

Phase	Communication Task	Purpose	Frequency	Start	End	Medium	Audience
1.0 Release Initiation Events	Contact Product Owner (PO)	Set planning meeting date and ID project team members. PO/BAs provide PBI/Bug list 2 days prior to planning meeting for review.	1 / release	Start of the second to last iteration in current release	End of the second to last iteration in current release	Teams	Direct message: Product Owner
2.0 Release Planning	Distribute IT release time line	First "draft" of release time line. May or may not be available to create after first planning call.	1 / release	Conclusion of planning meeting	End of first week in first iteration of new release	Teams / SharePoint	Teams Group Chat: myOrders vX.XXX IT Mgmt Updates AVP Solution Services, Product Owner, Dir. of Solutions Quality, Manager of Application Development, Architect of IT Solutions Services, QA Lead, Dev Lead, Team Lead of Customer Portal
	Distribute general use time line	Simplified release time line that is distributed to stakeholders when the release date is more firm	1 / release	2 business days post planning meeting	End of first iteration	Email / PDF	Business stakeholders, UAT testers, Vision team
	Schedule: backlog grooming	Schedule WebEx meeting and retro tool (MetroRetro) and time to prepare for meetings	1 / iteration	First Friday of iteration	- -	Calendar event / WebEx	Project Team; PO, BA, DEV, QC
	Schedule: iteration planning	Schedule WebEx meeting and retro tool (MetroRetro) and time to prepare for meetings	1 / iteration	Last day of iteration	- -	Calendar event / WebEx	Project Team; PO, BA, DEV, QC
	Schedule: iteration retros	Schedule WebEx meeting and retro tool (MetroRetro) and time to prepare for meetings	1 / iteration	2 business days post planning meeting	End of first iteration	Calendar event	Project Team; PO, BA, DEV, QC
	Schedule: reporting - retros	Schedule time to review and compile iteration retro feedback	1 / iteration	2 business days post planning meeting	End of first iteration	Calendar event	Solutions Quality Admin
	Schedule: reporting - iteration	Schedule time to complete iteration reporting	1 / iteration	2 business days post planning meeting	End of first iteration	Calendar event	Solutions Quality Admin
	Schedule: iteration games & video days	Set game and video dates and schedule time to prepare games and tally results.	1 / iteration (min.)	2 business days post planning meeting	End of first iteration	Calendar event	Solutions Quality Admin
	Schedule: UAT refresh	Schedule UAT refresh with Mike Bray	1 / release	- -	End of first iteration	Calendar event	Project Team; PO, BA, DEV, QC
	Contact Carl Bodden	Provide Carl the UAT refresh date. Carl conducts audit on UAT backup and restore	1 / release	- -	As soon as planned	Teams	Direct message:Internal IT Auditor
	Schedule: Vision-Demo refresh	Schedule Vision-Demo refresh with Mike Bray	1 / release	Friday after release deployed - after 4 PM ET start time	- -	Teams / Calendar event	Teams Group Chat: Vision Demo Refresh vX.XXX Dev Lead, Team Lead - Customer Portal, Coordinator of Customer Portal, Dev Lean, Manager of Application Development
	Schedule: UAT	Create calendar event for duration of UAT	1 / release	- -	As soon as planned	Calendar event	Business stakeholders, UAT testers, Vision team
	Schedule: UAT prep meeting	Meeting with PO/BA/QC teams to review user story details	1 / release	Start of second to last iteration	1 week prior to UAT start	Calendar Event / WebEx	PO, BAs, QC
	Contact UAT testers - Intro	UAT intro email; release intro/overview, user stories, expectations, important dates and links, etc	1 / release	- -	3 business days prior to dependency meeting	Email	UAT testers, PO, BA, QC, other stakeholders
	Schedule: UAT Dependency meeting	Meeting with PO/BA/QC and UAT testers	1 / release	- -	3 business days prior to start of UAT	Calendar Event / WebEx	UAT testers, PO, BA, QC, other stakeholders
	Schedule: Security Vulnerability Scan (SVS)	Schedule security vulnerability scan	1 / release	At least 1 week post deployment	- -	Email	Dir of Network Services, Managing Consultant PMO ██████████, Principal Security Consultant ██████████, Sr .Net Developer, Manager of Applicationbs Development, Director of Solutions Quality
	Schedule: SVS prep meeting	Schedule prep meeting to cover scope, date range, access needs, server settings, etc	1 / release	Last iteration	Friday, post release	Email / Calendar event / WebEx	Dir of Network Services, Managing Consultant PMO ██████████, Principal Security Consultant ██████████, Sr .Net Developer, Manager of Applicationbs Development, Director of Solutions Quality
	Distribute final release timeline	Update the IT mgmt and end user release time lines for distribution of final release milestone dates	1 / release	- -	When all milestone dates are finalized	Teams / SharePoint / Email	Teams channel: myOrders vX.XXX IT Mgmt Updates Email: Business stakeholders, UAT testers, Vision team
	Schedule: Go/No-Go meeting	Schedule Go/No-Go meeting with IT release board	1 / release	Post UAT completion	2 business days prior to deployment	Calendar event / WebEx	IT release board: CIO, AVP Solution Services, Dir. of Solutions Quality, DevOps Manager, Sr .Net Developer, QA Lead, Product Owner, Architect of IT Solutions Services, Solutions Quality Administrator
3.0 Iteration Events	Daily stand up alerts	Communicate any blockers	as needed	- -	Post stand up	Teams	Teams Group Chat: myOrders vX.XXX IT Mgmt Updates AVP Solution Services, Product Owner, Dir. of Solutions Quality, Manager of Application Development, Architect of IT Solutions Services, QA Lead, Dev Lead, Team Lead of Customer Portal
	Game results announcements	Send out game results	1 / game	End of business, game day	End of business, next business day	Teams	[IT Servicers - Solutions Team] 'Fun Stuff' channel
	Video meeting day reminder	Stand up reminder: upcoming video meeting	1 / iteration	- -	1 business day prior to video day	Stand up agenda item	Stand up attendees
	Sprint retro meeting reminder	Stand up reminder: upcoming sprint retro meeting	1 / iteration	- -	1 business day prior to sprint retro meeting	Stand up agenda item	Stand up attendees
	Iteration report ready	Send out notification when report is ready for review	1 / iteration	- -	3 business days, post iteration	Teams	[myOrders Admin] 'General' channel
	Verify UAT refresh complete	Verify UAT refresh completed and confirm with Carl Bodden	1 / iteration	- -	next business day, post UAT refresh	Teams	[myOrders Admin] 'General' channel
4.0 UAT Events	Contact UAT testers - Kick-off	UAT kick-off email; release intro/overview, user stories & expectations, important dates and links, confirm access, etc	1 / release	- -	UAT day 1	Email	UAT testers, PO, BA, QC, other stakeholders
	Daily UAT updates - IT	Daily UAT progress update notification to IT mgmt stakeholders	1 / UAT day	- -	Conclusion of UAT day	Teams	Teams Group Chat: myOrders vX.XXX IT Mgmt Updates AVP Solution Services, Product Owner, Dir. of Solutions Quality, Manager of Application Development, Architect of IT Solutions Services, QA Lead, Dev Lead, Team Lead of Customer Portal
	Daily UAT updates - IT	Daily UAT progress update notification to UAT team	1 / UAT day	- -	Conclusion of UAT day	Email	UAT testers, PO, BA, QC, other stakeholders
5.0 Pre-deployment Events	Deployment resources confirmation	Confirm resources are available for release	1 / release	5 business days before release	Prior to Go/No-Go meeting	Teams	Direct messages: Dev Lead, CHG Implementer
	Go/No-go meeting	Go/No-Go meeting with IT release board	1 / release	Post UAT completion	2 business days prior to deployment	WebEx	IT release board: CIO, AVP Solution Services, Dir. of Solutions Quality, DevOps Manager, Sr .Net Developer, QA Lead, Product Owner, Architect of IT Solutions Services, Solutions Quality Administrator
	Go/No-go notification	Final go/no-go is communicated after voting	1 / release	Post Go/No-Go meeting	2 business days prior to deployment	Teams	Teams Group Chat: myOrders vX.XXX IT Mgmt Updates AVP Solution Services, Product Owner, Dir. of Solutions Quality, Manager of Application Development, Architect of IT Solutions Services, QA Lead, Dev Lead, Team Lead of Customer Portal
	Schedule Deployment WebEx	WebEx for deployment team to coordinate deployment activities	1 / release	Half hour prior to planned deployment start time	Planned deployment end time	WebEx	Devlopmer lead, CHG implementer, CHG validator, Product Owner, DevOps Manager, Development Manager, QA Manager, Dir. of IT Solutions Services, AVP Solution Services
6.0 Deployment Events	Deployment WebEx	WebEx for deployment team to coordinate deployment activities	1 / release	Half hour prior to planned deployment start time	Planned deployment end time	WebEx	Devlopmer lead, CHG implementer, CHG validator, Product Owner, DevOps Manager, Development Manager, QA Manager, Dir. of IT Solutions Services, AVP Solution Services
7.0 Post-deployment Events	Deployment confirmation	Deployment outcome communicated	1 / release	- -	post deployment	Teams	Teams Group Chat: myOrders vX.XXX IT Mgmt Updates AVP Solution Services, Product Owner, Dir. of Solutions Quality, Manager of Application Development, Architect of IT Solutions Services, QA Lead, Dev Lead, Team Lead of Customer Portal
	Vision-Demo refresh confirmation	Confirmation sent that Vision-Demo refresh was successful	1 / release	- -	next business day, post Vision-Demo refresh	Teams	Teams Group Chat: Vision Demo Refresh vX.XXX Dev Lead, Team Lead - Customer Portal, Coordinator of Customer Portal, Dev Lean, Manager of Application Development
	Security Vulnerability Scan Completion	Confirmation that the security vulnerability scan has been completed. Anthony Cole confirms scan is complete	1 / release	- -	next business day, post security vulnerability scan	Teams	Teams Group Chat: myOrders vX.XXX IT Mgmt Updates AVP Solution Services, Product Owner, Dir. of Solutions Quality, Manager of Application Development, Architect of IT Solutions Services, QA Lead, Dev Lead, Team Lead of Customer Portal
8.0 Hot Fix Events	HF Alert	Alert that potential HF is needed	- - n / a - -	As soon as identified	- -	Teams	[myOrders Admin] 'Hotfix' channel
	HF Updates	Periodic updates to HF activities; Dev, testing, UAT, change request, etc.,	- - n / a - -	As soon as identified	- -	Teams	[myOrders Admin] 'Hotfix' channel
	Schedule Deployment WebEx	WebEx for deployment team to coordinate deployment activities	1 / release	Half hour prior to planned deployment start time	Planned deployment end time	WebEx	Devlopmer lead, CHG implementer, CHG validator, Product Owner, DevOps Manager, Development Manager, QA Manager, Dir. of IT Solutions Services, AVP Solution Services
	Deployment WebEx	WebEx for deployment team to coordinate deployment activities	1 / release	Half hour prior to planned deployment start time	Planned deployment end time	WebEx	Devlopmer lead, CHG implementer, CHG validator, Product Owner, DevOps Manager, Development Manager, QA Manager, Dir. of IT Solutions Services, AVP Solution Services
9.0 Exceptions	Issues						

UAT Communication Management Plan v1.0

Kevin Lauman | March 16, 2022

Phase	Communication Task	Purpose	Frequency	Start	End	Medium	Audience
UAT Planning	Distribute general use time line	Simplified release time line that is distributed to stakeholders when the release date is more firm	1 / release	2 business days post planning meeting	End of first iteration	Email / PDF	Business stakeholders, UAT testers, Vision team
	Schedule: UAT refresh	Schedule UAT refresh with Mike Bray	1 / release	- -	End of first iteration	Calendar event	[REDACTED]
	Contact Carl Bodden	Provide Carl the UAT refresh date. Carl conducts audit on UAT backup and restore	1 / release	- -	As soon as planned	Teams	Direct message: [REDACTED]
	Schedule: UAT	Create calendar event for duration of UAT	1 / release	- -	As soon as planned	Calendar event	Business stakeholders, UAT testers, Vision team
	Schedule: UAT prep meeting	Meeting with PO/BA/QC teams to review user story details	1 / release	Start of second to last iteration	1 week prior to UAT start	Calendar Event / WebEx	PO, BAs, QC
	Contact UAT testers - Intro	UAT intro email; release intro/overview, user stories, expectations, important dates and links, etc	1 / release	- -	3 business days prior to dependency meeting	Email	UAT testers, PO, BA, QC, other stakeholders
	Schedule: UAT Dependency meeting	Meeting with PO/BA/QC and UAT testers	1 / release	- -	3 business days prior to start of UAT	Calendar Event / WebEx	UAT testers, PO, BA, QC, other stakeholders
	Distribute final release timeline	Update the IT mgmt and end user release time lines for distribution of final release milestone dates	1 / release	- -	When all milestone dates are finalized	Teams / SharePoint / Email	Teams channel: TBD IT Sr. Mgmt, IT mid-mgmt, project team, Vision team. Email: Business stakeholders, UAT testers, Vision team
	Schedule: Go/No-Go meeting	Schedule go/no-go meeting with IT release board	1 / release	Post UAT completion	2 business days prior to deployment	Calendar event / WebEx	IT release board: [REDACTED]
Pre-UAT Activities	Verify UAT refresh complete	Verify UAT refresh completed and confirm with Carl Bodden	1 / iteration	- -	next business day, post UAT refresh	Teams	[myOrders Admin] 'General' channel
UAT Activities	Contact UAT testers - Kick-off	UAT kick-off email; release intro/overview, user stories & expectations, important dates and links, confirm access, etc	1 / release	- -	UAT day 1	Email	UAT testers, PO, BA, QC, other stakeholders
	Daily UAT updates - IT	Daily UAT progress update notification to IT mgmt stakeholders	1 / UAT day	- -	Conclusion of UAT day	Teams	Teams channel: myOrders vX.XXX IT Mgmt Updates [REDACTED]
	Daily UAT updates - IT	Daily UAT progress update notification to UAT team	1 / UAT day	- -	Conclusion of UAT day	Email	UAT testers, PO, BA, QC, other stakeholders

Phase	Action/Task	Purpose	Frequency	Medium	Audience
1.0 Release Initiation Events					
2.0 Release Planning	Planning meeting agenda	• PTO/Holiday			
3.0 Iteration Events					
4.0 UAT Events					
5.0 Pre-deployment Events					
6.0 Deployment Events					
7.0 Post-deployment Events					
8.0 Hotfix Events					

[illegible]