**Stakeholder Identification & Categorization**

| **Stakeholder** | **Role** | **Interest Level** | **Influence Level** | **Engagement Strategy** |
| --- | --- | --- | --- | --- |
| **Chief Information Officer (CIO)** | Executive Sponsor | High | Very High | Active consultation and decision-making authority. Weekly updates. |
| **Chief Financial Officer (CFO)** | Finance Oversight | High | High | Regular involvement in financial module configuration and cost reporting. |
| **Chief Technology Officer (CTO)** | IT Systems Integration | Medium | High | Involve in architectural planning and integrations (e.g. Oracle, M-PESA). |
| **Head of HR** | HRMS Owner | High | Medium | Engage in requirements gathering, UAT, and post-go-live feedback. |
| **Procurement Director** | Procurement Workflows | High | Medium | Involve in designing approval chains and compliance processes. |
| **ERP Project Manager (You)** | Implementation Lead | Very High | Very High | Central communication hub. Reports to steering committee. |
| **Odoo Implementation Partner** | External Vendor | High | Medium | Ensure scope clarity, timeline adherence, and issue resolution. |
| **Internal IT Team** | Infrastructure, Testing | Medium | Medium | Train early and empower as internal champions. |
| **Regulators (KRA, CBK, CAK)** | Compliance | High | Low | Ensure data protection, reporting standards compliance. |
| **End Users (Staff)** | System Users | Medium–High | Low | Educate, train, and support. Collect feedback for iterative improvements. |
| **Board of Directors / Audit Committee** | Oversight | Medium | High | Provide quarterly progress and compliance reports. |

**🔹 2. Power-Interest Grid (Stakeholder Mapping)**

| **Stakeholder Category** | **Stakeholders** |
| --- | --- |
| **High Power, High Interest** *(Manage Closely)* | CIO, CFO, You (PM), ERP Vendor |
| **High Power, Low Interest** *(Keep Satisfied)* | Board of Directors, Regulators |
| **Low Power, High Interest** *(Keep Informed)* | End Users, HR Head, Procurement |
| **Low Power, Low Interest** *(Monitor Only)* | Temporary staff, interns, etc. |

**🔹 3. Engagement Plan**

| **Stakeholder** | **Preferred Communication** | **Frequency** | **Responsibility** |
| --- | --- | --- | --- |
| CIO, CFO | Executive Briefs, Email, 1:1s | Weekly | Project Manager |
| Functional Heads (HR, Procurement) | Workshops, Meetings | Bi-weekly | Functional SMEs |
| IT Team | Slack, Technical Syncs | Weekly | Technical Lead |
| ERP Vendor | Jira, Email, Calls | Daily (during sprints) | Project Manager |
| Regulators | Compliance Reports | As Needed | Finance Lead |
| End Users | Training, Newsletters | Monthly | Change Mgmt Lead |

**🔹 4. Issues & Mitigation Strategy**

| **Potential Issue** | **Stakeholder Concern** | **Mitigation** |
| --- | --- | --- |
| Change Resistance | Staff fear job loss / change | Early training, involvement, and user champion program |
| Data Migration Delays | IT Team under pressure | Dedicated migration plan and vendor support |
| Budget Overruns | CFO concern | Phased rollout and stage gate reviews |
| Compliance Gaps | Regulator concern | Include compliance checklists in each module |