



COMP704 Research and Development Project

**VN01** 3D acupuncture healthcare data management and treatment system

# Communication Plan

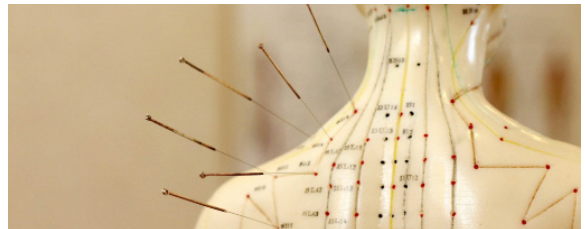
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## DOCUMENT VERSION CONTROL

### 1. DOCUMENT INFORMATION

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### 2. DOCUMENT SIGN-OFF

ID	Member	Role	Signature	Timestamp
21142355	Tan Le Tran Ba	Project Manager		17 Nov 2022 09:43

### 3. DOCUMENT VERSIONS

Version	Timestamp	Description	Responsible members
1.0	20 Oct 2022 09:45	Defining the plan for communication methods, meetings with the team and between team with stakeholders.	<b>Nhan Nguyen Cao</b> (21142377) <b>Tan Le Tran Ba</b> (21142355)
2.0	16 Nov 2022 21:08	Adding of communication methods with the Specialist Consultants and End Users for the project.	<b>Nhan Nguyen Cao</b> (21142377) <b>Tan Le Tran Ba</b> (21142355)

## I. COMMUNICATION METHODS

### I.1. BETWEEN TEAM MEMBERS

The project kicked off on October 2022 and was planned to last until June 2023. The journey of the project would spend over two periods:

- Semester 1 of Academic Year 2022 – 2023: As all team members still have some compulsory papers to complete from HCMUS side, we can meet other team members face-to-face at least once each week.
- Semester 2 of Academic Year 2022 – 2023: No more compulsory papers from HCMUS side are remained during this semester, except for some lectures within the scope of Research & Development Project paper (which would be delivered online). This mean that we would not meet other team members face-to-face except for offline meetings.

Following the spanning of the project, we agreed within the team to have two different methods for communication within the team during the project:

- **Online meeting:** We agreed to continue using **Facebook Messenger** (our team's main communication channel before the project) to discuss about things within the project, either by messages or online calls. Besides, there would be a **Facebook group** created to post about announcements or set up meetings for the whole team.
- **Offline meeting:** We agreed to organize offline meetings when some issues (especially the critical ones) arised and team needs to discuss offline for solutions and approaches. It was agreed by all team members that meeting offline **at the university (HCMUS)** is the most convenient option for the team.

*Note: For the Semester 1 of Academic Year 2022 – 2023, we will spend a little time during the break time of the lectures or after the lectures to discuss about the project, especially during the first phase when many agreements are required within the team.*

### I.2. BETWEEN TEAM AND THE CLIENT

The team agreed with the Client of the project, Dr. William Liu, to use **Microsoft Teams** as the main communication channel. All communications can be in form of the threads within the group created for the project on the platform, and meetings would be organized using Meetings feature of Microsoft Teams.

Besides, the Client suggested that email is also a good communication channel to reach, especially for non-important cases. Since the Client has the habit of checking new emails daily, the team can consider choosing email as the communication method for reaching the Client in case the threads initialized in Microsoft Teams receive no responses from him after at least 24 hours.

### I.3. BETWEEN TEAM AND THE SUPERVISOR

Our team discussed about the communication method with the Supervisor during our first meeting, and there were multiple methods for communicating, depending on whether the content is urgent or not. By decreasing order of priority, those are available methods for meeting with the Supervisor:

- **Through hone call:** The supervisor suggested in case of very emergency issue that needs to be notify or discuss instantly, calling the mobile phone number is the most reachable method. However, it should be noticed that our Supervisor would not pick up the call when she is lecturing. In those situation, leaving a text message could be a great way to reach.
- **Through Facebook Messenger:** We set up a group with our Supervisor on Facebook Messenger, to be used for communicating less urgent issues. It should be noticed that our Supervisor only check her Facebook about once or twice everyday, mostly in the evening, out of the school hours. Facebook Messenger group should be used for short communication, like reporting about a result, quick update progress, or to arrange a schedule for meeting.
- **Through email:** This method should be used for weekly report or reporting result of a period with some assets attached. The Supervisor may check her email once daily or once every two days, so this is the least priority method for contacting. However, email is suggested to be used for weekly report, so as the content can easily be reached later when needed.

Besides, since we agreed with the Supervisor to have frequent offline meetings, we also include face-to-face communication as one of the methods between the team and the Supervisor.

### I.4. BETWEEN TEAM AND THE SPECIALIST CONSULTANTS

Our initial contact information with the two Specialist Consultants for the project were provided by ITEC Academic Affairs, which included emails of the acupuncturists.

After our first meeting with both acupuncturists, the suggested method for communication is as follows:

- MMed. Minh Ma Hoang: Contact through a **Zalo group** (Zalo is a popular messaging platform in Vietnam) created between the team and Dr. Minh. Besides, Dr. Minh mentioned that the team could come to his clinic every Saturday afternoon (his weekly working shift) to either observe how the acupuncture treatments are performed, or ask further questions about Domain Knowledge.
- MMed. Van Le Thi Tuong: Contact through a **Zalo group** created between the team and Dr. Van.

## I.5. BETWEEN TEAM AND THE END USERS

The contact information of the Medical University Students provided by the two acupuncturists include mobile phone numbers and emails. Our team tried to contact all the end users through Zalo (allow using mobile phone to add a new contact) and agreed to use **Facebook Messenger** as the main communication channel between the team and the students.

## II. MEETING & REPORT FREQUENCY

### II.1. BETWEEN TEAM MEMBERS

Following our first meeting with our Supervisor, sending Weekly Report is a compulsory requirement for her to keep track of the progress of the project. Because of that, we agreed not to update the progress within the team and should base on the **Weekly Report** to be informed about the progress of all team members.

Each team member is required to **continuously reporting about the progress** of completing the assigned tasks **through our Project Tracking Platform**, which is Jira Software.

In case of **emergency issues** arised, we can either discuss through the **Facebook Messenger group, Facebook group** or set up an **online meeting through Microsoft Teams** to discuss in detail about the situation.

We also agreed within the team to have an offline meeting every fortnight to update about the progress, resolve any difficulties or conflicts and organize the schedule and plan together. For convenience, we agreed to choose the dates arranged every two weeks for meetings with our Supervisor to also conduct team's offline meetings, either **before or after the meeting with the Supervisor**.

### II.2. BETWEEN TEAM AND THE CLIENT

Frequency for organizing meetings were discussed in our first and second online meeting with our Client, Dr. William Liu. It was suggested by the Client that he think the recommended **gap between two consecutive meetings** with the team would be **2 weeks to 3 weeks**, depending on the progress of the team and how much things have been completed.

Following that, it was recognized that the time zone difference is one of the big problem for our team. Our Client's suggested best time for organizing meeting would be around midday, when he would have some resting time between lecturing shifts. However, that would be too early for attending meetings in Vietnam timezone (about 6 or 7 o'clock in the morning). The next option is during the afternoon shift in Vietnam timezone (about 14pm to 15pm), which is about mid-evening for New Zealand timezone. However, during our first meetings, Dr. William Liu found it very difficult to

really catch up with the arranged time since he may need some additional work overtime or it would take longer for him to arrive home from the campus. Besides, since it is quite close to the bed time in New Zealand timezone, Dr. William Liu believed it was not a time with best energy to handle the things involved in the project.

Finally, we agreed that **meetings would only be required in case of emergency or large showcase of the project's product**. Besides, for regular progress update (usually the summary after each Sprint), it was suggested to use **email as the report channel** instead. Therefore, we would follow the plan and would update about the progress of the project at the end of every Sprint by sending email to our Client.

### II.3. BETWEEN TEAM AND THE SUPERVISOR

The Supervisor suggested updating about the progress, by each team member, through email at the end of every week to help both sides updated about the project's velocity and whether there would be changes required for the implementation. The team agreed to send a Weekly Report through email every Saturday, to sum up all the tasks from last week's Saturday to the week's Friday. The Weekly Report should list the completed goals for the team in that week, planned goals for the following week and the list of tasks (with status of Finished or In Progress), grouped by each team member.

There would be a meeting between the team and the Supervisor every two weeks, depending on the schedule of the Supervisor. The meeting would be about showcasing changes to the project or discussing about some new issues arisen. Since the Supervisor may have different teaching schedules every week, it was agreed there would be two different forms of meeting:

- **Online meeting:** The team and the Supervisor would meet at room I82, at HCMUS, which is the room of Faculty of Software Engineering. The room has meeting table and devices required for showcasing finished results from computer.
- **Offline meeting:** The team and the Supervisor would meet through a meeting organized using Google Meets, the selected meeting platform by our Supervisor.

### II.4. BETWEEN TEAM AND END USERS

The student did not require frequent updates from the team about the progress of the project. Instead, they suggested our team contacting them whenever there are new releases or there are questions required to progress forwards with the project (mostly related to the scope and features of the final product). Because of that, we did not plan a regular frequency for conducting meeting with the students. Instead, we would contact them only when needed, especially during the releases of major epics.