# Communication Policy

Nexelus

## Purpose

The purpose of this policy is to define and document policies and procedures for the secure transfer of information within the organization and with any external parties.

## Roles and Responsibilities

The following teams have been developed and trained to define, maintain and monitor Asset

Management Policy.

* CEO, General Manager and HR Manager are responsible to ensure that all internal and external communication is established, maintained and documented as per policy.

## Policy

### Communication Channels

Modes of official communication are segregated by internal and external communication modes.

#### Channel for Internal Communication:

* Meetings
* Training sessions
* E-Mails
* Computer network
* Telephone
* Microsoft Teams
* Microsoft DevOps

#### Channel for External Communication:

* E-Mails
* Meetings
* Telephone
* Conference Calls
* Microsoft Teams
* GoToMeeting
* Nexelus Website
* Support Center

### Internal Communication

All the policies related to Nexelus Security System along with the importance of their requirements are communicated via email and are placed on Microsoft Teams. The central repository is maintained on Microsoft Team Foundation Server (TFS).

The policies and procedures for Nexelus Security System are made available on the Team Foundation server. Furthermore, training and awareness sessions are conducted for the effective communication.

Communication channels are devised to communicate the following to the team members of a project:

* All the communication activities within a project will be circulated.
* Project Directory Structure will be maintained to keep record and track of all communication activities.

Personnel at all levels are encouraged to report problems or nonconformities related to Internal Support Management System on Jira and offer suggestions on how to improve performance via service desk.

Every team communicates with others team via managers or Lead. Within team communication is done via meetings and emails etc.

### External Communication

Following table shows external communication related details:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| No. | What  (Service Components, Projects & Software related Communication) | Who  (The liaison person or POC from Nexelus) | When | How  (Media) | Whom  (The liaison person or POC from other party) |
|  | Project documentation | Project Owner | On need basis/ defined frequency | Email | Client POC |
|  | Process related Documents | NSS Team/ NSS Lead | As and when a process is created or modified | Email/ Nexelus Website | External Stakeholders |
|  | Vendor Communication | Network Engineer/ Sr. Network and System Administrator/ Admin Manager | On need basis | Email/ Phone | Vendor POC |
|  | Media | CEO, General Manager | On need basis | Interview/ Press Briefing | Media Personnel |
|  | Legal | Legal Advisor | On need basis after approval from CTO | Letter/ Email | Legal Panel |
|  | Authorities | General Manager/HR Manager | On need basis | Email/ Phone/ Fax | POC |
|  | Services related communication | Service Owner | On need basis | Email/Phone | Customer POC |
|  | Issues | Project Manager/ Process Owners | On need basis | Support Center | Customer POC |