**Project Mandate – PRINCE2**

**Document Title:** *Project Mandate – Telco Network Cloud Migration*  
**Date:** 28 July 2025  
**Ref No:** TCMP/PMD/2025/001

**1. Purpose of the Mandate**

To formally authorize the initiation of the **Telco Network Cloud Migration Project** by outlining the high-level business need, strategic fit, and initial context, enabling the preparation of the Project Brief and PID.

**2. Background and Context**

The current on-premise infrastructure for OSS/BSS, CRM, and network management systems is costly, inflexible, and lacks support for next-gen telecom services (e.g., 5G, IoT). Customer demands and regulatory compliance (e.g., CAK, GDPR) necessitate a secure, scalable, and resilient cloud-based architecture.

This project aims to **migrate key telco workloads to the cloud**, improving operational efficiency and enabling faster innovation in service delivery.

**3. Project Objectives**

* Migrate OSS/BSS, CRM, and NEMs to a hybrid/public cloud.
* Reduce data center operational costs by 30% over 12 months.
* Ensure 99.95% service availability post-migration.
* Achieve compliance with ISO 27001, GDPR, and CAK standards.
* Enable automated deployment pipelines for telecom applications.

**4. Project Scope (High-Level)**

**In-Scope:**

* Cloud readiness assessment
* Cloud infrastructure provisioning (AWS, Azure, GCP)
* CRM and BSS API migration and integration
* OSS/NEM lift-and-shift to the cloud
* Cloud-native monitoring, security, and backup
* Staff training and documentation handover

**Out of Scope:**

* Full software redevelopment of legacy systems
* Migration of non-core support systems (e.g., HR, Finance)

**5. Expected Benefits**

* 30% TCO reduction by end of FY2026
* Reduced deployment time from weeks to hours
* Enhanced security and resilience (DR, HA zones)
* Regulatory compliance and improved audit performance
* Enhanced customer experience and self-service enablement

**6. Known Risks / Constraints**

* Legacy system compatibility with cloud
* Potential vendor lock-in or cost overruns
* Downtime risks during critical cutovers
* Staff skill gaps for new cloud tools

**7. Initial Budget Estimate**

* **USD 1.2 million**, subject to approval during the planning stage.

**8. Target Timeline**

| **Phase** | **Timeframe** |
| --- | --- |
| Project Start | 1 August 2025 |
| Migration Start | 15 October 2025 |
| Go-Live | 1 March 2026 |
| Project Closure | 31 March 2026 |

**9. Appointed Roles (Initial)**

| **Role** | **Name** | **Responsibility** |
| --- | --- | --- |
| Project Sponsor | John Mwangi (CIO) | Executive oversight, funding |
| Project Board | Exec + IT + Vendor Mgmt | Decision making |
| Project Manager | [Your Name] | Planning, execution, delivery |
| Technical Architect | A. Otieno | Solution Design & Quality |
| Security Lead | D. Kamau | Compliance, IAM, Data Security |

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**Date:** 28 July 2025