

Communication Plans

Cars Find You

Introduction

- This Communications Management Plan sets the communications framework for this project. It will serve as a guide for communications and will be updated as communication needs change.
- This plan identifies and defines the roles of persons involved in this project. It also includes a communications matrix which maps the communication requirements of this project.
- There are three types of communication introduced in this document.
- A project team directory is included to provide contact information for everyone involved in this project.

Project Team Directory

Role	Name	Email
Stakeholders	Abinashi Singh	singh.abi@northeastern.edu
Stakeholders	Philip Gust	p.gust@northeastern.edu
Project Team Primary Contact	Yao Xiao	xiao.yao5@northeastern.edu
Project Team Secondary Contact	Yibo Zhao	zhao.yib@northeastern.edu
Project Team	Chengyu Wang	wang.chengyu1@northeastern.edu
Project Team	Qianwen Zhang	zhang.qianw@northeastern.edu
Project Team	Siluo Feng	feng.silu@northeastern.edu
Project Team	Xue Wu	wu.xue1@northeastern.edu
Project Team	Yeqing Huang	huang.ye@northeastern.edu

Communication Matrix

The table outlines the communication requirements of the project. For more details, please check the following sections.

Type	Objectives	Medium or Tool	Audience	Frequency	Output
Stakeholders Meeting	Report progress. Clarify requirements. Discuss options and ideas. Get feedback.	Zoom Slack	Stakeholders and Project Team	Kickoff meeting, March 31st. Weekly meeting, 2:00pm every Friday.	Feedback and general requirements of the next Sprint.
Customer Sharing	Inform customers the result of the project. Collect feedback.	Slack Project homepage	Customers and Project Team	Every time when reaching a milestone.	Short video to introduce the progress of the project. Customers' feedback.
Project Design Meeting	Discuss and sketch project designs	Teams Google doc	Project Team	Twice a week.	Meeting minutes about project design.
Sprint Plan Meeting	Discuss tasks of this sprint. Estimate workloads. Assign tasks. Define output	Teams Github	Project Team	11:00am every Monday	Task cards and issues on Github repo.
Scrum Meeting	Share progress. Identify and discuss blockers. Define tasks in the next scrum.	Slack Github	Project Team	Every Monday, Wednesday and Friday before 11:00am	Task cards and issues on Github repo.
Sprint Review Meeting	Review task status. What goes right and wrong. Discuss improvements	Teams Github Google docs	Project Team	1:00pm every Friday	Close issues and task cards on Github repo. Meeting minutes on Google doc

Miscellaneous communications	Instant discussion and coordination. Review the status of the project and tasks.	Slack Teams Google docs	Project Team	Any time	Slack chat history. Google docs.
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- Medium or tool links:
 - Zoom meeting: <https://northeastern.zoom.us/j/7237536595>
 - Slack workspace: cs5500-carsfindyou.slack.com
 - Github repository: https://github.ccs.neu.edu/2021SPCS5500SB/project-cars_find_you
 - Google doc folder: https://drive.google.com/drive/folders/1nQYS0mtp62pxqlfU3JBKr2js-3OAEKT_

Stakeholders

Objective of Communication

- Report progress, clarify requirements, discuss options, and get feedback about specific features being considered. Keep all stakeholders informed of the progress and ensure that our team knows what the stakeholders want, need and expect from the project output.

Audience target

- The assigned course staff representative, Abinashi Singh, will be the stakeholder for this project. We also consider all TAs of this course and Prof. Philip Gust as potential stakeholders.

Medium or Channel

- We would have a kickoff meeting with our stakeholders on March 29 to introduce the project team and the project we are working on. Review the project objectives and management approach.
- We would have weekly meetings on Friday with Abinashi Singh to report the status of the project including activities, progress, costs and issues. And we will share our processes to the stakeholders on a Slack channel, demonstrate our current status and schedule, ensure that all project stakeholders remain aware and informed of any changes to communications management, and those contents do not require immediate attention and have longer-term value.

Frequency

- The kickoff meeting would be a one time meeting.
- The regular meetings with Abinashi Singh would start at 2:00pm every Friday. Sending reports on Piazza & Email are supposed to be weekly. When new ideas come out, or unexpected things happen, we would have more than one weekly meeting with our stakeholders, to enable everyone to be at the same pace.

Customers

Goals and Objectives

- To ensure customers/users have the adequate information they need to make informed decisions and provide feedback on our project. And we can improve our project corresponding to those feedbacks.

Target Audience

- All people in the class, they are either buyers or sellers.

Communication Channel

- Given that end-customers are all members in the class, and we're in the US, we pick English as the primary language for us to communicate with end-customers/users.
- "Encode" process, sending the information to users.
- Making short-videos or instructions to demonstrate the purpose and main features of the project and inviting classmates on Slack sharing the videos or instructions. In addition, we also provide an early deployment version for customers to try out, this can help us collect feedback from users and explore potential bugs.
- "Decode" process, sending back feedback to us.
- To communicate with customers effectively and help us to develop our app quickly, we think immediately interacting apps is critical, we plan to use Slack as the main platform for us to get feedback from users/customers. And we can arrange a virtual meeting with them on Teams when necessary.

Frequency

- We plan to upload a short-video on youtube and link it into the project home page or instructions and offer our first version in two weeks to demonstrate the purpose and main feature of our project.
- Every time a milestone comes out, we will post a short-video and inform other groups' primary contact ,via Email and DM on slack, about the updates and encourage them to try the new version. They can give us feedback via email, Piazza, or virtual meeting on Teams. This enables us to constantly collect feedback and improve our project immediately.

Project Team

Project Design Meeting

Objective of Communication

- Discuss all designs, including technical designs, user interface designs, and workload distribution.
- Take notes on technical design solutions for the project and develop documentation.

Audience target

- Project Team

Medium or Channel

- Microsoft Teams meeting

Frequency

- As needed at the beginning stage of the project. Approximately twice a week.

Sprint Plan Meeting

Objective of Communication

- Discuss tasks of this sprint, estimate the workload of the tasks, assign them to team members(on Github Project Board) and define the output of this sprint

Audience target

- Project Team

Medium or Channel

- Microsoft Teams meeting
- Github Project Board:
https://github.ccs.neu.edu/2021SPCS5500SB/project-cars_find_you/projects
 - Create task cards in the project board to list tasks in this sprint.
- Github Issues:
https://github.ccs.neu.edu/2021SPCS5500SB/project-cars_find_you/issues

- Create issues to track everyone's progress.

Frequency

- Once a week. Every Monday 11:00am

Scrum Meetings

Objective of Communication

- Everyone shares progress with other teammates. It includes three questions: what have you done since the last scrum meeting, what is the plan for this scrum, and do you have any blockers?
- Team leader knows the progress of the whole team.
- If someone's work is blocked, team members could have a discussion about how to resolve it.

Audience target

- Project team

Medium or Channel

- Slack
 - Channel #scrum-meeting

Frequency

- Every Monday, Wednesday and Friday before 11:00am.
 - This is an asynchronous status report. Everyone posts his/her status in

Sprint Review Meeting

Objective of Communication

- Review the status of tasks of this sprint. Are they finished? Are there any blockers? Do we want to change something in the next sprint?
- Discuss the right and wrong we did in the sprint.
- Modify status of task cards in Github Project Board. Write down changes and improvements in Google doc.

Audience Target

- Project team

Medium or Channel

- Microsoft Teams meeting
- Github Project Board:
https://github.ccs.neu.edu/2021SPCS5500SB/project-cars_find_you/projects
- Google docs

Frequency

- Every Friday 1:00pm

Miscellaneous communications

Objective of communication

- Resolve any instant discussion and coordination.
- Review the status of the project every week. Let everyone give an update on the task they're assigned to. Discuss overall project, and problems that we're facing.
- Meeting minutes will be stored in Google docs.

Audience target

- Project team

Medium or Channel

- Slack
- Wechat
- Microsoft Teams meeting
- Google Docs

Frequency

- Any time
- Once a week, date were usually discussed before the end of last meeting