

## 4.8: Communications Management Protocol

The communication management plan should include a protocol that delineates all the critical communication channels for the team and stakeholders, such as the purpose of communication, ICTs utilized, frequency of communications, and types of information to be communicated. An example of a Communications Management Protocol has been provided in Table 4.3 which includes only four purposes of communication.

Table 4.3. Communications Management Protocol

Purpose of Communication	Schedule Frequency	ICTs or Other Means Utilized	Types of Information	Participants: Team Members and Stakeholders
Planning	Every week on Monday	Microsoft Teams Zoom OneDrive Emails	Requirements Project activities Schedule Cost Risks and issues	All the team members
Retrospective	Every week on Friday	Microsoft Teams Zoom OneDrive Emails	Status updates Lessons learned	All the team members
Emergency	As needed	Zoom or In-person	Depends on the reason for emergency	All the team members
Status updates	Every week after the retrospective meeting Or as needed	Emails Zoom or In-person meetings	Progress report Tracking Gantt Chart Comparison of baselines with the latest situation	Project sponsor Client All team members

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