**6. Project Governance Structure and Roles Definition**

**Project Title:**

**Odoo ERP Integration for Safaricom Telecom**

**A. Governance Structure Overview**

| **Governance Level** | **Purpose** | **Key Responsibilities** | **Members / Roles** | **Meeting Frequency** |
| --- | --- | --- | --- | --- |
| **Project Steering Committee** | Strategic oversight and decision-making | Approve major deliverables, budgets, scope changes | Executive Sponsor, CIO, Business Heads, PMO Director | Monthly |
| **Project Management Office (PMO)** | Project coordination, monitoring, and reporting | Track progress, manage risks, resource allocation | Project Manager, PMO Analysts | Weekly |
| **Technical Advisory Board** | Provide technical guidance and solution validation | Review architecture, integration approaches, standards | CTO, Solution Architect, Lead Engineers | Bi-weekly |
| **Business Advisory Group** | Represent business unit interests and validate requirements | Confirm business needs, support UAT and change requests | Business Unit Leads (Billing, Finance, Customer Care) | Monthly |
| **Change Control Board (CCB)** | Manage and approve changes to project scope, schedule, budget | Evaluate and approve/reject change requests | PM, Business Analyst, Technical Lead, Sponsor Rep | As needed (ad hoc) |
| **Quality Assurance Team** | Ensure quality standards and testing rigor | Develop QA plans, conduct audits, approve testing results | QA Manager, Test Leads, User Representatives | Weekly |
| **Security and Compliance Committee** | Oversee security policies and regulatory compliance | Review security assessments, audit compliance | Security Officer, Compliance Officer, Legal | Monthly |

**B. Roles Definition**

| **Role** | **Responsibilities** | **Authority Level** | **Reporting Lines** |
| --- | --- | --- | --- |
| **Executive Sponsor** | Provide project funding and strategic guidance; resolve escalated issues | Highest decision authority | Reports to Board / CEO |
| **Project Manager (PM)** | Lead project planning, execution, monitoring, and closure; coordinate stakeholders | Day-to-day project authority | Reports to Steering Committee |
| **Solution Architect** | Design overall ERP integration architecture; ensure scalability and compliance | Technical decision authority | Reports to Technical Advisory Board |
| **Business Analyst** | Gather and validate requirements; liaise between business and IT teams | Influence on scope definition | Reports to PM |
| **Development Lead** | Oversee Odoo customization, integration development, and code quality | Technical implementation authority | Reports to Solution Architect |
| **QA Manager** | Develop and manage test strategies; ensure quality assurance | Quality approval authority | Reports to PM |
| **Change Manager** | Manage change requests, impact assessments, and communication | Control over scope changes | Reports to CCB |
| **Security Officer** | Monitor security risks; enforce security policies and compliance | Security policy enforcement | Reports to Security and Compliance Committee |
| **Data Migration Lead** | Plan and execute data migration activities; validate data integrity | Operational authority on migration | Reports to PM |
| **Training Coordinator** | Develop training programs; coordinate user training sessions | Responsibility for user readiness | Reports to PM |
| **Vendor Manager** | Manage contracts, SLAs, and vendor relationships | Contract negotiation authority | Reports to PM |
| **End User Representatives** | Provide user feedback; assist in UAT and adoption activities | Input on usability and requirements | Reports to Business Advisory Group |

**C. Governance Processes**

* **Steering Committee Meetings:** Approve key milestones, budgets, and escalated issues.
* **Change Control Board:** Review and approve scope, schedule, or budget changes.
* **Risk Management:** Ongoing risk identification and mitigation reviews in PMO meetings.
* **Quality Assurance:** Periodic audits and testing reviews to ensure deliverable quality.
* **Stakeholder Communication:** Regular updates via reports, dashboards, and meetings tailored by stakeholder group.