

DevOps Change Management Communication Plan Model

1. Objectives

- Ensure clear communication of changes in DevOps processes, tools, and practices.
- Provide timely updates to all stakeholders.
- Minimize resistance and confusion during implementation.

2. Stakeholders

- DevOps Team
- Development Team
- Operations/IT Team
- QA/Testers
- Product Owners/Project Managers
- Business Stakeholders

3. Communication Matrix

Audience	Message	Channel	Frequency	Owner
DevOps Team	Technical details, schedules	Slack, Email, Meetings	Weekly or as needed	DevOps Lead
Development Team	Change impacts, action items	Email, Confluence	At milestone or release	Product Owner
Operations/IT	Deployment plans, rollback procedures	Meetings, Documentation	Prior to change	Ops Manager
Business Stakeholders	Summary of benefits & risks	Email/Newsletter	At key milestones	Project Manager

4. Key Messages

1. Why the change is happening
2. What will change in processes/tools
3. Benefits and expected outcomes
4. Support and training resources
5. How feedback can be given

5. Feedback & Support Mechanisms

- Feedback forms via Confluence or internal portal
- Regular Q&A sessions
- Contact points: DevOps/Project Leads email

6. Timeline

Phase	Communication Activities	Timing
Planning	Announce upcoming changes, outline objectives	2 weeks before implementation
Implementation	Progress updates, training sessions	During rollout

7. Review & Evaluation

- Monitor communication effectiveness (surveys, participation)
- Adjust communication strategy based on feedback