# Communication Plan

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| **WHAT** | **WHEN** | **Target Audience** | **HOW** | **WHY** | **Owner** |
| Milestone Report | Bi-monthly | Senior Managers,  Dallas AutoParts LLC | Email, Send out copy of project dashboard,Online meeting | Marks part of the official transition between SDLC milestones and involves the project manager typing a summary of what was delivered as a part of a milestone, what went well, and what could have gone better, & any possible resources needed from senior management | Project Manager |
| Change Request | When change request is agreed upon course of action after a meeting | Project Manager | Email, Fill out change request form as specified in Change Management Plan | Need an organized procedure to perform change request, help with project record and plan change | As decided upon at meeting |
| Change Notification | When appropriate (change request accepted) | Senior Managers, Team Leads | Email, Send out summary of completed change request | Keep clients and manager teams on the same page, wait for manager teams to make change on project plan | As decided upon at meeting |
| Issue Notification | When appropriate (issue to report) | Project Manager and/or Team | Email, Send out completed issue notification | Submit issue notification to manager teams and clients, wait for their decision | Team lead or Stakeholder with issue |
| Escalation Meeting | When appropriate (issue being escalated) | Stakeholders involved in escalation | Online meeting | Discuss issue that has been escalated with relevant stakeholders in the room until agreement on proper course of action is reached | Project Manager |
| Website publish Notification | After public deployment complete | All customers, stakeholders and local business partner | Emails, call in | Announce Autoparts.com is online and explain general usage | Project Manager |
| Status Report | Weekly | Project Manager | Email and send out a JIRA Report | Keep track of project schedule, cost and to monitor any changes or risks encountered. | Developer Lead, Test team lead, Design Lead (functional unit leads) |
| Risk Assessment notification | When a risk is identified and has impact level = high | Project Manager | Email, send out complete Risk Assessment template | Bring active risks to team leads and PM's attention, so that can meet up with the team leads to formulate action plan | Team leads |
| Technical discussion | When facing technique difficulty | Team lead & Project manager | Email, online meeting | Solve the issue as soon as possible to avoid delaying project progress | Developers |
| Client Interview | When we need to get project requirements | Requirements Engineers & project clients | Email, online meetings, call | To understand what the clients need from the final product developed and to gather the requirements for the project. | Requirements Engineers |