**Project Charter / Project Mandate**

**Project Name:** Odoo ERP Integration for Safaricom Telecom  
**Date:** June 2025.  
**Version:** 1.0  
**Project Sponsor:** [Executive Sponsor Name]  
**Project Manager:** [Project Manager Name]

**1. Project Purpose / Background**

Safaricom currently operates multiple legacy systems across billing, CRM, finance, inventory, and procurement, resulting in siloed data, process inefficiencies, and limited scalability. This project aims to integrate and implement a unified Odoo ERP solution tailored for telecom operations, including critical integration with OSS/BSS systems, M-PESA mobile money platform, and regulatory compliance systems.

The goal is to improve operational efficiency, customer service, financial accuracy, and enable digital transformation aligned with Safaricom’s strategic objectives.

**2. Project Objectives**

* Implement Odoo ERP modules covering Billing, CRM, Inventory, Finance, Procurement, and Service Management.
* Seamlessly integrate Odoo with existing OSS/BSS platforms and Mobile Money APIs (e.g., M-PESA).
* Achieve data centralization and real-time reporting for improved decision-making.
* Ensure compliance with telecom regulations and data protection laws.
* Train key business and IT teams for effective adoption and support.
* Complete implementation within [X] months and within the approved budget of [$$$].

**3. Scope Description**

**In Scope:**

* Configuration and customization of Odoo ERP modules for telecom needs.
* Development of middleware/API connectors for OSS/BSS and Mobile Money platform.
* Data migration from legacy systems.
* User training and change management programs.
* Testing: unit, integration, system, UAT, and performance testing.
* Deployment and go-live support.

**Out of Scope:**

* Development of new OSS/BSS systems.
* Changes to mobile money platform beyond integration.
* Hardware infrastructure upgrades outside ERP scope.

**4. Key Deliverables**

* Detailed requirements and design documentation.
* Configured Odoo ERP modules.
* Middleware/API integration components.
* Data migration scripts and validated migrated data.
* Test plans and test results.
* Training materials and sessions conducted.
* Deployment and support plans.
* Project closure and benefits realization documentation.

**5. Milestones**

| **Milestone** | **Target Date** | **Comments** |
| --- | --- | --- |
| Project Kickoff | [Date] |  |
| Requirements Sign-off | [Date] |  |
| Solution Design Complete | [Date] |  |
| Development & Integration | [Date] |  |
| Testing Complete | [Date] |  |
| User Training Completed | [Date] |  |
| Go-Live | [Date] |  |
| Project Closure | [Date] |  |

**6. Assumptions**

* Required telecom OSS/BSS systems and Mobile Money APIs are accessible and stable.
* Business users will be available for requirement validation and UAT.
* Adequate budget and resources will be allocated on time.
* Regulatory requirements will remain stable during the project lifecycle.

**7. Constraints**

* Integration complexity with multiple legacy systems.
* Limited window for system downtime during migration.
* Strict regulatory and security requirements.

**8. Risks**

* Delay in availability of OSS/BSS integration specifications.
* Data migration errors impacting billing or financial accuracy.
* Resistance to change among end-users.
* Regulatory changes mid-project impacting compliance scope.
* Vendor dependency risks for third-party integrations.

**9. Stakeholders**

| **Role** | **Name / Group** | **Responsibilities** |
| --- | --- | --- |
| Project Sponsor | [Name] | Project authorization, funding |
| Project Manager | [Name] | Project execution and delivery |
| Telecom Business Units | Billing, Finance, Customer Care | Requirements and UAT |
| IT & Infrastructure | [Name/Team] | Technical implementation |
| Vendor(s) | Odoo Partner, Middleware Vendors | Solution delivery and support |
| Regulatory Bodies | [Name/Dept] | Compliance monitoring |

**10. Approval**

By signing below, the following agree that this Project Charter reflects the project’s purpose, scope, objectives, and authorizes the project to proceed:

| **Name** | **Title** | **Signature** | **Date** |
| --- | --- | --- | --- |
| [Sponsor] | Project Sponsor |  |  |
| [Project Manager] | Project Manager |  |  |