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

**Project Title: Telco Net Odoo ERP Implementation**

**Format: Hierarchical WBS (Level 1 to Level 3)**

**1.0 Project Initiation**

* 1.1 Develop Business Case
* 1.2 Identify Key Stakeholders
* 1.3 Approve Project Charter
* 1.4 Appoint Project Steering Committee

**2.0 Project Planning**

* 2.1 Stakeholder Engagement Plan
* 2.2 Define Project Scope and Objectives
* 2.3 Develop Project Schedule and Gantt Chart
* 2.4 Create Budget and Cost Baseline
* 2.5 Risk Management Planning
* 2.6 Communication Management Plan
* 2.7 Change Management Strategy
* 2.8 Quality Management Plan

**3.0 System Design & Configuration**

* 3.1 Requirements Gathering Workshops
* 3.2 Fit-Gap Analysis
* 3.3 Configure Odoo Modules
  + 3.3.1 Finance
  + 3.3.2 HRMS
  + 3.3.3 Procurement
  + 3.3.4 CRM
* 3.4 User Access & Role Management
* 3.5 Customizations & Automation Workflows

**4.0 Data Migration**

* 4.1 Data Mapping & Cleansing
* 4.2 Export from Legacy Systems
* 4.3 Transformation & Formatting
* 4.4 Import to Odoo Database
* 4.5 Data Validation & Testing

**5.0 System Integration**

* 5.1 Integration with Oracle DB
* 5.2 Integration with M-PESA APIs
* 5.3 Internal CRM and Telco Ops Systems
* 5.4 Conduct Integration Testing

**6.0 User Training & Change Management**

* 6.1 Develop Training Materials
* 6.2 Conduct Train-the-Trainer Sessions
* 6.3 Departmental End-User Training
* 6.4 Change Readiness Assessment

**7.0 Testing & User Acceptance**

* 7.1 Develop Test Cases
* 7.2 Perform Module Testing
* 7.3 Conduct UAT with Key Departments
* 7.4 Capture Feedback & Fix Defects

**8.0 Go-Live & Support**

* 8.1 Final Deployment
* 8.2 Hypercare Support Period
* 8.3 Monitor Performance & Logs
* 8.4 Handover to IT Operations

**9.0 Project Closure**

* 9.1 Final Project Review
* 9.2 Lessons Learned Report
* 9.3 Archive Documentation
* 9.4 Formal Project Closeout