

Communication management plan

Message / Purpose	Responsibility	Audience	Medium	Contents	Frequency Timing
Project Status	PM	Customer	Meeting	SV, Demo, Issues, Risks, Ask	Weekly
Team Status	PM	Team members	Meeting	SV, Demo, Issues, Risks, Ask	Weekly
Project Support	PM	Directors	Meeting	SV, Demo, Issues, Risks, Ask	Monthly
Reviewing complaints	PM	IT Support	Meeting	SV, Demo, Issues, Risks, Ask	Weekly
Purchase an order	Customer	Product Owner	Email / Phone call / Online purchase	Issues, Ask	Not specified
Order Arrival	Deliverers	Customer	Phone call / Email	SV, Demo, Issues, Risks, Ask	Not specified
Complaint	Customer	IT Support	Phone call / Email	Issues	Not specified