**Deliverable 9: Implementation Schedule — Safaricom Digital Customer Service Portal**

**1. Purpose**

The Implementation Schedule outlines the full timeline, milestones, and dependencies for launching the Safaricom Digital Customer Service Portal. It ensures coordinated execution across all workstreams while managing time, resources, and stakeholder expectations effectively.

**2. Project Duration**

**Total Duration:** 6 months  
**Start Date:** August 2025  
**Target Go-Live:** January 2026

**3. Key Phases & Milestones**

| **Phase No.** | **Phase Name** | **Duration** | **Key Milestones** |
| --- | --- | --- | --- |
| 1 | Initiation | 2 weeks | Project Charter Approved, Kick-off Held |
| 2 | Planning | 4 weeks | Requirements Finalized, Project Plan Approved |
| 3 | Design & Prototyping | 4 weeks | UX/UI Designs Approved, Stakeholder Sign-off |
| 4 | Development & Integration | 8 weeks | Core Modules Developed, APIs Integrated |
| 5 | Testing & QA | 3 weeks | UAT Completed, Defects Resolved |
| 6 | Training & Change Readiness | 3 weeks | Training Completed, Go-Live Sign-off |
| 7 | Go-Live & Support | 2 weeks | System Live, Hypercare Support in Place |
| 8 | Post-Implementation Review | 1 week | Lessons Learned Captured, Final Handover |

**4. Gantt Chart Overview**

*(Condensed View — full visual Gantt can be created in MS Project or Excel)*

| **Month** | **Phase** | **Key Tasks** |
| --- | --- | --- |
| August | Initiation | Approvals, Kick-off, Stakeholder Mapping |
| Sept | Planning | BRD, Functional Specs, Risk Plan, Procurement |
| Oct | Design & Prototyping | Wireframes, UI Reviews, Prototype Testing |
| Nov-Dec | Development & Integration | Module Builds, Backend Config, CRM Chatbot Integration |
| Dec | Testing & QA | UAT, Bug Fixing, SLA Testing, Data Migration Checks |
| Early Jan | Training & Readiness | Staff Training, Knowledge Base Prep, Dry Runs |
| Mid-Jan | Go-Live & Support | Launch, Real-time Monitoring, Helpdesk Activation |
| End-Jan | Post-Implementation Review | Review, Feedback Sessions, Formal Handover |

**5. Dependencies**

| **Task** | **Depends On** |
| --- | --- |
| Development Start | Finalization of Design |
| UAT Start | Completion of Development |
| Training Start | Portal Near-Final Build |
| Go-Live | UAT Sign-Off, Training Finish |

**6. Resource Allocation per Phase**

| **Role** | **Initiation** | **Design** | **Dev & Integration** | **Testing** | **Training** | **Go-Live** | **Post-Review** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Project Manager | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Business Analysts | ✓ | ✓ |  |  |  |  |  |
| Developers |  |  | ✓ | ✓ |  |  |  |
| QA Testers |  |  |  | ✓ | ✓ |  |  |
| Trainers/Change Leads |  |  |  |  | ✓ | ✓ | ✓ |
| IT Support/Infrastructure | ✓ |  | ✓ | ✓ |  | ✓ |  |

**7. Monitoring Tools & Techniques**

* **Tool:** Microsoft Project / Smartsheet / Jira
* **Tracking:** Weekly sprints and milestone reviews
* **Reporting:** Bi-weekly status reports to steering committee
* **Review Meetings:**
  + Daily stand-ups (Development)
  + Weekly sync-ups (All workstreams)
  + Monthly executive reviews

**8. Risk Mitigation for Schedule Delays**

| **Risk** | **Mitigation Strategy** |
| --- | --- |
| Vendor Delays | Include buffer periods; penalty clauses in contracts |
| Scope Creep | Enforce change control board and documented approvals |
| Training Delays | Parallel early content development with build phase |
| Integration Challenges | Early sandbox testing and API dry runs |

**9. Success Criteria**

* Project Go-Live meets January 2026 deadline.
* No major functionality missed from MVP scope.
* ≥ 95% of pre-launch milestones completed on time.
* Positive feedback from UAT and training sessions.
* Smooth 2-week hypercare period with < 5% error tickets.