**8. Telecom Compliance and Regulatory Impact Summary**

**Project Title:**

**Odoo ERP Integration for Safaricom Telecom**

**A. Regulatory Landscape Overview**

| **Regulatory Authority** | **Relevant Regulations / Standards** | **Description** |
| --- | --- | --- |
| **Communications Authority of Kenya (CAK)** | Kenya Information and Communications Act (KICA), Licensing Regulations | Governs telecom licensing, service delivery standards, consumer protection, and quality of service. |
| **Data Protection Authority (DPA Kenya)** | Data Protection Act, 2019 | Regulates the collection, processing, and storage of personal data; mandates data privacy and security. |
| **Central Bank of Kenya (CBK)** | Mobile Money Regulations | Sets standards and controls for mobile money operations, anti-money laundering (AML), and fraud prevention. |
| **Kenya Revenue Authority (KRA)** | Taxation and Electronic Invoicing Regulations | Requires compliance with tax laws, including electronic invoicing, reporting, and transaction audit trails. |
| **ISO/IEC 27001** | Information Security Management Standard | Specifies requirements for establishing and maintaining an information security management system (ISMS). |
| **Telecommunications Standardization Sector (ITU-T)** | International Telecom Standards | Defines global standards for telecom networks, interoperability, and security protocols. |

**B. Key Compliance Requirements Impacting the Project**

| **Compliance Area** | **Description** | **Impact on Odoo ERP Integration** | **Mitigation / Controls** |
| --- | --- | --- | --- |
| **Data Privacy & Protection** | Personal customer data must be secured and processed lawfully | ERP must implement data access controls, encryption, and audit trails | Embed data protection by design; regular audits |
| **Mobile Money Regulations** | Ensure secure transaction handling and reporting | Integration with M-PESA APIs must comply with AML, KYC, and fraud controls | Implement secure APIs; compliance monitoring tools |
| **Financial Reporting & Taxation** | Accurate billing, invoicing, and reporting per tax laws | ERP financial modules must support electronic invoicing and audit logs | Configure compliant invoicing and reporting modules |
| **Service Quality & Customer Rights** | Maintain service standards and transparent customer data handling | CRM and billing modules must support dispute resolution and SLA tracking | Automated workflows for customer complaints and SLA monitoring |
| **Information Security** | Protect against breaches, ensure system integrity | Security controls in development, testing, and deployment phases | Conduct penetration testing; follow ISO 27001 best practices |
| **Audit & Regulatory Reporting** | Timely submission of reports to regulatory bodies | ERP must generate reports in formats compliant with regulator requirements | Build regulatory reporting templates and schedules |

**C. Potential Regulatory Risks**

* Non-compliance could lead to fines, penalties, or suspension of licenses.
* Delays in regulatory approvals impacting project schedule.
* Changes in telecom or financial regulations during project execution increasing scope or cost.
* Data breaches leading to reputational damage and legal liabilities.

**D. Recommendations for Compliance Management**

* Engage compliance and legal teams early in project planning and design.
* Incorporate regulatory requirements into solution architecture and development specifications.
* Implement continuous compliance monitoring and audit trails within the ERP.
* Schedule regular compliance audits pre- and post-deployment.
* Train project and operational teams on regulatory policies and responsibilities.