**3. Stakeholder Register and Stakeholder Engagement Strategy**

**A. Stakeholder Register**

| **Stakeholder Group** | **Role / Title** | **Influence / Impact Level** | **Interest Level** | **Engagement Approach** | **Key Concerns / Expectations** |
| --- | --- | --- | --- | --- | --- |
| **Project Sponsor** | Executive Sponsor (e.g., CIO) | High | High | Direct communication, steering committee involvement | Project success, ROI, strategic alignment |
| **Project Manager** | Project Manager | High | High | Daily updates, status reporting | On-time delivery, resource coordination |
| **Telecom Business Units** | Billing, Finance, Customer Care Heads | High | High | Workshops, regular status meetings | System usability, process improvement |
| **IT Infrastructure Team** | IT Ops Manager, Network Engineers | Medium | Medium | Technical reviews, collaborative sessions | System integration, uptime, security |
| **Odoo Implementation Partner** | Lead Consultant / Vendor Team | Medium | High | Weekly progress meetings, technical workshops | Scope clarity, timely delivery |
| **Mobile Money Team** | Product Managers, Integration Leads | High | High | Integration status reviews, compliance checks | Seamless API integration, security |
| **Regulatory Bodies** | Telecom Regulator, Data Protection Officers | High | Medium | Formal reporting, audit reviews | Compliance with telecom and data laws |
| **End Users** | Finance staff, Customer Service Agents | Low | High | Training sessions, feedback surveys | User-friendliness, training support |
| **Support & Maintenance Team** | Service Desk Leads, Support Engineers | Medium | Medium | Handover workshops, documentation | Operational readiness, knowledge transfer |
| **Vendors & Third Parties** | Middleware, API Providers | Medium | Medium | Contractual meetings, performance reviews | SLA adherence, integration quality |

**B. Stakeholder Engagement Strategy**

**1. Identify & Analyze Stakeholders**

* Conduct stakeholder mapping to classify by influence and interest.
* Prioritize communication and engagement based on impact on project success.

**2. Define Communication Channels & Frequency**

| **Stakeholder Group** | **Communication Method** | **Frequency** | **Purpose** |
| --- | --- | --- | --- |
| Executive Sponsor | Steering Committee Meetings | Monthly | Strategic oversight, decisions |
| Project Manager | Daily Stand-ups, Reports | Daily / Weekly | Task tracking, risk & issue management |
| Business Units | Workshops, Status Meetings | Bi-weekly | Requirement clarification, progress updates |
| IT & Vendors | Technical Review Sessions | Weekly | Integration issues, technical problem-solving |
| Regulatory Bodies | Formal Reports, Compliance Audits | As required | Regulatory compliance and approvals |
| End Users | Training, Feedback Surveys | During & Post-Implementation | Adoption support, usability improvements |
| Support Teams | Knowledge Transfer Sessions | Before Go-Live | Smooth operational handover |

**3. Manage Expectations**

* Set realistic timelines and communicate constraints clearly.
* Provide transparent updates on progress and challenges.
* Highlight benefits and impact regularly to maintain engagement.

**4. Engage & Involve Stakeholders Actively**

* Involve business units in requirements gathering and UAT.
* Collaborate closely with IT and vendors to resolve technical issues promptly.
* Maintain open channels for feedback and act on input to improve adoption.

**5. Monitor & Adjust Engagement**

* Regularly review stakeholder feedback and adjust communication plans as needed.
* Address resistance by identifying concerns and providing additional support or training.