**Resource & Capacity Planning with Team Skill Matrix & Training Plan**

**Project:** Odoo ERP Integration for Safaricom Telecom  
**Version:** 1.0  
**Date:** [Insert Date]

**A. Purpose**

To ensure adequate allocation of skilled resources for successful project delivery, identify skill gaps, and plan targeted training to maximize team effectiveness.

**B. Resource & Capacity Planning**

| **Resource Category** | **Role** | **Quantity** | **Estimated Effort (Person-Months)** | **Allocation Period** | **Key Responsibilities** |
| --- | --- | --- | --- | --- | --- |
| Project Management | Project Manager | 1 | 12 | Full Project Duration | Overall project coordination, reporting |
| Business Analysis | Business Analysts | 2 | 8 | Requirements, Testing | Requirements gathering, UAT coordination |
| Solution Architecture | Solution Architect | 1 | 6 | Design & Deployment | Solution design, integration oversight |
| Development | Odoo Developers | 4 | 18 | Development Phases | Module customization, API integration |
| Integration | Integration Engineers | 2 | 12 | Development & Testing | OSS/BSS and Mobile Money API integration |
| Data Management | Data Migration Specialists | 2 | 6 | Migration Phases | Data extraction, cleansing, validation |
| Quality Assurance | QA Analysts | 3 | 10 | Testing Phases | Test planning, execution, defect management |
| Security | Security Specialist | 1 | 4 | Throughout Project | Security assessments, compliance monitoring |
| Training | Training Coordinator | 1 | 3 | Training & Support | Develop and deliver training materials |
| Support | Support & Operations Staff | 3 | 6 | Post Go-Live | User support, issue resolution |

**C. Team Skill Matrix**

| **Skill / Competency** | **Project Manager** | **Business Analyst** | **Solution Architect** | **Odoo Developer** | **Integration Engineer** | **Data Specialist** | **QA Analyst** | **Security Specialist** | **Trainer** | **Support Staff** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| ERP Functional Knowledge | Medium | High | High | Medium | Medium | Low | Low | Low | Medium | Low |
| Telecom Domain Knowledge | Medium | Medium | High | Medium | High | Medium | Medium | Medium | Low | Medium |
| OSS/BSS Systems Understanding | Low | Medium | High | Low | High | Medium | Low | Medium | Low | Low |
| Odoo ERP Configuration | Low | Medium | High | High | Medium | Low | Medium | Low | Medium | Low |
| API Development & Integration | Low | Low | High | High | High | Low | Low | Medium | Low | Low |
| Data Migration & ETL | Low | Medium | Medium | Low | Medium | High | Medium | Low | Low | Low |
| Testing & Quality Assurance | Low | Medium | Medium | Medium | Medium | Medium | High | Medium | Low | Low |
| Security & Compliance | Low | Low | Medium | Low | Medium | Low | Medium | High | Low | Low |
| Training Delivery & Documentation | Low | Medium | Medium | Low | Low | Low | Low | Low | High | Medium |

**D. Training Plan**

| **Training Topic** | **Target Audience** | **Delivery Method** | **Schedule** | **Owner** |
| --- | --- | --- | --- | --- |
| Odoo ERP Fundamentals | All Project Team Members | Workshops, e-learning | Month 1-2 | Training Coordinator |
| Telecom Industry & OSS/BSS Basics | Business Analysts, Devs, QA | Workshops, Seminars | Month 1 | Subject Matter Experts |
| API Integration Techniques | Developers, Integration Engineers | Hands-on Labs, Webinars | Month 2-3 | Technical Lead |
| Data Migration Best Practices | Data Specialists, QA | Workshops, Documentation | Month 3 | Data Migration Lead |
| Security & Compliance Standards | Security Specialist, PMO | Training Sessions | Ongoing | Security Officer |
| User Training on Odoo ERP | End Users, Support Staff | On-site Training, Videos | Pre-Go-Live (Month 5) | Training Coordinator |
| Change Management Awareness | All Stakeholders | Workshops, Newsletters | Throughout Project | Change Manager |

**E. Resource Capacity Management**

* Monitor resource utilization weekly to avoid over/under allocation.
* Adjust resource assignments based on project phase and workload.
* Cross-train team members to increase flexibility and mitigate single points of failure.