**Comprehensive Project Management Plan**

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

**A. Scope Management Plan**

**1. Project Scope Summary**

Implement and integrate an Odoo ERP system customized for telecom operations, covering Billing, CRM, Finance, Procurement, and Service Management. Integrate with existing OSS/BSS and Mobile Money platforms. Deliver end-to-end solution including data migration, testing, training, and deployment.

**2. Scope Definition**

* **In Scope:** Module configuration, API/middleware development, legacy data migration, testing, training, phased deployment.
* **Out of Scope:** OSS/BSS core development, network infrastructure upgrades, hardware procurement (beyond ERP hosting), custom development outside Odoo capabilities.

**3. Scope Verification**

* Conduct regular requirement validation workshops with business units.
* User Acceptance Testing (UAT) sign-offs required before deployment phases.

**4. Scope Control**

* All scope changes to be reviewed and approved by Change Control Board (CCB).
* Impact analysis on schedule, cost, and quality mandatory before approval.

**B. Schedule Management Plan**

**1. Schedule Development**

* Use Microsoft Project or equivalent tool for Gantt charts and dependencies.
* Include milestones for: Requirements sign-off, Design completion, Development, Testing phases, Training, Go-live, and Project Closure.

**2. Schedule Baseline**

* Final schedule baseline approved at end of Planning phase.
* Baseline used for performance measurement.

**3. Schedule Monitoring and Control**

* Weekly status meetings to track progress and update schedule.
* Use Earned Value Management (EVM) metrics to assess schedule performance.

**4. Critical Path and Float Management**

* Identify critical path and monitor tasks with zero float closely to prevent delays.

**C. Cost Management Plan**

**1. Cost Estimation**

* Based on resource needs, software licenses, consulting services, infrastructure, training, and contingency reserve.
* Estimates refined during Planning phase with vendor quotations.

**2. Budgeting**

* Develop detailed cost baseline aligned with schedule phases.
* Include contingency fund (10-15%) for unforeseen changes.

**3. Cost Control**

* Monthly budget reviews and variance analysis.
* Change Control Board approval required for any budget adjustments.
* Use cost tracking tools and integrate with PM software.

**D. Quality Management Plan**

**1. Quality Objectives**

* Deliver fully functional Odoo ERP system meeting telecom-specific requirements.
* Ensure data integrity, security, and compliance with regulatory standards.
* Achieve user acceptance and high satisfaction rates.

**2. Quality Standards**

* Follow ISO 9001 and ISO/IEC 27001 standards for quality and information security.
* Adhere to Safaricom internal quality policies and regulatory compliance requirements.

**3. Quality Assurance**

* Conduct peer reviews of design and development work.
* Implement QA processes: test planning, test case design, defect tracking.
* Engage independent QA team for validation and audits.

**4. Quality Control**

* Testing phases: Unit, Integration, System, UAT, Performance, and Security testing.
* Use defect metrics and KPIs to monitor quality.
* Regular status reporting on quality issues and resolution progress.

**5. Continuous Improvement**

* Conduct lessons learned workshops at project milestones.
* Implement corrective actions promptly based on QA feedback.

**E. Integration and Summary**

| **Management Area** | **Key Tools / Techniques** | **Responsible Party** | **Frequency** |
| --- | --- | --- | --- |
| Scope | Requirement Workshops, CCB | Project Manager, Business Analyst | As needed |
| Schedule | Gantt Charts, EVM | Project Manager | Weekly |
| Cost | Budget Tracking, Variance Analysis | Finance Manager, PM | Monthly |
| Quality | QA Reviews, Testing Reports | QA Manager | Throughout lifecycle |