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Designated Roles

Project Manager - *Taylor Kissick*

Lead Developer - *Celeste Spaulding-Price*

IT Operations Administrator - *Luke Patterson*

Support Lead - *Caio Souza*

Client Liaison - *Taylor Kissick*

Web Content Manager - *Seth Deno*

IvyWare Solutions Communication Policy

General Expectations

- **Professionalism**
 - Members must strive to maintain professional communication standards by conducting themselves in a manner that is concise, clear, and respectful in all interactions.
- **Tone**
 - Members must strive to maintain a professional and respectful tone and attitude towards all parties involved in all forms of communication, both verbal and written.
 - Members should foster a positive and productive collaborative environment by being considerate of others and providing constructive feedback.
- **Grammar**
 - All official documentation regarding project development must be crafted with correct grammar to ensure clarity and avoid miscommunication.
 - Members may communicate in an informal manner while collaborating, provided it doesn't violate tone and professionalism expectations.

Internal Communication Guidelines

- **Medium:** Official team Discord server “265 Proj Dev SP25”.
 - Project-related communication must be conducted through this medium in accordance with the general guidelines.
 - A temporary invitation link to the server will be generated and provided to the instructor, should he choose to join the team.
- **Frequency:** Synchronous weekly meetings will take place every Thursday from 4PM to 5PM.
 - Participation is crucial for addressing the current issues and concerns that need to be resolved.
 - Meetings should be professionally conducted, meaning members should arrange for the time of the meeting and participate in an organized, collaborative, and respectful manner
 - Members are expected to join via computer—no tablets or phones—to ensure full attention and participation in the meeting.
 - Additional meetings may be organized based on necessity. The time and participation of members are to be determined by the task at hand and agreed upon via Discord.
 - Members are expected to check Discord daily for updates, group support, and participation in group decisions.
 - **Asynchronous** communications are to take place within Discord. Appropriate group channels will be created throughout the progression of the project to accommodate our communication needs.

External Communication Guidelines

- **Instructor:** Issues raised by team members that need to be brought to the instructor's attention must be posted on the #instructor-inquiry Discord channel.
 - It is primarily the Project Manager's responsibility to communicate raised issues to the instructor; however, if the manager is unavailable, the team member with the greatest involvement in the raised issue, as determined by their designated role, may exert this function upon group agreement.
- **Client:** Client communication is to be handled by the instructor, as per his directive.
 - It is the Liaison's responsibility to address any client communication needs not met or delegated by the instructor.

Conflict Resolution Guidelines

- In case of internal conflict, members are expected to first attempt resolving the issue cordially, through communication.
- Persistent or unresolved conflicts shall be mediated by the Project Manager.
- Ultimately, the instructor may be contacted for additional help in the conflict resolution.
- Decisions arising from conflicts must be made with the client's best interests in mind.