

PERFORMANCE AND FINAL SUBMISSION PHASE

COMMUNICATION

Date	24 NOVEMBER 2023
Team ID	NM2023TMID04681
Project name	BUILD AN EVENT MANAGEMENT SYSTEM

Effective communication is crucial when building an Event Management System (EMS) using Salesforce. Clear and transparent communication helps ensure that all stakeholders are on the same page, expectations are aligned, and the project progresses smoothly. Here's a guide for communication throughout the development process:

1. Project Kickoff:

Audience: Project Team, Stakeholders

Content:

Introduction to the project, its objectives, and its significance.

Overview of the chosen technology stack, with a focus on Salesforce.

Roles and responsibilities of team members.

High-level project timeline and milestones.

2. Requirements Gathering:

Audience: Project Team, Business Analysts, Key Stakeholders

Content:

Explanation of the importance of gathering accurate and comprehensive requirements.

Regular updates on the progress of requirement gathering sessions.

Addressing any questions or concerns from stakeholders.

3. Design and Planning:

Audience: Project Team, Designers, Salesforce Administrators

Content:

Presentation of the EMS architecture and design.

Discussion of Salesforce configurations and customizations.

Confirmation of design choices with stakeholders.

4. Development Updates:

Audience: Project Team, Developers

Content:

Regular updates on development progress.

Identification and resolution of any development challenges.

Showcasing key functionalities as they are implemented.

5. Testing Phase:

Audience: Project Team, QA Team

Content:

Overview of the testing strategy.

Sharing test plans, test cases, and results.

Collaboration to address and resolve any identified issues.

6. Integration with Salesforce:

Audience: Project Team, Salesforce Administrators

Content:

Explanation of the integration process and its benefits.

Updates on data synchronization between the EMS and Salesforce.

Addressing any integration-related challenges.

7. User Training:

Audience: End Users, Training Team

Content:

Announcement of training sessions.

Distribution of training materials.

Q&A sessions to address user queries and concerns.

8. Deployment and Go-Live:

Audience: Project Team, Stakeholders

Content:

Confirmation of deployment readiness.

Announcement of the go-live date.

Rollout plan and contingency measures.

9. Post-Implementation Review:

Audience: Project Team, Stakeholders

Content:

Evaluation of the project against initial objectives.

Feedback collection from stakeholders.

Identification of areas for improvement.

10. Ongoing Support and Maintenance:

Audience: Project Team, Support Team

Content:

Explanation of the support and maintenance plan.

Procedures for reporting and addressing issues.

Regular updates on system performance and enhancements.

Communication Best Practices:

Regular Updates: Provide regular, concise updates to keep stakeholders informed.

Interactive Sessions: Conduct interactive sessions for feedback and clarification.

Documentation: Maintain clear documentation for all phases of the project.

Feedback Mechanism: Establish an open channel for feedback and suggestions.

Adaptability: Be flexible in communication methods based on the needs of different stakeholders.

By implementing effective communication strategies throughout the development process, you can foster collaboration, manage expectations, and contribute to the overall success of the Event Management System project using Salesforce.