**1. Project Management Plan (PMP)**

*Based on PMI’s PMBOK Guide – Tailored for a Telco Cloud Migration Project*

**Document Title**: Project Management Plan  
**Project Name**: Telco Network Cloud Migration  
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**Prepared by**: [Your Name], Project Manager

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**1. Executive Summary**

This project will migrate Telco OSS/BSS systems, CRM platforms, and Network Element Managers to a hybrid cloud (AWS, Azure, GCP). The migration supports business agility, compliance, cost savings, and improved customer experience.

**2. Project Scope Statement**

**In Scope:**

* Lift-and-shift of OSS/BSS & NEMs
* Cloud-native deployment of CRM
* Integration with M-PESA and network APIs
* Cloud infrastructure provisioning
* Cutover, testing, and training

**Out of Scope:**

* Hardware lifecycle replacements
* HR, Finance, and Payroll systems

**3. Project Schedule (Milestones)**

| **Milestone** | **Date** |
| --- | --- |
| Planning Complete | 15 Aug 2025 |
| Infrastructure Provisioned | 15 Sep 2025 |
| CRM UAT | 20 Oct 2025 |
| OSS/BSS Migration | 15 Dec 2025 |
| NEM Integration | 20 Jan 2026 |
| Go-Live | 1 Mar 2026 |
| Project Closure | 31 Mar 2026 |

**4. Budget Management Plan**

* **Approved Budget**: $1.2M
* **Cost Tracking Tool**: Excel + SAP ERP
* Variance threshold: ±10%
* Monthly burn rate monitoring

**5. Stakeholder Engagement Plan**

Stakeholder matrix with power/interest levels and tailored communications:

* CIO: Bi-weekly status reports
* Engineers: Daily stand-ups
* Vendors: Weekly alignment calls

**6. Risk Management Plan**

* RAID Log format
* High-priority risks include:
  + Legacy system incompatibility
  + Data loss during migration
  + Vendor delays
* Mitigation strategies defined for each

**7. Communications Management Plan**

* Weekly status reports (internal)
* Bi-weekly sponsor updates
* Project SharePoint for document storage
* Email, Slack, Zoom for communication

**8. Procurement Plan**

* Cloud services: AWS, Azure, Salesforce
* Procurement method: RFQ + Board Approval
* SLAs included in all cloud provider contracts

**9. Quality Management Plan**

* UAT cycles for CRM, BSS
* Automated test coverage ≥ 85%
* Review boards for architecture and security
* Quality metrics: Uptime, Latency, Defect rate

**10. Change Management Plan**

* Change Control Board (CCB) meets bi-weekly
* Change Request Form (CRF) required
* Major changes must pass impact analysis and approval

**11. Resource Management Plan**

* Team matrix showing internal and vendor roles
* Project Tools: JIRA, Confluence, GitHub
* Role: Project Manager reports to CIO

**12. Integration & Governance**

* Aligned with PMP + PRINCE2 hybrid governance
* Escalation matrix defined
* Project Board decision rights documented

**13. Monitoring and Control**

* Earned Value Management (EVM) for performance
* KPIs: % Completion, Cost Variance, Risk Exposure
* Weekly stand-ups + Monthly Steering Committee reviews

**14. Appendices**

* Work Breakdown Structure (WBS)
* Detailed Gantt chart
* Budget breakdown
* Risk matrix
* Org chart