**Orange Iguana Communication Plan**

SCRUM MASTER

PRODUCT OWNER

PROJECT MANAGER

STAKEHOLDERS

SCRUM TEAM

|  |  |  |  |
| --- | --- | --- | --- |
| **Product Owner** | Jacob Mertz | **Scrum Master** | John Martin |
| **Project Manager** | Timothy McMasters | **Scrum Team** | Brionna Morris |
| **Target Start Date** | September 1st | **Target End Date** | April 1st |

**STAKEHOLDER COMMUNICATION REQUIREMENTS:**

* The product owner requires reports at the end of each sprint that should be delivered by the project manager.
* The product owner requires milestone reports along with the bi-weekly sprint reports.
* The product owner would like to consult with the project manager whenever any issues occur with time, budget, and scope of the project.

**INFORMATION TO BE COMMUNICATED:**

* Stakeholders and the product owner will receive information relevant to their needs. The product owner will receive information about any setbacks, development issues, as well as budget, time, and scope changes. The product owner will also receive updates on achieved milestones.

**RECEIVERS & PRODUCERS:**

* Team leads must receive weekly reports that must be delivered to the project manager.

**TECHNOLOGY METHODS FOR COMMUNICATION:**

**-Emails**

**-Meetings**

**-Presentations**

**-Project Status Documents & Reports**

**-Microsoft Teams Chat**

**-Microsoft SharePoint**

* Microsoft SharePoint will be used to share, modify, and collaborate on any documentation, reports, or general documents needed to complete and share information about the project.
* The team will primarily use email for low to medium response needs.
* Teams will use Microsoft Teams chat for high to extreme response needs .
  + Microsoft Teams chats will and can be created for team communication.
    - Scrum Team to Scrum Master (Teams Chat)
    - Scrum Master to Project Manager
    - Project Manager to Product Owner
    - Project Manager to Stakeholders
* For daily stand-ups and bi-weekly sprint meetings, Microsoft Teams video meetings will be used for communication.

**ESCALATION PROCEDURES:**

* The escalation procedure will follow the same communication chain related to procedures and tasks (teams communicating issues to team leads). Ultimately, the project manager will communicate any issues or concerns with the product owner.
* Issues should be escalated when a team or team leader cannot resolve the issue.

**COMMUNICATION FREQUENCY:**

* Daily stand-up meetings every weekday during each sprint that will last 15-20 minutes. At the end of each sprint there will be one mandatory meeting.
* Weekly reports sent to the project manager.

**REVISION PROCEDURES FOR UPDATING COMMUNICATION PLAN:**

* The project manager will make any changes to the communication management plan. Any updates that must be made, should be sent to all team leaders, who must then send the suggested change to the project manager.

**GLOSSARY OF COMMON TERMINOLOGY:**

* RFC- request for change
* RFI- request for information
* RFM- request for meeting
* TBD- to be determined
* SCR- software change request