Introduction

A communication plan defines how information and updates are shared within our team a project. The plan identifies basic 3 basic questions with whom, when, and how the communication will happen within the team (Internal communication) and with the outside stakeholders (External communication). This Communication Management Plan will provides a framework to ensure that the project deliverables and all the personnel in-charge are aware of their tasks. It also clearly identifies the responsibilities of team members, escalation matrix for internal communication flow, channels or communication tools to be used for an effective communication, set out how often stakeholders and the project team would **meet**or**communicate with each** other to resolve issues or to get status updates.

Objectives of our Communication Plan:

1. To facilitate resources and point out appropriate pathways of communication among the team members whenever a need arises.

2. To ensure project scope is accomplished with proper information sharing within the team. Thus, ensuring effective project coordination.

3. To provide effective communication without delay or barrier within and outside the project group, with stakeholders and professor.

4. To define and utilize up-to-date communication tools for effective and engaging meetings which will lead to the project’s success

Project communication flow

|  |  |
| --- | --- |
| Communications Plan | Methodology / Purpose / Channel |
| Internal Communication: | |  | | --- | | Daily follow-up using WhatsApp group, emails and telephonic conversations. | | Bi-weekly meetings on wed 10AM E.S.T and Sat 10 A.M E.S.T on Teams | | Microsoft Teams will be used for file sharing | |
| External (with stakeholders): | |  | | --- | | Weekly meetings with Professor Peter Carr every Tuesday at 7:00 PM E.S.T | | meeting with the sponsors in course online classroom on the scheduled dates | | Final project report and video presentation will be submitted to Professor Peter Carr by July 27th | |
| Escalation Procedure: | In case of any concern related to the project, team members will discuss the concern with the project manager who will discuss and escalate ( when necessary) with the concerned stake holders |

Communication channel:

|  |  |  |  |
| --- | --- | --- | --- |
| Sl. No | Name | Role | Email Id |
| 1. | Aayushi Beniwal | Project Manager | abeniwal@uwaterloo.ca |
| 2. | Neha Pranadika Bommana | Project Manager | nehapranadika98@gmail.com |
| 3. | Yash Tiwari | Communication Manager | Y2tiwari@uwaterloo.ca |
| 4. | Swapnil Rana | Communication Manager | sprana@uwaterloo.ca |
| 5. | Uttej Reddy Pakanati | Change Manager | urpakana@uwaterloo.ca |
| 6. | Jaya Sriram Ganeshna | Change Manager | jsganesh@uwaterloo.ca |
| 7. | Krishna Kanth Mutta | Quality Manager | kkmpn@uwaterloo.ca |
| 8. | Potamsetti Venkata Bhagyasree | Quality Manager | vbpotams@uwaterloo.ca |
| 9. | Saad Ali Usmani | Risk Manager | sausmani@uwaterloo.ca |
| 10. | Sai Anurag Neelisetty | Risk Manager | saianurag.n@gmail.com |
| 11. | Mohammad Akhavan | HR Manager | m4akhava@uwaterloo.ca |
| 12. | Prof. Peter Carr | Project Sponsor | pdcarr@uwaterloo.ca |

Chain of Command/Escalation Matrix:

Escalation: the communication of problems/concerns to a higher level of authority while continuing to maintain accountability for a satisfactory resolution.

Diagram

Description automatically generated