**ERP Governance Framework**

**Project**: Odoo ERP Implementation  
**Organization**: Telco net company  
**Prepared by**: IT Project Manager  
**Date**: June 2025

**1. Purpose**

This ERP Governance Framework establishes the structure, roles, responsibilities, and processes necessary to ensure successful implementation, monitoring, and post-go-live control of the Odoo ERP system within the organization.

**2. Governance Objectives**

* Ensure alignment with organizational strategy and compliance
* Provide oversight, accountability, and decision-making authority
* Promote risk-aware planning and change control
* Foster transparency and communication across stakeholders

**3. Governance Structure**

**A. Steering Committee**

* Provides strategic oversight and budget approval
* Chaired by CIO or Executive Sponsor
* Meets monthly or at major milestones

**B. Project Board (PRINCE2)**

* Manages project assurance, change approval, and stakeholder alignment
* Comprised of Sponsor, Senior User, and Supplier

**C. Change Control Board (CCB)**

* Reviews and approves all change requests
* Includes project manager, solution architect, and department heads

**D. ERP Functional Leads**

* Owns business process design and UAT for each module
* Acts as liaison between users and technical teams

**4. Roles & Responsibilities**

| **Role** | **Responsibility** |
| --- | --- |
| Executive Sponsor | Strategic guidance and funding |
| Project Manager | Daily operations, coordination, risk and change management |
| Functional Leads | Module ownership, user coordination, UAT sign-off |
| IT Security Officer | Compliance, access controls, data protection |
| ERP Vendor | Configuration, technical support, issue resolution |

**5. Governance Processes**

* **Issue Management**: Logged in Jira, reviewed weekly
* **Change Requests**: Formal CR form, impact assessment, CCB approval
* **Risk Management**: Risk Register maintained and reviewed bi-weekly
* **Audit & Compliance**: Quarterly reviews with internal audit
* **Data Ownership**: Defined per department (e.g., Finance owns GL data)

**6. Decision-Making Authority**

* Minor changes approved by Project Board
* Major scope, cost, or time changes escalated to Steering Committee

**7. Reporting & Escalation**

* Weekly project reports sent to PMO and Steering Committee
* High-priority risks or blockers escalated within 48 hours
* All decisions documented in the Decision Log

**8. Post-Go-Live Governance**

* Transition to Business-as-Usual (BAU) support model
* Operational support SLAs activated
* Governance roles remain in place during stabilization (first 3 months)

**Document Owner**: IT Project Manager  
**Next Review Date**: June 2025+ 3 months post go-live