**4. High-Level Scope Statement and Boundaries**

**Project Title:**

**Odoo ERP Integration for Safaricom Telecom**

**1. Project Purpose**

To implement and integrate a comprehensive Odoo ERP system tailored to Safaricom’s telecom operations. This system will unify billing, CRM, finance, procurement, and service management processes, and integrate seamlessly with existing OSS/BSS systems and the Mobile Money platform, thereby improving operational efficiency, data accuracy, and regulatory compliance.

**2. High-Level Scope**

**In Scope:**

* **Odoo ERP Modules Implementation:**
  + Billing and Revenue Management customized for telecom tariffs and usage data.
  + Customer Relationship Management (CRM) integrated with customer service and sales processes.
  + Finance and Accounting modules supporting telecom-specific financial reporting and regulatory compliance.
  + Inventory and Procurement modules tailored to telecom equipment lifecycle and vendor management.
  + Service Management module supporting fault management and service requests.
* **System Integration:**
  + Integration with OSS/BSS systems for real-time data exchange (e.g., network usage, provisioning).
  + Integration with Mobile Money platform (e.g., M-PESA) for payment processing and reconciliation.
  + API and Middleware development to ensure seamless communication between systems.
* **Data Migration:**
  + Migration of legacy system data including customer, financial, billing, and inventory records.
  + Data cleansing and validation to ensure data integrity post-migration.
* **Testing and Quality Assurance:**
  + Unit, integration, system, user acceptance, and performance testing across all modules and integrations.
* **User Training and Change Management:**
  + Training programs for business users, IT support staff, and administrators.
  + Change management activities to ensure smooth adoption of new processes and systems.
* **Deployment and Support:**
  + Phased rollout strategy minimizing disruption to live operations.
  + Post-implementation support and stabilization period.

**3. Project Boundaries / Out of Scope**

* **OSS/BSS System Development:**
  + No development or major modification of existing OSS/BSS platforms beyond required integration interfaces.
* **Mobile Money Platform Development:**
  + Mobile Money platform core features and infrastructure remain managed by the Mobile Money business unit or third parties.
* **Telecom Network Infrastructure:**
  + No changes or upgrades to network hardware or radio access network (RAN) elements outside ERP data reporting requirements.
* **Hardware Procurement & Infrastructure:**
  + No procurement or upgrades of physical IT infrastructure unless required specifically for ERP hosting.
* **Custom Development Outside Odoo Framework:**
  + Custom development limited to integration and configuration within Odoo platform capabilities.
* **Post-Project Operational Enhancements:**
  + Ongoing improvements or feature additions beyond initial deployment will be handled as separate projects or maintenance activities.

**4. Assumptions**

* Access to stable OSS/BSS and Mobile Money APIs will be provided in a timely manner.
* Business units will actively participate in requirements gathering and UAT.
* Regulatory requirements will not significantly change during the project lifecycle.
* Adequate resources and budget will be available throughout the project.

**5. Constraints**

* Limited system downtime windows during migration and rollout phases.
* Complexity of integrating multiple legacy systems with differing data formats.
* Strict regulatory compliance and security requirements.