**Cloud Migration Project Charter – Telco Core Systems Migration Initiative**

**1. Project Overview**

**1.1 Background**

Telco Net Communications Ltd. currently operates legacy on-premises IT infrastructure that supports mission-critical business support systems (BSS), operational support systems (OSS), billing, CRM, and customer-facing portals. These systems are increasingly difficult to maintain, costly to scale, and vulnerable to outages, directly impacting customer satisfaction and business agility.

To stay competitive and support the company’s digital transformation roadmap, TelcoNet has authorized this cloud migration project aimed at transitioning to a hybrid cloud architecture leveraging AWS and Microsoft Azure. The migration will enable scalable infrastructure, robust disaster recovery, and improved system performance.

**1.2 Purpose**

The purpose of this project is to:

* Modernize IT infrastructure to support rapid growth and 5G rollout.
* Achieve cost efficiencies via cloud consumption models.
* Enhance operational resilience and compliance with telecom regulations.
* Enable agility for rapid deployment of new telecom services.

**2. Project Objectives**

| **Objective** | **Success Criteria** |
| --- | --- |
| Complete migration of 95% of core OSS/BSS systems | Full migration completed within 12 months |
| Maintain ≥ 99.99% uptime during and after migration | Zero critical outages, 5 hours max planned downtime |
| Achieve 30% reduction in operational costs | Monthly cloud spend and support costs reduced by 30% within 1 year |
| Fully train 100% of IT operations staff on cloud tools | Training completion certificates for all relevant staff |
| Ensure 100% compliance with GDPR, ISO 27001 | Compliance audit clearance and documented controls |

**3. Scope**

**3.1 In-Scope**

* Current environment assessment and documentation.
* Network architecture redesign for cloud integration.
* Lift-and-shift and re-platforming of legacy systems (OSS, BSS, CRM).
* Cloud security configurations including IAM, encryption, and logging.
* Setup of CI/CD pipelines for cloud infrastructure deployment.
* Data migration, validation, and cutover.
* End-user acceptance testing (UAT) and performance benchmarking.
* Training and documentation for post-migration operations.
* Change management including stakeholder engagement and communication.

**3.2 Out-of-Scope**

* Redesign or re-architecture of customer-facing mobile applications.
* Replacement or upgrade of physical telco hardware outside data centers.
* Decommissioning of legacy data centers (handled separately).

**4. Deliverables**

| **Deliverable** | **Description** | **Due Date** |
| --- | --- | --- |
| Cloud Readiness Assessment Report | Gap analysis, risk assessment, cost-benefit analysis | Month 1 |
| High-Level and Low-Level Cloud Architecture | Network topology, security layers, failover mechanisms | Month 2 |
| Migration Strategy and Runbook | Detailed migration phases, rollback procedures, downtime windows | Month 3 |
| Security and Compliance Framework | Policies, IAM roles, encryption standards, audit trail setup | Month 4 |
| Training Materials and Session Records | Manuals, videos, hands-on workshops | Month 5 |
| Migration Execution Reports | Phase completion reports, issues logs, risk mitigation | Month 6-11 |
| Final QA and Performance Test Reports | UAT results, load test benchmarks, SLA verifications | Month 11 |
| Project Closure and Lessons Learned Report | Post-implementation review, KPI achievement, handover documents | Month 12 |

**5. Milestones and Timeline**

| **Milestone** | **Target Date** | **Notes** |
| --- | --- | --- |
| Project Kickoff | 01-Aug-2025 | Formal project start |
| Completion of Assessment Phase | 15-Sep-2025 | Deliver readiness report |
| Cloud Architecture Approval | 01-Oct-2025 | Approved by architecture board |
| Completion of Pilot Migration | 30-Nov-2025 | Pilot testing with selected apps |
| Completion of Phased Migrations | 28-Feb-2026 | OSS and BSS migrated |
| Final QA and UAT Completed | 15-Mar-2026 | System validated for production |
| Go-Live and Production Cutover | 30-Mar-2026 | Switch production workloads |
| Project Closure | 15-Apr-2026 | Handover to operations |

**6. Budget Estimate**

| **Cost Category** | **Estimated Amount (USD)** | **Comments** |
| --- | --- | --- |
| Cloud Platform Subscriptions | $120,000 | AWS & Azure combined costs for 12 months |
| Migration & Integration Tools | $30,000 | Software licensing and monitoring tools |
| Professional Services | $40,000 | Vendor consultants and architects |
| Training and Change Mgmt | $15,000 | Workshops, manuals, support |
| Contingency (10%) | $20,500 | Reserved for unforeseen expenses |
| **Total Estimated Budget** | **$225,500** |  |

**7. Key Stakeholders**

| **Stakeholder** | **Role** | **Responsibility** |
| --- | --- | --- |
| CIO | Executive Sponsor | Strategic oversight, budget approval |
| Program Director | Steering Committee Chair | Project governance and milestone approvals |
| Project Manager | Delivery Lead | Daily management, reporting, resource mgmt |
| Cloud Architecture Lead | Technical Design | Infrastructure design and technology choices |
| Security Officer | Compliance Lead | Regulatory and security compliance |
| Business Unit Heads | Key Users | Requirement input, user acceptance |
| Vendor Partners | Cloud Providers & Consultants | Implementation support and cloud expertise |

**8. Risks and Mitigation**

| **Risk Description** | **Probability** | **Impact** | **Mitigation Plan** |
| --- | --- | --- | --- |
| Data Loss during Migration | Medium | High | Enforce snapshot backups, validate test restores |
| Migration Delays due to Technical Issues | Medium | Medium | Establish escalation paths, incremental migration approach |
| Compliance Audit Failure | Low | High | Early legal consultation, continuous compliance monitoring |
| Insufficient Staff Cloud Skills | High | Medium | Conduct focused training, hire cloud specialists if needed |
| Budget Overruns | Medium | Medium | Monitor spending weekly, change control board reviews |

**9. Assumptions**

* Legacy system documentation is complete and accurate.
* Required internal teams will be available for testing and approvals.
* Cloud providers maintain SLAs supporting project uptime goals.
* No significant changes in regulatory requirements during project timeline.

**10. Constraints**

* Migration activities limited to non-business hours to minimize user impact.
* Fixed budget and resource availability limiting scope expansion.
* Compliance with telecom industry data sovereignty and privacy laws.
* Legacy system incompatibilities may require limited workarounds.

**11. Communication Plan**

| **Communication Type** | **Audience** | **Frequency** | **Method** |
| --- | --- | --- | --- |
| Executive Steering Updates | CIO, Program Director | Bi-weekly | Email/Meetings |
| Project Team Meetings | Project Team | Weekly | Video Conference |
| Risk & Issue Reporting | PM, Stakeholders | As needed | Project Dashboard |
| Training Sessions | IT Operations Staff | Monthly | Workshops/Webinars |
| Migration Status Reports | All Stakeholders | Milestone Based | Reports & Dashboards |

**12. Approval**

By signing below, all parties approve the contents of this charter and authorize the project to proceed.

| **Name** | **Title** | **Signature** | **Date** |
| --- | --- | --- | --- |
| [Sponsor Name] | Chief Information Officer | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | \_\_\_\_\_\_\_\_\_\_\_\_ |
| [Program Director] | Program Director | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | \_\_\_\_\_\_\_\_\_\_\_\_ |
| [Your Name] | Project Manager | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | \_\_\_\_\_\_\_\_\_\_\_\_ |