**Work Breakdown Structure (WBS) – Deliverable-Based Hierarchy**

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

**Level 1: Project Management**

* 1.1 Project Charter and Initiation Documents
* 1.2 Project Management Plan
* 1.3 Risk Management Plan
* 1.4 Communication Plan
* 1.5 Stakeholder Engagement Plan
* 1.6 Change Control Plan
* 1.7 Status and Progress Reports
* 1.8 Lessons Learned Documentation
* 1.9 Project Closure Report

**Level 2: Requirements & Analysis**

* 2.1 Requirements Gathering Sessions
* 2.2 Functional Requirements Document
* 2.3 Technical Requirements Document
* 2.4 Requirements Validation and Approval
* 2.5 Process Mapping and Gap Analysis

**Level 3: Solution Design**

* 3.1 High-Level Solution Architecture
* 3.2 Detailed Technical Design Documents
* 3.3 Integration Architecture Design (OSS/BSS, Mobile Money)
* 3.4 Security and Compliance Design
* 3.5 Data Migration Strategy and Design

**Level 4: Development & Configuration**

* 4.1 Odoo ERP Module Configuration
  + 4.1.1 Billing Module Setup
  + 4.1.2 CRM Module Setup
  + 4.1.3 Finance and Accounting Module Setup
  + 4.1.4 Procurement and Inventory Module Setup
  + 4.1.5 Service Management Module Setup
* 4.2 Customization and Enhancements
* 4.3 API and Middleware Development
* 4.4 Data Migration Scripts and Tools Development
* 4.5 Security Implementation (Role-based Access, Encryption)

**Level 5: Testing**

* 5.1 Test Planning and Strategy
* 5.2 Unit Testing
* 5.3 Integration Testing (ERP with OSS/BSS and Mobile Money)
* 5.4 System Testing
* 5.5 User Acceptance Testing (UAT)
* 5.6 Performance and Security Testing
* 5.7 Defect Tracking and Resolution

**Level 6: Training & Change Management**

* 6.1 Training Needs Analysis
* 6.2 Training Material Development
* 6.3 Training Sessions for Business Users
* 6.4 Training Sessions for IT and Support Teams
* 6.5 Change Management Communications
* 6.6 User Adoption Support

**Level 7: Deployment & Go-Live**

* 7.1 Deployment Planning
* 7.2 Data Migration Execution
* 7.3 Cutover and Transition Activities
* 7.4 Go-Live Support and Hypercare
* 7.5 Post-Go-Live Monitoring and Issue Resolution

**Level 8: Project Closure**

* 8.1 Final Project Reports
* 8.2 Knowledge Transfer and Documentation Handover
* 8.3 Post-Implementation Review
* 8.4 Lessons Learned Workshop
* 8.5 Formal Project Closure Sign-Off