

Communication Plan

Team: WeGroup

Introduction

Our team has leveraged project management doc's communication plan template to create our team's communication plan. The purpose of the Communications Plan is to define the communication requirements for the project and how information will be distributed. The Communications 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
- 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

This Communications Plan sets the communications framework for this project. It will serve as a guide for communications throughout the life of the project and will be updated as communication needs change. This plan identifies and defines the roles of persons involved in this project. It also includes a communications matrix which maps the communication requirements of this project. An in-depth guide for conducting meetings details both the communications rules and how the meetings will be conducted, ensuring successful meetings. A project team directory is included to provide contact information for all stakeholders directly involved in the project.

Project Team

Goals

Our group is divided into two subgroups. One group is in charge of the backend, and the other is in charge of the frontend.

Because for the project we plan to develop is a full-stack web application. It requires the front end and back end to integrate with each other. We divide our teammates into two subgroups to work on the front end and back end separately. Two sub groups communicate to each other every two or three days either using google docs to share the design as well as Zoom to discuss the development process directly.

Communication Approach

Our group holds the “stand-up” scrum meetings once or twice a week. During the meeting, each team member will talk about the process they have made since last meeting. In this way, the whole team will get familiar with the work other teammates did and help them collaborate with others and work together.

We use google docs to share the designs such as front end UI, back end API to all team members. It will be more efficient to search in the project documents about the work other people did. Meanwhile we use online real-time texting tools like WeChat to communicate. For example, if someone doesn't understand the code written by another member, he can ping that member directly and expect a quick reply. If the problem is hard to describe using text, we have a Zoom channel where any members could set up a quick meeting to discuss the issue they encountered and solve it together.

Communication Frequency

We update the design document when we have a new feature launched or a new API added. Therefore the documents usually are updated two or three times a week.

As for communicating using text on WeChat, it happens everyday, people post the progress they made, the new ideas they come up with and questions they have in our group chat so that the whole team will work it out together.

We have a team “stand up” meeting twice a week using Zoom to report the progress, discuss the to-do tasks and assign them. Additionally, if some team members have questions outside the team meeting time, they can set up Zoom meeting themselves with co-workers. Therefore the frequency of video meetings would be more than twice a week.

Communication Methodology

Our project team will consider the communication methods based on several factors to include: stakeholder communication requirements, available technologies, and university policies and course standards. Since we want to meet as frequently and conveniently as possible, we use Zoom to talk and screen sharing.

Channels Use to Communicate

Our team uses Zoom as a platform to conduct project communications and uses Google docs as a platform to provide updates and archive various reports.

Which communications are ephemeral and which need to be captured and preserved?

We keep our project design documents (UI design, API design, database design) preserved in the google docs so that team members can access them at any time and find the materials they need.

For the team Zoom meeting, even if it's ephemeral, we will capture the major points of this meeting such as progress we made, future work to do, the assignment of tasks etc and then record them in a document.

As for some informal verbal chat and discussion, it would be ephemeral.

Stakeholder

The stakeholders of our project are the course staff. The main point of contact of the project team is the designated person to communicate with stakeholders. The methods of communication include email, piazza, zoom, course website github repositories. Our project involves several processes. Before and after each process the point of contact will communicate with our stakeholders to discuss the requirements, confirm the plan and deliver the work from the past process. We have a github repository for our team project and we are maintaining a wiki page of our project. Stakeholders have access to the github repository and can keep track of our progress as well as project design documentations at their convenience. For any question, stakeholders can reach out to the POC via email. The wiki doc will be updated weekly. And POC will set up a zoom meeting with stakeholders after initial ui design and backend design to collect feedback. During the implementation process, POC will meet with stakeholders/make a post on piazza to report progress or seek for help on blockers.

Customers/end-users

In our project, we regard students in NEU as customers to use this project to post project plan and form groups. For the purpose of the class, we assume all the members of the class as potential customers and end-users. We create a public webpage for the project using the Github Pages which is public within NEU to let classmates outside the team know about the project. The webpage includes the introduction, features, timeline and team information so that customers can get a basic understanding of our project. The frequency of our communication with customers depends on the process of project implementation. During the implementation of the project, we will add new sections such as progress in implementing the project, and significant milestones to share the updates with customers. When we complete the first milestone which includes the main features for the project, we can upload a short video or make an early deployment version to the website for users to try out. The methods of communication include email, piazza, and webpage of the project. In addition, we will have a presentation to introduce our final implementation of the project with all class members including customers at the end of the course.

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	Email	Phone
Team Leader	Qing Liao	liao.qing@northeastern.edu	707-762-2412
Team Member	Yongliang Tan	seantanty@gmail.com	626-862-8987
Team Member	Yongle Lin	lin.yon@northeastern.edu	669-214-1181
Team Member	Ruizi Dong	dongdrq@gmail.com	617-407-2549
Team Member	Hongdan Zhu	danielzhu58@gmail.com	517-883-1722
Team Member	Linyi Gao	gaolinyi1@gmail.com	669-255-1158
Team Member	Siyu Liu	liusiyu0818@gmail.com	310-848-0136

Communications Matrix

The following table identifies the communications requirements for this project.

Communication Type	Frequency	Medium	Owner	Goal	Deliverable
Project Team					
Project kick off meeting	Once	Zoom	Project Team	Review project objectives and management approach.	Meeting Notes Project Schedule
Technical Design Meetings	Once	Zoom	Project Team	Discuss and develop technical design solutions for the project.	Meeting Notes Design Documents
Daily Scrum	Daily	Zoom/Online chat	Project Team	Daily meeting on progress	N/A

Sprint planning	Based on Working Features	Zoom	Project Team	Discuss and develop a sprint plan for this feature Create a task board to list tasks and members responsible for	Meeting Notes Task Board
Spring review	Based on Working Features	Zoom	Project Team	Discuss finished code and functionality(if needs keep on working or finished)	Meeting Notes
Feedback review	Based on feedback from stakeholders and customers	Zoom	Project Team	Discuss feedback from stakeholder and customer Discuss possible change and update to project features and functions	Meeting Notes Action Items
Project presentation preparation meeting	Once	Zoom	Project Team	Discuss project presentation, distribute works and tasks	Meeting Notes
Stakeholder					
Design demo	Once	Zoom	Project POC	Demo the ui design and backend design with stakeholders and collect feedback	Design documentations Update Wiki
Progress report	Twice a week	Zoom/piazza	Project POC	Update the current progress of implementation	Meeting notes
Project documentation	Twice a week	Github wiki	Project Team	Track the project progress	Github Wiki
Customer/End users					
Project webpage	Twice a week	Github Pages	Project Team	Basic information and updates for the project	Github Pages
Final presentation	Once	Zoom	Project Team	Present the final implementation of the project	Slides, WeGroup website

Guidelines for Meetings

Meeting Notes

Meeting notes will be taken during the meeting. Meeting notes will include important items discussed during the meeting. It usually includes what is discussed, who will be responsible for certain follow up work, etc.

Action Items

Action Items are recorded in meeting notes. 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.

Project Schedule

Project schedule is the outline of planned due dates for each part of the project based on the team's discussion.

Design Document

Design Document is a high-level solution to each part of the project's features. It should be detailed enough for the team member to code the specific part of the feature without having to make any significant decisions.

Task Board(Sprint backlog)

Task board is required by Scrum methodology's sprint meeting. It will first have a sprint goal with tasks related to the goal. The team will distribute the tasks during sprint planning and review those tasks in sprint review.

Github Wiki

Github wiki is the wiki page of our project that records the knowledge about the project. The audience of the wiki includes our project team members and stakeholders. The wiki documents the decisions that our team made, architectural information, knowledge about implementation.