Team maintains a Google doc keeping track of the communication plans discussed in the meeting.

The group meeting among the key stakeholders is held either online through ZOOM video conference or face to face at the campus of NEU Silicon Valley.

The platform is based on the Github platform. All the deliverables generated either from the individuals or from the project teams will be uploaded on the shared Github repo including this communication plan document.

For stakeholders who do not have the ability to access google doc, they can get the status from the report email written by the project manager. Otherwise, anyone will have access to the demonstration Wiki Page of the project.

The process of the technical part is shown in the Github Board. The task tickets will be created after meetings allowing the assignees to get it done in a designated time due.

All project communication and documentation, in addition to being maintained on the Github platform and project website, will be archived on the internal Personal Wiki Team shared drive which resides in the PMO program directory. Organizational naming conventions for files and folders will be applied to all archived work.

Communications Matrix

The following table identifies the communications requirements for this project.

Communication Type	Objective	Frequency	Audience	Deliverable
Kickoff Meeting	Introduce the project team and the project.	Once	-Project sponsor -Project team -stakeholders	-Agenda -Meeting Minutes
Project Team Meetings	Review status of the project with the team.	Once a week	Project team	-Agenda - Meeting Minutes -Project schedule
Technical Design Meetings	Discuss and develop technical design solutions for the project.	As needed	Project Technical Staff	-Agenda -Meeting Minutes
Monthly Project Status Meetings	Report on the status of the project to management.	Monthly	PMO	-Slide Updates -Project Schedule

Guidelines for Meetings

Meeting Agenda

Meeting Agenda will be distributed 5 business days in advance of the meeting. The Agenda should identify the presenter for each topic along with a time limit for that topic. The first item in the agenda should be a review of action items from the previous meeting.

Meeting Minutes
Meeting minutes will be distributed within 2 business days following the meeting. Meeting minutes will include the status of all items from the agenda along with new action items.

Action Items
Action Items are recorded in both the meeting agenda and minutes. Action items will include both the action item along with the owner of the action item. Meetings will start with a review of the status of all action items from previous meetings and end with a review of all new action items resulting from the meeting. The review of the new action items will include identifying the owner for each action item.

Meeting Chair Person
The Chair Person is responsible for distributing the meeting agenda, facilitating the meeting and distributing the meeting minutes. The Chair Person will ensure that the meeting starts and ends on time and that all presenters adhere to their allocated time frames.
Assignee: Qimin Cao

Note Taker
The Note Taker is responsible for documenting the status of all meeting items, maintaining a Parking Lot item list and taking notes of anything else of importance during the meeting. The Note Taker will give a copy of their notes to the Chair Person at the end of the meeting as the Chair Person will use the notes to create the Meeting Minutes.
Assignee: Fang Song

Time Keeper
The Time Keeper is responsible for helping the facilitator adhere to the time limits set in the meeting agenda. The Time Keeper will let the presenter know when they are approaching the end of their allocated time. Typically a quick hand signal to the presenter indicating how many minutes remain for the topic is sufficient.
Assignee: Xu Wang

Glossary of Communication Terminology

Term	Definition
Communication	The effective sending and receiving of information. Ideally, the information received should match the

	information sent. It is the responsibility of the sender to ensure this takes place.
Stakeholder	Individuals or groups involved in the project or whose interests may be affected by the project's execution or outcome.
Communications Management Plan	Portion of the overall Project Management Plan which details how project communications will be conducted, who will participate in communications, frequency of communications, and methods of communications.