

Achieve CAPM® Exam Success:
A Concise Study Guide and Desk Reference

COMMUNICATIONS REQUIREMENTS – CHAPTER 10

COMMUNICATIONS REQUIREMENTS				
WHO Stakeholder	WHAT	WHEN	BY WHOM	HOW
Sponsor: John Smith	Status & any critical issues holding up the project	Weekly	The project manager	Email, phone
Susan Newby	Progress on project including costs	At a minimum monthly for costs, but want to know weekly if there are any costs that weren't expected	The project manager	Face-to-face, email & phone
Holly Berri	Outstanding development tasks so she can help coordinate the subcontractors	Daily & weekly status	Daily standup meetings with project manager; Weekly review with contract developers	Face-to-face, email & phone
Mark Spinner	Status & prototypes	Monthly status, but wants to see prototypes as they are developed	Technical lead – Holly	Email, phone & active network with customers & vendors
Melody Ghosan	Status from each of the project team members	Daily review of work in progress; Weekly updates from development team	Technical lead – Holly	Email, phone
Contract designer	Work to be done	As needed	Technical Lead – Holly	Collaborative web presence
Contract programmer	Work to be done	As needed	Technical Lead – Holly	Collaborative web presence
Contract QA	Work to be done	As needed	Technical Lead – Holly	Collaborative web presence
US customers	Progress on website go-live	As needed	Marketing team at LUV Music	Collaborative web presence
Global customers	Progress on website go-live	As needed	Marketing team at LUV Music	Collaborative web presence
Musician vendors	Progress on website go-live; Information on how to post products on website	As needed	Project Manager	Individual communications
Concert vendors	Progress on	As needed	Project Manager	Individual

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	website go-live; Information on how to post products on website			communications
Apparel vendors	Progress on website go-live; Information on how to post products on website	As needed	Project Manager	Individual communications
Musical instrument vendors	Progress on website go-live; Information on how to post products on website	As needed	Project Manager	Individual communications
Intermedia conversion vendors	Progress on website go-live; Information on how to post products on website	As needed	Project Manager	Individual communications