

Communication Plan: Drop — Fintech Payment App

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“ **Project:** Drop — Remittance + QR Payments **Version:** 1.0 **Date:** 2026-02-23
Author: John (AI Director) **Status:** Approved **Reviewers:** Alem Bašić (CEO)

Document History

Version	Date	Author	Changes
0.1	2026-02-23	John	Initial draft — Drop-specific communication structure

1. Communication Objectives

Drop is an AI-native internal product of ALAI Holding AS. Communication is primarily between John (AI Director) and Alem Bašić (CEO), with AI agents reporting asynchronously. Objectives:

- Transparency** — Alem always knows Drop status, blockers, and decisions at a glance
- Alignment** — Requirements and priorities confirmed before implementation begins
- Accountability** — Blockers surfaced immediately; decisions recorded in `comms/decisions/`
- Regulatory readiness** — All compliance-relevant decisions documented for Finanstilsynet
- Documentation** — Drop is AI-native; decisions persist in `comms/decisions/` and HiveMind

2. Stakeholder Communication Needs

Stakeholder	Role	Information Needs	Channel	Frequency	Detail Level
Alem Bašić	CEO / Sponsor	Milestone status, budget, strategic risks, partner decisions	Direct session	Weekly + ad-hoc	Executive summary
John	AI Director	Full project status, risks, agent output, technical decisions	Mission Control	Daily	Detailed
AI Builder agents	Implementers	Task specs, acceptance criteria, schema refs	Task prompt	Per-task	Technical
AI Validator agents	QA	Feature to validate, test criteria, DoD	Task prompt	Per-task	Technical
SpareBank1 / BaaS partners	External partners	Drop capabilities, partnership terms	Email via Alem	Quarterly + as needed	Executive
Finanstilsynet	Regulator	PISP/AISP registration documentation	Formal submission	Annual + milestones	Formal
Waitlist users	Early adopters	Launch updates, beta invitations	Email (hei@getdrop.no)	Monthly	Simple
Local merchants	Merchant users	Onboarding, QR setup, fee structure	In-person + email	On onboarding	Simple

3. Communication Channels & Tools

Channel	Tool	Purpose	Access
AI Director ↔ CEO sessions	Direct Claude session	Strategic decisions, major blockers, reviews	Alem + John
Task management	Mission Control (<code>mc.js</code>)	Task status, agent coordination	John + agents
Decision records	<code>comms/decisions/</code> (ADRs)	Architectural and strategic decisions	All team

Channel	Tool	Purpose	Access
Knowledge base	BookStack (localhost:6875)	Documentation, guides, specs	All team
Persistent memory	HiveMind (<code>hivemind.js</code>)	Cross-session learnings, agent intel	John + agents
Email (external)	MCP email — john / info accounts	Partner communications, waitlist, regulatory	John + Alem
Partner documents	Documenso (sign.basicconsulting.no)	Contracts, NDAs, formal agreements	Alem
Slack	alai-talk.slack.com	Optional team-wide announcements	Alem + John
Incident reports	<code>project/docs/incident-report.md</code>	Production incidents	John

4. Meeting Schedule

4.1 Regular Ceremonies (AI-Native Cadence)

Meeting	Purpose	Frequency	Format	Facilitator	Output
Sprint Planning	Backlog review, task assignment to agents	Every 2 weeks	Async (John prepares) + Alem review	John	Sprint tasks in Mission Control
Sprint Review	Demo completed features	Every 2 weeks	Alem session — John demos	John	Sprint log entry in PIPELINE.md
Sprint Retrospective	Process improvement, learning opportunity	Every 2 weeks	Async by John + <code>/learning-opportunity</code>	John	Updated MEMORY.md / rules
Weekly Status Check	Drop status for Alem	Weekly	Written status in HiveMind + direct session if needed	John	Status report
Risk Review	Update risk register	Weekly	Embedded in sprint planning	John	Updated risk-register.md
Strategic Review	Partner decisions, regulatory updates	Monthly	Alem session	Alem	Decision record

4.2 Event-Triggered Communications

Trigger	Action	Channel	Response Time
New critical risk (Score \geq 15)	Escalate to Alem	Direct session	Within 4 hours
Security incident	Incident report + Alem notification	Direct + email	Immediately
BaaS partner response received	Alem briefing + decision session	Direct session	Within 24 hours
Milestone completed	Update PIPELINE.md + notify Alem	HiveMind post	Same day
Finanstilsynet correspondence	Legal review + Alem briefing	Direct + email	Within 48 hours
Agent task failure / blocked	John investigation + Alem if strategic	Mission Control	Within 4 hours

5. Reporting Cadence

Report	Frequency	Prepared By	Audience	Location
Sprint Report	Per sprint	John	Alem	PIPELINE.md sprint log
Weekly Status	Weekly	John	Alem	HiveMind + direct session
Risk Report	Monthly	John	Alem	risk-register.md
Budget Report	Monthly	Finance agent	Alem	comms/reports/
Milestone Report	Per milestone	John	Alem + partners	PIPELINE.md + email
Security Report	Per sprint	Security agent	John + Alem	security/ directory
Post-launch Report	30 days post-launch	John	Alem + investors	comms/reports/

5.1 Weekly Status Template

SUBJECT: Drop – Weekly Status – Week of [DATE]

STATUS: ON TRACK / AT RISK / DELAYED

PHASE: [Current phase from ROADMAP.md]

STAGING: <https://drop-staging.fly.dev/> – [UP/DOWN]

THIS WEEK:

- [completed item 1]
- [completed item 2]

NEXT WEEK:

- [planned item 1]
- [planned item 2]

BLOCKERS:

- [blocker] → [action needed from Alem]

TOP RISKS:

Risk	Score	Status
[R-001] BaaS partner	20	[current status]

DECISIONS NEEDED FROM ALEM:

- [] [decision by date]

6. Escalation Paths

Level	Trigger	Escalate To	Channel	Response SLA
L1	Agent blocker (technical)	John (self-resolve)	Mission Control	4 hours
L2	Architecture decision required	John (makes decision)	ADR in comms/decisions/	Same day
L3	Strategic / partnership decision	Alem	Direct session	24 hours
L4	Budget change > 10%	Alem	Direct session	24 hours
L5	Legal / regulatory blocker	Alem + external legal	Email + direct	48 hours
P1	Security incident / data breach	Alem immediately	Direct + email	15 minutes

7. Documentation Standards

7.1 File Naming Convention

[DOCUMENT_TYPE] - [DATE] - [VERSION] . [ext]

Example: drop-sprint-report-2026-02-20-v1.0.md

Example: drop-meeting-notes-2026-02-20.md

7.2 Document Storage Locations

Document Type	Location
Project governance (charter, brief, RACI, risks)	docs/PROJECT-GOVERNANCE/
Business requirements	docs/BUSINESS-REQUIREMENTS/
Decision records / ADRs	comms/decisions/
Meeting notes	comms/meetings/
Status reports	comms/reports/
Partner communications	comms/client/
Technical documentation	docs/ (see INDEX.md)
Security reports	security/

7.3 Decision Record Format (ADR)

All significant decisions must be logged in `comms/decisions/` as ADR files:

```
# ADR-XXX: [Decision Title]

**Date:** YYYY-MM-DD
**Status:** Proposed | Accepted | Deprecated | Superseded
**Decider:** [Name/Agent]
**Context:** [Why this decision was needed]
**Decision:** [What was decided]
**Consequences:** [What changes as a result]
**Alternatives considered:** [What else was evaluated]
```

8. External Communication Protocols

Communication Type	Authorized	Approval Required	Notes
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BaaS partner updates	Alem	None	Document outcomes
Finanstilsynet submissions	Alem + Legal advisor	Alem sign-off	Formal; keep copies
Press / public statements about Drop	Alem only	Alem	No product details without approval
Merchant onboarding comms	Alem	None	Track in merchant dashboard
Waitlist email updates	John	Alem approval for major announcements	Via MCP email — info account
Investor communications	Alem	Alem	John prepares materials

9. Crisis Communication Plan

9.1 Crisis Triggers

- Production security breach or data exposure
- Payment processing failure affecting users
- Regulatory action or investigation by Finanstilsynet
- BaaS partner contract failure
- “4-week unplanned delay to any Phase 2+ milestone

9.2 Crisis Protocol

1. **Identify** — John identifies crisis; logs in `project/docs/incident-report.md`
2. **Contain** — John assesses scope and implements immediate mitigations (within 1 hour)
3. **Escalate** — John notifies Alem via direct session within 1 hour of identification
4. **Communicate** — John drafts external communication; Alem approves before sending
5. **Update** — Alem and affected parties receive updates every 4 hours until resolved
6. **Resolve** — Crisis closed when all impacts mitigated and systems restored
7. **Learn** — `/learning-opportunity` skill run; memory updated; process improved

9.3 Crisis Communication Template

SUBJECT: [DROP – URGENT] [Crisis Summary]

Vi vil informere deg om en situasjon som påvirker Drop.

SITUASJON: [What happened]

PÅVIRKNING: [What is affected]

UMIDDELBARE TILTAK: [What we have done]

NESTE STEG: [What we will do]

FORVENTET LØSNING: [Timeline]

Neste oppdatering: [Next update time]

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Approval

Role	Name	Date	Signature
Author	John (AI Director)	2026-02-23	Approved (AI)
AI Director (John)	John	2026-02-23	Approved
CEO / Project Sponsor	Alem Bašić	TBD	

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