Question 1 (10 points): List and summarize the three Project Communications Management processes:

1) **Planning communications management:** lays out the content and frequency of communications needs from the project stakeholders. Who will get what level of information and at what frequency? How will the information be delivered to them? Outputs include a communications management plan and project documents updates, as required.

2) **Managing the communications:** creation, distribution, storage, retrieval, and disposal of project communications based on the communications management plan. Outputs include project communications, project documents updates, project management plan updates, and organizational process assets updates, as required.

3) **Controlling communications:** includes the monitoring and controlling of project communications to be sure the stakeholder communication objectives are met.
Question 2 (10 points): List the eight items that a Communications Management Plan should include:

1) Stakeholder communications requirements.
2) Information to be communicated, including the format, content, and level of detail.
3) Who will receive the information and who will produce it.
4) Suggested methods or technologies for conveying the information.
5) Frequency of communication.
6) Escalation procedures for resolving issues.
7) Revision procedures for updating the communications management plan.
8) A glossary of common terminology.