**Issue and Risk Register Updates with Mitigation Actions**

**Project:** Odoo ERP Integration for Safaricom Telecom  
**Version:** 1.0  
**Date:** [Insert Date]

**A. Purpose**

To continuously track and manage project risks and issues, ensuring proactive mitigation to minimize impact on project objectives.

**B. Risk Register**

| **Risk ID** | **Description** | **Likelihood** | **Impact** | **Priority** | **Owner** | **Mitigation Actions** | **Status** | **Review Date** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| RSK-001 | Delay in API integration testing | Medium | High | High | Integration Lead | Allocate additional resources, early test planning | In Progress | [Date] |
| RSK-002 | Data migration data quality issues | High | Medium | High | Data Lead | Comprehensive validation scripts, dry runs | Mitigated | [Date] |
| RSK-003 | User resistance to new system | Medium | High | High | Change Manager | Robust training and communication plan | Monitoring | [Date] |

**C. Issue Register**

| **Issue ID** | **Description** | **Date Raised** | **Priority** | **Owner** | **Resolution Actions** | **Status** | **Closure Date** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| ISS-001 | Billing calculation errors | 2025-07-12 | Critical | Billing Lead | Bug fix deployment, regression testing | Resolved | 2025-07-20 |
| ISS-002 | API timeout during peak hours | 2025-07-15 | High | DevOps Lead | Increase timeout threshold, scale API pods | In Progress |  |

**D. Mitigation & Escalation Process**

1. Identification and logging in register.
2. Assessment of impact and priority.
3. Assignment of ownership for mitigation.
4. Execution of mitigation actions.
5. Regular review and updates during status meetings.
6. Escalation to Steering Committee for unresolved high-impact issues.