Communication Process Template

Have a general team communication doc, but put an individual md file tailored to the project in each repo. If project repo ownership is transferred to a different team in the future, they need to be able to access and edit documentation related to the project.

Team Communication

Team Slack channel:
Special Slack Channels: (topic specific and accessible to anyone who would be an external contributor)
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Team Email:

How to Contact Us

The following types of actions can be moved to the appropriate section, edited, and more added.

Action (General team contact)	Contact Method (email or slack channel)
Bug report	
Feature request	
Contribution process questions	
MRs after submission	
Add more here…	

Special Situations:	Direct point of contact (Role)
Status updates	

Roles and Responsibilities

Managers or roles for specific situations who should be contacted outside of the team channel.

(this is set up this way so that the document can easily be changed if there are new members on the team)

Role	Name	Prefered contact method	Time zone (GMT)

Outbound communication

Scenarios	When	Stakeholders	Action
Breaking changes (for e.g. any changes to our API or messaging contracts)			
Extended/planned outages (service downtime for maintenance related activities)			
Unexpected Outages			
Traffic specific changes (eg. team to team, etc.)			
New Feature rollout	As per product guidelines		
Month end and company wide code freeze		Our team and other teams who contribute to our repos	
Add more…			

Documentation Contacts

Tell how to find the owner, responsible party, or group people should contact if they have questions about documentation in the repo

If you have questions on a specific piece of documentation, you can find the team member responsible for the information by looking… (ex. Author or person who most recently verified the documentation)

Describe this communication process: You should contact the responsible party by (ex. sending a message in the xyz Slack channel, send them a direct message in Slack, email).