**Project Title:** Digital Customer Self-Service Portal Implementation for Telco

**Prepared By:** [Your Name]  
**Role:** IT Project Manager (Mid-Level)  
**Industry:** Telecommunications  
**Date:** July 2025

**1. Project Charter**

**Objective:**  
To design, develop, and deploy a secure, user-friendly, and scalable digital self-service portal to enable telco customers to manage their accounts, view usage, pay bills, raise support tickets, and access personalized services online.

**Business Case:**  
Current reliance on manual or call-based customer service results in high operational costs, delays, and low customer satisfaction. A digital portal will enhance self-service capabilities, reduce contact center loads, and improve customer experience.

**Scope (In Scope):**

* Customer authentication and account management
* Usage and billing dashboard
* Online payments and transaction history
* AI chatbot and live chat integration
* Support ticketing system
* Multilingual and responsive UI
* CRM and billing system integrations

**Scope (Out of Scope):**

* Core network upgrades
* On-premise infrastructure (cloud-hosted only)

**Deliverables:**

1. Project charter and stakeholder register
2. Functional and technical specifications
3. UI/UX design prototypes
4. Working portal (web + mobile responsive)
5. Integration with backend systems (CRM, billing)
6. Security audit and compliance report
7. User documentation and training materials
8. Post-launch analytics dashboard

**Key Stakeholders:**

* CIO (Project Sponsor)
* Customer Service Manager
* Billing Department Lead
* UX/UI Designers
* DevOps & Backend Engineers
* QA Testers

**Assumptions:**

* APIs for CRM and billing are available and documented
* User base has digital access (internet/smartphone)

**Constraints:**

* Project must be completed within 6 months
* Must comply with GDPR and local data privacy laws

**2. Work Breakdown Structure (WBS)**

**Phase 1: Initiation & Planning** 1.1 Define project scope & objectives  
1.2 Identify stakeholders  
1.3 Develop project plan and timeline

**Phase 2: Requirements & Design** 2.1 Gather user requirements  
2.2 Define functional & non-functional specs  
2.3 Develop UI/UX prototypes  
2.4 Validate designs with stakeholders

**Phase 3: Development & Integration** 3.1 Backend development  
3.2 Frontend development  
3.3 API integrations (CRM, billing, payment gateways)  
3.4 AI chatbot implementation

**Phase 4: Testing** 4.1 Unit testing  
4.2 Integration testing  
4.3 User Acceptance Testing (UAT)  
4.4 Security & compliance testing

**Phase 5: Deployment & Training** 5.1 Deploy to production (cloud environment)  
5.2 Train internal teams & support agents  
5.3 Develop user guides and FAQ

**Phase 6: Monitoring & Closure** 6.1 Launch monitoring dashboard  
6.2 Conduct post-implementation review  
6.3 Document lessons learned  
6.4 Final project closure and sign-off

**3. Project Schedule (Summary)**

* Month 1: Planning & Requirements Gathering
* Month 2: UI/UX Design & Specification
* Months 3–4: Development & Integration
* Month 5: Testing & Quality Assurance
* Month 6: Deployment, Training, Go-Live, Monitoring

**4. Risk Management Plan**

|  |  |  |  |
| --- | --- | --- | --- |
| **Risk** | **Likelihood** | **Impact** | **Mitigation** |
| Integration failure with CRM | Medium | High | Early API testing, mock endpoints |
| Data privacy non-compliance | Low | High | Engage legal & compliance early |
| Scope creep from departments | High | Medium | Strict change management process |
| User adoption is low | Medium | Medium | UX testing, marketing, and onboarding campaign |
| Payment gateway errors | Low | High | Use verified payment APIs with redundancy |

**5. Communications Plan**

* Weekly team stand-ups (Dev, QA, Design)
* Bi-weekly stakeholder updates
* Monthly Steering Committee reviews
* Project wiki and shared documentation in Confluence or SharePoint

**6. KPIs and Success Metrics**

* 60% of customers use the portal within 3 months of launch
* 30% reduction in call center traffic
* 95% uptime within the first year
* 90% positive user feedback on portal usability
* <1% critical bugs reported post-launch

**7. Tools & Tech Stack**

* Frontend: React.js / Angular
* Backend: Node.js / Java Spring Boot
* Hosting: AWS / Azure Cloud
* Database: PostgreSQL / MongoDB
* Integration: REST APIs
* Security: OAuth 2.0, HTTPS, encryption
* Project Management: Jira, MS Project, Slack

**8. Post-Launch & Handover**

* Conduct user feedback surveys
* Monitor system logs and KPIs
* Knowledge transfer to internal IT & support
* Final project closure documentation

*This document reflects a comprehensive and competitive project plan suitable for a mid-level IT Project Manager in a telco organization aiming to deliver digital transformation and customer-centric solutions.*