**Lessons Learned & Best Practices Document**

**Purpose**: Capture strategic, operational, and technical takeaways for use in future telco infrastructure projects.

**Structure**:

* **What Worked Well**:
  + Early stakeholder involvement in AI model selection
  + Pilot testing approach in high-density Nairobi zones before national scale
  + GitOps CI/CD integration for real-time configuration changes
* **Challenges Faced**:
  + Underestimation of test environment provisioning time
  + Legacy OSS incompatibilities with newer AI modules
* **Best Practices**:
  + Always include buffer time for UAT and regulatory approvals
  + Use AI explainability dashboards to boost stakeholder trust
  + Align optimization models with actual user behavior analytics, not just theoretical models

**Format**: Markdown, PDF, and internal wiki documentation