**Project: Mobile money platform integration in telco**

**Date: July 2025**

**Change Management Plan – Regulatory Updates & Feature Enhancements Focus**

A structured framework to manage evolving **regulatory** demands and **product feature** updates without disrupting mobile money service continuity.

**Objectives**

* Ensure timely and compliant response to CBK, Data Protection, AML/KYC updates
* Enable controlled rollout of product feature upgrades (e.g., bill payments, international remittance)

**Change Categories**

| **Type** | **Example** |
| --- | --- |
| Regulatory | CBK KYC rules, AML thresholds, Data residency laws |
| Functional | New menu flows (USSD/Super App), feature rollouts |
| Technical | API versioning, encryption protocol changes |

**Governance Roles**

| **Role** | **Responsibility** |
| --- | --- |
| Change Advisory Board (CAB) | Evaluate and approve change requests |
| Regulatory Officer | Monitor legal changes & communicate impact |
| Product Manager | Define feature roadmap changes |
| DevOps Lead | Coordinate deployment windows & rollback plans |

**Change Process**

1. **Request Submission:** RFC via Jira/ServiceNow tagged "Regulatory"/"Feature"
2. **Impact Assessment:** On systems, users, vendors, compliance
3. **CAB Review & Approval:** Includes risk score and rollback feasibility
4. **Stakeholder Notification:** Including banks, agents, customer care
5. **Execution:** Version-controlled release with rollback procedure
6. **Post-Change Review:** Performance logs, audit trail, customer feedback

**Tools**

* Change Tracker (Jira)
* Automated deployment pipelines (CI/CD)
* Compliance Test Suites