**Operational Readiness Assessments & Gap Analysis**

**Date**: July 2025  
**System**: Odoo ERP (Modules: Billing, CRM, Finance, Inventory)  
**Company**: Atelco Net (Telecom Operator)

**Operational Readiness Checklist**

| **Area** | **Status** | **Comments** |
| --- | --- | --- |
| Core Modules Functional | ✅ Completed | All configured and tested |
| API Integrations | ✅ Completed | M-PESA, OSS/BSS working |
| Uptime Monitoring (UAT) | ✅ Passed | 99.9% over 14 days |
| User Roles & Permissions | ✅ Finalized | Role matrix applied |
| Ticketing & Support Desk | ✅ Live | Jira/Odoo Helpdesk integrated |
| Contingency Plans | ✅ Documented | BCP and rollback plans validated |
| Support SLA Agreement | ✅ Signed | Internal IT & Vendor support team aligned |

**🔍 Gap Analysis Summary**

| **Gap Identified** | **Impact** | **Action Taken** | **Status** |
| --- | --- | --- | --- |
| Inventory batch tracking not fully automated | Medium | Custom rule implemented | Closed |
| Billing latency during high-traffic period | High | Queued job scheduling added | Closed |
| CRM Email templates not localized | Low | Swahili versions created | Closed |