

Team Communication Plan

From TeamF::CGT

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Abstract

Communication and coordination are pivotal to the success of the Governance Toolkit Project and of Team Fertility. This Communication Plan is produced to facilitate these ongoing qualities as well as detailing each specific need of the project. The document provides a framework that clarifies the expectations of Team Fertility, including specific procedures, responsibilities and tools that will contribute to open communication among all stakeholders involved.

Introduction

This document describes the various communication mediums that Team Fertility will be using throughout the development of the project along with the procedures and standards that apply to those mediums. These procedures are designed so that the team can communicate efficiently and effectively, which is critical for ensuring a quality end product and a successful project.

There are 4 standard mediums of communication that the team will utilize:

1. Email
2. Meetings
3. dotProject (task manager)
4. wiki

The following is a list of all the members and their contact details:

Name	Login	Number	Email
Tim Fang	tfang	61 412 447 538	tfang@students.cs.mu.oz.au
Jack Gao	jbgao	61 401 373 708	jbgao@students.cs.mu.oz.au
Eric Huang	ymh	61 413 872 883	ymh@students.cs.mu.oz.au
Sie Ming Huang	smhuang	61 421 197 558	smhuang@students.cs.mu.oz. au
Luke Jones	ljjones	61 415 157 718	ljjones @students.cs.mu.oz.au

Gary Liang	zhl	61 422 169 477	zhl@students.cs.mu.oz.au
Ivan Seow	iwhs	61 422 781 435	iwhs@students.cs.mu.oz.au
Sharkar Sribalachandra	srib	61 401 923 939	srib@students.cs.mu.oz.au
Stephan Taitz	sptaitz	61 403 304 589	sptaitz@students.cs.mu.oz.au
Derek Tong	tong	61 412 274 979	ong@students.cs.mu.oz.au
Fan Zhang	fzhan	61 401 672 526	fzhan@students.cs.mu.oz.au
Amiel Zwier	aczwier	61 422 593 782	aczwier@students.cs.mu.oz.au

Emailing Procedures

Emailing Procedures

Group emails (s440gf@students.cs.mu.oz.au) will be used to make the following announcements:

1. Meeting Agendas - Chairperson must send meeting agendas out to the team.
2. Meeting Minutes - Minute-taker must announce when the minutes have been checked into the repository and send them out to the team.
3. Reviews/Audits - Reviewer/Auditor must announce when they have completed their review/audit and checked it into the repository.
4. Client emails - All emails between the CLO and the Client are to be sent to the rest of the team.
5. Risks - When any major risks have been triggered the Risk Manager will email the team.
6. Completed artifacts - When major artifacts have been completed to an agreed level of satisfaction (such as documents, modules of code etc...) the whole team will be informed.
7. Supervisor emails - The supervisor may email the whole team at his discretion.
8. Social events - Information about social events will be emailed to the whole team.

Email Tags

All Project related emails have been archived in "/home/se440/s440gf/Mail" on CSSE server.

All email subjects will be tagged with the following structure:

[440 TOPIC] SUBJECT DESCRIPTION

The *TOPIC* field must be the relevant sub-group that the email is concerning.

Multiple tags can be used on one email to notify several different sub-groups.

The following is a list of topics:

- Team
- Client
- Supervisor
- Requirements
- Design
- Coding
- Testing
- PM
- QA
- SA
- Research
- Risks
- Social

The following table shows how each of the email-types are to be tagged and constructed:

Type	SUBJECT	DESCRIPTION	Body	Attachments
Meeting Agenda	agenda	Date: YYMMDD	None	Agenda
Meeting Minutes	minutes	Date: YYMMDD	None	Minutes
Review	review	None	None	Review Report
Audit	audit	None	None	Audit Report
Completed Artefacts	completed	None	Description of the artefact	None
Risks	risk	None	Description of the triggered risk	None

where *YYMMDD* is the year, month and date of the meeting.

Meeting Procedures

The standard meeting types are:

- Team
- Client
- Supervisor
- Requirements
- Design
- Coding
- Testing
- PM
- QA
- SA
- Research
- Risks

All members are required to attend Team meetings.

All members of a sub-team are required to attend their sub-team meetings.

The meetings will be chaired by the manager of the team/sub-team.

The team meetings are held weekly, and subteam meetings are held when necessary, at the subteam leaders' discretion.

Before the meeting

Before the meeting begins, the following must occur:

1. The chairperson must prepare an agenda and email it to all attendees 24 hours prior to the meeting.
2. In the case that a meeting has to be held in less than 24 hours, the Chairperson must make direct phone contact with the attendees.
3. The Chairperson must bring a hardcopy of the agenda to the meeting.
4. All attendees are required to read the agenda and must bring forward any amendments (if necessary).
5. All amendments to the agenda will be done at the beginning of the meeting. A template for the agenda is available in the team repository at:
/templates/YYYYMMDD_agenda.txt.tpl
6. If attendees are unable to attend the meeting they are required to send their apologies to the Chairperson via team email address 12 hours prior to the meeting (or convey through other team members just before the meeting). If an attendee has an emergency just before the meeting the attendee must send his apology by making direct phone contact with the Chairperson or any other member attending the meeting.
7. The agenda must be stored in the repository by the Chairperson. This must be done at most 24 hours after the meeting. Agendas will be committed to
/meetings/MeetingType/
8. In the event that a meeting is cancelled the Chairperson must email all attendees about the cancellation. The Chairperson needs to initiate another meeting and email

the details of the re-scheduled meeting to all attendees.

During the Meeting

The following procedures must be adhered to during every meeting:

1. All meeting must start within 5 minutes of the proposed time.
 2. A team member will be elected to record the minutes of the meeting.
 3. If an attendee fails to attend a meeting without giving an apology the Chairperson must email the attendee to enquire the reason for their absence.
 4. The Chairperson must ask for amendments to the agenda at the start of the meeting, which will be recorded by the minute taker.
 5. If the meeting is not concluded on time the Chairperson must either:
 - extend the meeting time
 - schedule an extra meeting
 - move the items not covered to the agenda of the next meeting
1. Each item on the agenda is to be covered in an orderly manner. For each item discussed in the meeting, if a consensus can not be reached, a vote will be held. If the vote reaches a tie, the chairperson holds the casting vote. The chairperson can also postpone any particular decision to the next meeting.
 2. All decisions, task allocations and actions discussed must be recorded in the minutes.

After the Meeting

After each meeting the following must occur:

1. The minute-taker must write up the minutes using the template available within the repository at:
/templates/YYYYMMDD_minutes.txt.tpl
2. The minute-taker must check the minutes into the repository within 48 hours after the meeting. The minutes must be stored in the following directory:
/meetings/MeetingType/
3. The minute-taker must notify all team members via email when the minutes are ready and attach it in the same email.

Communication With dotProject

Introduction of dotProject

dotProject is an Open Source Project Management tool. It provides functionalities for task allocation and task tracking. Several key features of dotProject are adopted by team F for better task communication. They are User Management, Project Listings, Hierarchical Task List, Contact List and Gantt Charts.

User Management

Sub team leaders are responsible for creating, allocating the required tasks to the team members of this particular sub team, as well as monitoring the progress of those tasks afterwards.

Team members are expected to login into dotProject on a daily basis to view the tasks that have been allocated to them.

Team members are also expected to assist the sub team leaders on monitoring the task progress and avoiding task slippage, by updating their task log during the development. The task log contains information about hours work, progress and etc.

Project Listings

Multiple projects can be managed by dotProject. But for Team F, CGT will be the only project required to be managed by the dotProject system.

Hierarchical Task List

dotProject provides hierarchical task list for each main task. This hierarchical structure of all tasks and sub tasks gives each team member an overview of the current activities.

The following is a snap shot of task hierarchy:

	Pin	New Log	Work	P	Task Name	Task Creator	Assigned Users
		Log	58%		Requirements Phase	tong	tong (100%) (+2)
		Log	127%		SQAP	sptaitz	aczwier (100%)
		Log	100%		... Write SQAP	aczwier	aczwier (100%)
		Log	100%		... Review Response	aczwier	aczwier (100%)
		Log	100%		... Review 2	aczwier	tong (100%) (+1)
		Log	0%		... Review 2 Response	aczwier	aczwier (100%)
		Log	100%		... First Review of SQAP	iwhs	iwhs (100%)
		Log	0%	↑	... Baseline	sptaitz	fzhan (10%) (+12)
		Log	100%		SPMP	sptaitz	sptaitz (10%)
		Log	100%	↑	... Write SPMP	tfang	sptaitz (50%) (+1)
		Log	100%		... Review 1	tfang	aczwier (100%) (+1)
		Log	100%		... Review 1 Response	tfang	sptaitz (50%)
		Log	100%		... Review 2	tfang	iwhs (50%) (+1)
		Log	100%		... Review 2 Response	tfang	sptaitz (100%)

		Log	100%	↑	Write SPMP	tfang	sptaitz (50%) (+1)
		Log	100%		Review 1	tfang	aczwier (100%) (+1)
		Log	100%		Review 1 Response	tfang	sptaitz (50%)
		Log	100%		Review 2	tfang	iwhs (50%) (+1)
		Log	100%		Review 2 Response	tfang	sptaitz (100%)
		Log	50%		Project Management Stuff	sptaitz	sptaitz (100%) (+1)
		Log	0%		Meetings	tfang	tfang (100%)
		Log	30%		Risk Management Plan	ljjones	ljjones (100%)
		Log	100%		Software Administration	fzhan	fzhan (100%) (+2)
		Log	65%		Configuration Management	fzhan	fzhan (70%) (+2)
		Log	92%		Build Plan	tong	tong (100%)
		Log	100%		Fix Review Template	ljjones	ljjones (100%)
		Log	0%		Traceability Matrix	tfang	tong (100%) (+2)
		Log	100%		Research on different wiki systems	ymh	ymh (100%)
		Log	100%		Semester 1 Presentation	tfang	fzhan (10%) (+4)
		Log	100%		Research on MediaWiki	iwhs	iwhs (100%)
		Log	0%		Script for Review Template	ljjones	fzhan (100%) (+1)
		Log	100%	↑	Team wiki installation and configuration	ymh	ymh (100%)
		Log	100%	↑	Write up team wiki help page	ymh	ymh (100%)
		Log	100%	↑	Convert SRS into wiki	ymh	ymh (100%)
		Log	100%		Design	jbgao	-
		Log	14%		Quality Assurance	aczwier	-

Task Hierarchy



Gantt Chart

dotProject provides the facility to automatically generate Gantt Chart. It is easy for each team member to view the task schedules.

Processes for using dotProject

Team Task Allocation

General team tasks must be assigned as follows:

- The PM can assign general tasks to any team member

Subteam Task Allocation

Subteam tasks must be assigned as follows:

- The subteam leader can assign any sub team related task to any subteam member
- The document maintainer can create and assign any task relating to the document that they are maintaining to any sub team member.

Task Completion

The assigning person must update any task within 24 hours of completing the task.

To complete a task perform the following:

1. Create a new log for the task
2. Update the progress of the task to 100%
3. Enter the hours worked
4. Enter a detail description of the work down in the description box

Task monitoring

Monitoring Responsibilities:

1. Subteam leaders must monitor all task relating the to their subteam.
2. Document maintainers must monitor all task relating to the document that they are maintaining
3. Risk Manager must monitor all tasks to prevent slippage
4. PM must monitor all tasks

Extensions

Any Team member that is not going to complete their task on time must:

1. Email the person in charge of the task at least 24 hours before it is due. This email must include an request for a new complete date.
2. The manager must inform the PM and the Risk Manager of the slippage.

Slippage

All Team member must monitor their tasks and tasks assigned by them to prevent slippage. If a team can see that a task is going to slip they should follow the procedures outline in the Risk Management Plan.

Communication With Wiki

The purpose of wiki is to keep major documents such as SDD and information relevant to the entire team. Wiki may be used as other purposes in the future. This document will only cover the current purposes and usages of wiki.

Current Hierarchy in Wiki

Currently, wiki is used to store major documents, team relevant information, self-learning and wiki relevant information. Here is the current hierarchy in wiki:

- Project Documents
 - Current Versions
 - Management Documents
 - Technical Documents
 - 443 Documents
 - Tagged Versions and PDF Builds
 - Management Documents
 - Technical Documents
 - 443 Documents
- Team Information
- .NET Learning
- Wiki Links

Wiki Procedures

Currently, wiki is used as documents storage and information board. There are some policies, which a team member has to follow before he create/modify/tag a document or create/modify a section.

- **Create a document/section:** A document/section will be created after decisions made during meeting/work session/other activities. A team member sets up the skeleton of the document/section. He then allocates relevant tasks on the dotProject (i.e. who is going to complete which sections of the document/section). After relevant members completes corresponding sections, they should write a log in dotProject to notify the person who is in charge. Last but not least, a current document should settle in the **current version**.

- **Modify a document/section:** An editor should log a summary, after he makes changes to the current document/section.
- **Tag a document:** A document should be tagged and moved to **Tagged Versions and PDF Builds**, after comprehensive reviews are done.

External Communication

Client Communication

Apart from scheduled client meetings where the communications are represented by the meetings minutes, the interface between the team and the client is performed through the Client Liaison Officer (CLO). Messages from the team will be forwarded to the CLO who will then pass this message on to the client and vice versa for messages from the client to the team. Communication between the client and the CLO will be performed by email. In the event where the CLO is unavailable, other team members may contact the client when necessary.

Project Supervisor Communication

Team members can discuss issues or concerns regarding this project with the Project Supervisor (PS) via email or during PS meetings. The Project Manager (PM) will escalate issues or concerns that cannot be resolved internally to the PS for resolution. In addition, team members should report issues or concerns regarding the PM directly to the PS for resolution.

Course Co-ordinator Communication

The PM is primarily responsible for contacting the Course Co-ordinator to discuss issues or concerns regarding this project and the PS. Other team members may also contact the Course Co-ordinator if necessary.

Sub Teams Communication

Sub-team leads will be primarily responsible for providing feedback on the sub-team's progress, issues and concerns to the PM via email, or during Team or PS meetings. Individual subteam members will also be able to report directly to the PM if required or when requested by the PM. This form of reporting allows for more effective vertical communication, as it reduces the communication overhead between the PM and individual subteam members.

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