**COMMUNICATION PLAN**

**Project: AI Customer Analyzer**

**Group: 19**

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# Communication Plan History

## 1.1 Document Location

This document is only valid on the day it was printed.

The source of the document will be found on the project's PC in location

## 1.2 Revision History

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## 1.3 Approvals

This document requires the following approvals.

Signed approval forms are filed in the Management section of the project files.

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| **Name** | **Signature** | **Title** | **Date of Issue** | **Version** |
| Dr.Yasas Jayaweera |  | Project Executive |  |  |
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This document has been distributed to:

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# Communication Plan

## 3 Purpose

The purpose of the communication plan is to provide a structured approach to communication for the AI Customer Analyzer project team and stakeholders. The plan will outline the communication objectives, audience, message, frequency, and method to ensure timely and effective communication throughout the project lifecycle. The communication plan aims to ensure that all stakeholders know the project's progress, risks, and issues and can provide feedback and support as needed. It will also outline the roles and responsibilities of the project team and stakeholders in the communication process, ensuring everyone knows their obligations and can contribute to the project's success. The communication plan aims to facilitate collaboration, transparency, and accountability and promote the project's success.

## 4 Interested Parties

* Project Sponsor
* Project Board Members
* Project Manager
* Project Team Members
* Technical Experts
* End Users
* IT Department
* Quality Assurance Team
* Procurement Team
* Vendors/Suppliers
* Marketing Team
* Legal Department
* Finance Department
* Human Resources Department
* External Auditors.

## 5 Information Required

* Communication objective: Clearly define the purpose of the communication plan, including its goals and objectives. What are you trying to achieve through the communication plan?
* Stakeholder analysis: Identify the stakeholders involved in the project and their communication needs. This includes both internal and external stakeholders. Determine what information they need, when, and how often.
* Communication channels: Identify the communication channels to reach the stakeholders. This could include meetings, emails, reports, presentations, or any other method of communication that is appropriate for the stakeholder.
* Communication frequency: Determine the frequency of communication for each stakeholder. How often do they need to be updated on the project’s progress?
* Communication responsibilities: Identity who is responsible for communicating with each stakeholder. This could be the project manager, team members, or other stakeholders.
* Escalation procedures: Define the procedures to be followed when communication issues arise. This includes handling misunderstandings, conflicts, and disputes that may occur during the project.
* Communication plan review: Schedule regular reviews of the communication plan to ensure it is still relevant and practical. This includes monitoring the effectiveness of the communication channels, identifying areas for improvement, and making necessary adjustments.
* Documentation: Document all communication plans and strategies, including any changes made during the project. This will provide a record of the project’s communication history and help to inform future projects.

## 6 Information Provider

The client provides the information for the project. He gives the information regarding the system requirements, and the business analyst is responsible for sharing the data within the project team relevant to each communication instance.

## 7 Communication

### 7.1 Communication Frequency

* Weekly progress update emails to the project sponsor and stakeholders
* Bi-weekly team meetings to discuss project status, issues, and risks
* Monthly status reports to the project board and other relevant stakeholders
* Ad hoc meetings or conference calls as needed to address urgent matters or project changes.
* Daily standup updates.

### 7.2 Communication Method

* Project Status Meetings: These meetings can be conducted weekly to discuss the project's progress, identify issues, and assign tasks to team members.
* Email: We use emails that provide regular updates, share documents, and communicate important information such as meeting agendas and minutes.
* Instant Messaging: We use Slack to communicate quickly with team members, ask questions, and share updates.
* Project Management Software: Azure board to track progress, assign tasks, and communicate with team members.
* Video Conferencing: We use Google Meet to have remote team meetings.
* In-person Meetings: We have in-person meetings for essential project milestones and to address critical issues requiring face-to-face communication.