Communication Management Plan

Version 1.0

Date: February 9th, 2025

Project Name: Barber Shop Management System

1. **Stakeholder communications requirements:**

   To ensure effective communication among all stakeholders, this plan outlines communication needs, formats, and responsibilities. The primary goal is to maintain transparency, facilitate collaboration, and ensure timely updates.

2. **Communications summary:**

Stakeholders	Communication Name	Delivery Method/Format	Producer	Due/Frequency
Project Management Team	Weekly Status Report	Virtual meeting over Teams	Emad Abbasi (PM)	Sunday afternoon at 11:30 PM
Sponsor & Product Owner	Weekly Progress Update	Virtual	Trinity Klein (APM)	Every Tuesday
Program Manager	Project Progress Report	Document submission + email update	Emad Abbasi	Every milestone deadline
General Stakeholders	Project Announcement	Email, Capstone Showcase presentation	Entire Team	End of Semester

3. **Comments/Guidelines:**

   Ensure all meeting notes and decisions are documented and shared via Teams or email. Use Azure DevOps for tracking project progress and issue logging. Encourage open communication and timely resolution of concerns.

4. **Escalation procedures for resolving issues:**

   Step 1: Discuss issues within the team during meeting.

   Step 2: If unresolved, escalate to the Project Manager (Emad Abbasi).

   Step 3: If further escalation is needed, the Product Owner (Anthony Perla) will liaise with the sponsor.

   Step 4: If a critical issue remains unresolved, it will be raised to the Program Manager for intervention.

5. **Revision procedures for this document:**

   The document will be reviewed bi-weekly by the project manager and updated as needed. Changes must be approved by the project manager and product owner before implementation.

6. **Glossary of common terminology:**

   Sprint: A fixed period for completing specific project tasks (usually two weeks).

   UAT (User Acceptance Testing): The final phase of testing where the client verifies system functionality.

   Agile: An iterative development methodology focused on incremental improvements.

   Backlog: A prioritized list of features or tasks yet to be completed.