**Communication Management Plan Version 1.0**

**Prepared by: Alekhya Jaddu Date: 05/28/2020**

**Project Name**: Getaway Groceries- Online Groceries Store

1. **Stakeholder communications requirements:**

The reason of Communication Administration is to characterize the communication necessities for the project and how information will be conveyed. It mainly defines what information will be communicated, how the information is communicated, to whom and when the information is communicated and an escalation process for resolving any communication based conflicts. There are three general classes of communication that are required in an effective stakeholder administration; reporting, public relations (showcasing) and purposeful communication. Reporting, PR and promoting and purposeful communication.

1. **Communications summary:**

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| --- | --- | --- | --- | --- |
| **Stakeholders** | **Communications Name** | **Delivery Method/Format** | **Producer** | **Due/Frequency** |
| Project Manager/Team Lead | Weekly status report | Email and short meeting | Tarun Sarpanjeri | Every Monday |
| Team Member | Weekly status report | Email | Alekhya Jaddu | Every Monday |
| Team Member | Project documents | Memo, e-mail, intranet site, and announcement at department meetings | Navya Devineni,  Sai Rohith Gorla | Every week |
| Team Member | Project documents | Short meeting | Sai Rohith Gorla | Every week |

1. **Comments/Guidelines:**

Comments or rules from the stakeholders if applicable.

1. **Escalation procedures for resolving issues:**

The Escalation procedures issues need to be resolved in an efficient way by raising tickets and solving them based on the priority without missing SLAs. The issues are logged in Issue Tracking tool (JIRA) and based on the need of the issues they must be resolved.

1. **Revision Procedures for this document:**

* The document will be upgraded with the current version number with the appropriate modifications and sent for approval to the project director, who will then audit and approve the changes and send them to all stakeholders for acceptance, whether the document needs to be updated or incorporate any adjustments.
* Once the document is returned to the project manager from the stakeholder signaling their approval through signs, the document is circulated to all stakeholders for further improvement utilize by stakeholders and the group.
* A strategy for updating and refining the communications management plan as the project advances and develops. Communications management plan can be upgraded using collaborative tools like share point, SVN and google tools.

1. **Glossary of common terminology:**

Stakeholder - an individual, group, or organization, who may be affected by a decision, activity, or outcome of a project.

Escalation - It is the process of calling upon higher levels of project leadership or management to resolve an issue.