Communication Management Plan

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Communication Management Plan

Project: ADPA – Advanced Document Processing & Automation Framework
Version: 3.2.0
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Document Owner: Project Manager, ADPA Core Team

1. Purpose

The Communication Management Plan defines the strategy and processes that will guide effective, timely, and secure communication among stakeholders of the ADPA (Advanced Document Processing & Automation Framework) project. This ensures alignment, transparency, and compliance for enterprise-scale, standards-driven automation involving AI-powered documentation, project management, and seamless integrations (Confluence, SharePoint, Adobe, etc.).

2. Communication Objectives

- **Ensure all stakeholders are informed, engaged, and aligned throughout all project phases.**
- **Facilitate rapid decision-making and issue escalation.**
- **Maintain transparency around project progress, risks, and compliance status.**
- **Enable secure, standards-based document and data exchange across enterprise and partner boundaries.**
- **Support regulatory, audit, and knowledge management requirements.**

3. Stakeholder Identification

Stakeholder Group	Role/Responsibility	Communication Needs
Project Sponsor	Executive oversight, funding decisions	High-level status, milestone review
Project Manager	Coordination, risk & issue management, reporting	Detailed progress, action tracking
ADPA Core Developers	Feature design, implementation, testing	Technical updates, change requests
QA/Test Engineers	Test planning, execution, validation	Test results, defect reporting
Enterprise IT/Infosec	Integration, security, compliance	Architecture, compliance evidence
Business Analysts	Requirements, standards alignment (BABOK, PMBOK, DMBOK)	Requirement traceability, deliverables
Client/Customer Teams	Use, feedback, integration with enterprise tools	Release notes, user guides
Contributors (Open Source)	Community development, issue reporting, code contributions	Contribution guidelines, roadmap
Integration Partners	Confluence/SharePoint/Adobe API consumers	API specs, integration guides
Support & Operations	Maintenance, incident response, knowledge base	Incident reports, operations docs

4. Communication Methods & Tools

Channel/Tool	Purpose/Usage	Audience	Frequency/Trigger	Owner/Moderator
GitHub Issues	Bug/feature tracking, backlog, public roadmap	All stakeholders	Continuous	Project Manager
GitHub Discussions	Community Q&A, best practices, feedback	Developers, contributors	As needed	Maintainers

Channel/Tool	Purpose/Usage	Audience	Frequency/Trigger	Owner/Moderator
GitHub Wiki & Markdown Docs	Technical/functional documentation, API specs	All stakeholders	Updated per release/change	Documentation Lead
Email (e.g. Contact Us)	Formal notifications, escalations, enterprise support	Sponsor, enterprise clients	As needed	Project Manager
Slack/MS Teams/Chat	Instant communication, quick queries, informal updates	Project team	Daily/real-time	Team Leads
Confluence	Enterprise documentation publishing, collaboration	Business, IT, clients	Per major milestone	BA/PM
SharePoint	Document management, audit trail, version control	IT, compliance, operations	Per release/deliverable	IT Admin
Release Notes (GitHub/NPM)	Communicate new features, bug fixes, breaking changes	Users, integrators	Per release	Release Manager
API Documentation (Swagger, Redoc)	API usage, integration details, OpenAPI/TypeSpec specs	Integrators, developers	Updated per API change	API Lead
Meetings (Standups, Reviews)	Sync progress, unblock issues, demo features	Core team, stakeholders	Weekly/Biweekly/as needed	Project Manager
Testing Reports (Jest, CI)	Share test coverage, performance, compliance results	QA, developers, sponsors	Per build/release	QA Lead

5. Communication Content

Recurring Content Types

- **Project Status Reports**: Progress vs. roadmap, risks, mitigations, upcoming milestones.
- **Technical Change Logs**: Summaries of new features, bug fixes, dependency upgrades, breaking changes.
- **API Change Notifications**: Versioning, deprecation, new endpoints or contracts.
- **Release Notes**: For CLI, REST API, admin portal, and integration modules.
- **Security & Compliance Advisories**: GDPR, SOX, PCI DSS, and other regulatory updates.
- **Integration Guides**: For Confluence, SharePoint, Adobe, and major enterprise systems.
- **Testing & Quality Reports**: Coverage, performance, integration health.
- **Incident/Issue Reports**: For outages, critical bugs, and major incidents.

6. Communication Frequency & Schedule

Communication Type	Frequency	Distribution Method
Status Reports	Biweekly	Email, Confluence, SharePoint
Release Notes	Per Release	GitHub Releases, NPM, Email
Stand-up Meetings	Weekly	Video conference, Chat
Roadmap Updates	Quarterly/As needed	GitHub Wiki/Discussions, Email
Security Advisories	As required	Email, GitHub Security Advisories
API Changes	Per API modification	GitHub, API Docs, Email to integrators
Testing Reports	Per Build/Release	CI/CD output, Email, SharePoint
Incident Reports	Within 24h of event	Email, Issue Tracker, Operations Channel

7. Communication Escalation Process

- **Critical issues** (e.g., security breaches, project blockers) are immediately reported to the Project Manager via email and escalated to the Sponsor and IT/Infosec.
- **Major integration or compliance risks** are documented in GitHub Issues and flagged in status reports.
- **Contributor disputes or blocking code reviews** are escalated to the Maintainers via GitHub Discussions and, if unresolved, to the Project Sponsor.

8. Communication Standards & Best Practices

- **Clarity**: Use concise, unambiguous language, and standardized templates (BABOK, PMBOK, DMBOK-aligned where applicable).

- **Confidentiality**: Sensitive information (credentials, PII) is shared only via secure channels (encrypted email, enterprise document management).
- **Versioning**: All project artifacts, APIs, and documentation are version-controlled (GitHub, SharePoint).
- **Traceability**: All communications related to requirements, decisions, and changes are logged and accessible (audit trail via SharePoint/Confluence).
- **Accessibility**: Core documentation and updates are published in accessible formats (Markdown, PDF, Confluence pages).
- **Open Source Etiquette**: Community contributions follow the Contributing Guide, with code reviews and transparent decision logs.

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9. Communication Risks & Mitigation

Risk	Mitigation Strategy
Information silos between teams	Cross-functional meetings, shared dashboards
Missed compliance deadlines	Automated reminders, compliance checklists
API or documentation version drift	Strict versioning, changelog enforcement
Security leaks in communication	Secure channels only, access control policies
Loss of critical knowledge (turnover)	Knowledge base in Confluence/SharePoint
Contributor confusion (open source)	Clear onboarding docs, FAQs, responsive support

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10. Communication Plan Review & Continuous Improvement

- The Communication Management Plan is reviewed **quarterly** and upon major project phase transitions or after any communication-related incident.
- Feedback is solicited from all stakeholder groups via surveys and retrospectives.
- Improvement actions are tracked as project tasks or issues.

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11. References

- Project README & Wiki
- Contributing Guide
- Enterprise Support
- API Documentation (Swagger)
- Project Roadmap
- Compliance & Security Standards

This document is a living artifact. All team members and stakeholders are encouraged to review and propose improvements to ensure communication remains effective, secure, and aligned with ADPA's enterprise and open-source values.