**5. Preliminary Risk Assessment and Opportunity Identification**

**Project Title:**

**Odoo ERP Integration for Safaricom Telecom**

**A. Preliminary Risk Assessment**

| **Risk ID** | **Risk Description** | **Probability (L/M/H)** | **Impact (L/M/H)** | **Risk Rating (P x I)** | **Mitigation Strategy** | **Owner** |
| --- | --- | --- | --- | --- | --- | --- |
| R1 | Delays in obtaining OSS/BSS integration specifications | Medium | High | High | Early engagement with OSS/BSS teams; buffer time in schedule | Project Manager |
| R2 | Data migration errors leading to billing or financial issues | Medium | High | High | Rigorous data cleansing, validation, and phased migration | Data Migration Lead |
| R3 | Resistance to change from business users | High | Medium | High | Comprehensive change management and user training | Change Manager |
| R4 | Regulatory changes mid-project increasing scope | Low | High | Medium | Continuous monitoring of regulatory environment; flexible scope planning | Compliance Officer |
| R5 | Vendor performance issues impacting delivery timelines | Medium | Medium | Medium | Clear SLAs and regular vendor performance reviews | Procurement Lead |
| R6 | Integration complexity causing technical challenges | High | High | Critical | Detailed design reviews; prototyping; contingency budget | Technical Lead |
| R7 | Security vulnerabilities in integration points | Medium | High | High | Security audits, penetration testing, and mitigation plan | Security Officer |
| R8 | Inadequate training leading to low user adoption | Medium | Medium | Medium | Structured training programs and post-go-live support | Training Lead |
| R9 | Budget overruns due to scope creep | Medium | High | High | Strict change control and regular financial monitoring | Project Manager |
| R10 | Downtime during migration affecting service availability | Low | High | Medium | Detailed cutover planning, backup, and rollback procedures | Operations Manager |

**B. Opportunity Identification**

| **Opportunity ID** | **Opportunity Description** | **Potential Benefit** | **Strategy to Maximize Benefit** | **Owner** |
| --- | --- | --- | --- | --- |
| O1 | Automation of manual billing processes | Reduced errors, faster billing cycles | Implement automated workflows in Odoo | Business Analyst |
| O2 | Improved real-time data visibility across departments | Enhanced decision-making and reporting | Develop integrated dashboards and reports | BI Team |
| O3 | Streamlined customer service with integrated CRM | Increased customer satisfaction | Enable seamless data flow between CRM and billing | Customer Care Lead |
| O4 | Scalability for future telecom innovations (5G, IoT) | Supports growth and new service launches | Design modular and flexible system architecture | Solution Architect |
| O5 | Enhanced regulatory compliance through automated controls | Reduced risk of fines and audits | Embed compliance checks and audit trails in workflows | Compliance Officer |
| O6 | Data consolidation enabling advanced analytics | Business intelligence and forecasting | Plan for data warehouse integration and analytics tools | Data Science Lead |
| O7 | Vendor consolidation through unified platform | Cost savings and simplified management | Negotiate integrated vendor contracts | Procurement Lead |
| O8 | Employee skill development through training programs | Increased operational efficiency | Design comprehensive training and certification paths | HR Lead |
| O9 | Improved collaboration between IT and business units | Faster issue resolution and innovation | Establish cross-functional teams and communication channels | PMO |
| O10 | Cloud-enabled deployment options for flexibility and cost | Reduced infrastructure costs, scalability | Evaluate cloud hosting and hybrid deployment models | IT Infrastructure Lead |