**Statement of Work (SOW)**

**Nacor industries**

**Asia Pacific College**

**March 2023**

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# Introduction/Background

The Nacor Industries decided to make a project for the ITRO department of Asia Pacific College. In this project, the team decided to help the department improve its customer service by building an IT ticketing system that would help lighten the work of the ITRO department, wherein the communication platform regarding customer service on technical services between ITRO Department and its clients will be more efficient and systematic.

The ITRO Department of Asia Pacific College uses an email-based system as their mode of answering technical and non-technical requests, and queries of their clients. They regularly check this large volume of emails answering it one-by-one that makes it more taxing for ITRO staff causing inefficient workflow towards ITRO department.

In this software, the user will be able to send tickets with different types ranging from query, technical request and other technical/nontechnical issues related to the ITRO Department scope of work. The ITRO client ticket can also be categorize depending on the ticket if it’s related to hardware or software problems and determine its prioritization among tickets sent by the ITRO clients, in this way, volume of query, technical requests will be sorted accordingly and that the ITRO department would be able to assist its clients on their query and technical requests efficiently and in timely manner.

# Scope of Work

The scope of work for the Rams Corner Ticketing System includes planning, designing, documentation and deployment of the software. The ITRO department has collaborated with the group of NACOR Industries in terms of providing information on how the system should be developed according to their workflow. Also, the whole PBL course is headed by Mr. Manuel Sanchez and together with the help of project advisor Mr. Alvin Limpin will guide the team on the rules of engagement on how to properly develop the whole project that is set to achieve all the requirements and milestones. The ITRO department must provide all the information needed by the team about their scope of work to significantly incorporate the development of IT ticketing system features, specifications, behavior to the ITRO’s workflow

# Period of Performance

The period of performance for the PBL Rams Corner IT ticketing system is total of 3 semesters beginning on 21 March 2022 up until March 2023, and counting. Within this timeframe, documentation, planning, designing and creation of the deployable system are included. All work including the team. client, project advisers are listed immediately to record the duration of the work. Any revisions, additions to the project are added to the number of days.

# Place of Performance

The place of performance chosen by the team NACOR Industries is at Asia Pacific College. The team chose this place since the client location (ITRO Department) is inside the campus. Also, t able to accommodate the team’s needs to work on the project because it is well-equipped with Computer Laboratories, Fast Broadband Connections, Desktops and spacious work environment for every member of the team to collaborate with each other efficiently. This also gives the team an advantage to ask the client’s thoughts on the on-going project. In addition to that, the team can also set up a face-to-face meeting with the project adviser for further guidance and clarifications to the project.

# Work Requirements

As part of the Rams Corner ticketing service project, the teams will be responsible for executing the listed tasks throughout the various stages of this project. The following is a list of the tasks that are aimed to help the team to have a success completion of the project:

Kickoff:

* The team will create and design a software that the client needs
* The team then would create a detailed yet simple presentation that would on how the project would flow

Design Phase:

* Work with client and project advisor
* Create low fidelity design that would serve as a guide to the project

Build Phase:

* The team would create prototype
* Vendor will provide SCG with a detailed testing plan
* Vendor will include all content provided by SCG on redesigned web site
* Vendor will conduct testing in both their iLab as well as in a limited beta release
* Vendor will resolve any coding and site issues identified in testing
* Vendor will compile a testing report to present to SCG for review/approval
* Present written status at weekly meeting

Implementation Phase:

* Vendor will implement the newly redesigned web site on SCG servers
* Vendor will begin providing 24x7 web site support at this point forward until the end of the period of performance
* Present written status at weekly meeting

Training Phase:

* Vendor will provide training in accordance with approved training plan provided in the kickoff
* Present written status at weekly meeting

Project Handoff/Closure:

* Vendor will provide SCG with all documentation in accordance with the approved project plan
* Vendor will present project closure report to SCG for review and approval
* Vendor will complete the project requirements checklist showing that all project tasks have been completed
* Vendor will conclude 24x7 web support at 11:59pm on the final day of the period of performance
* Present written status at weekly meeting

# Schedule/Milestones

The below list consists of the initial milestones identified for the Website Redesign Project:

|  |  |  |
| --- | --- | --- |
| **MNTSDEV**  **(Planning)** | **MSYADD1**  **(Analysis and Design)** | **MCSPROJ**  **(Development)** |
| Initial Planning | Sprint 3  September 17, 2022 | Development Phase  December 2023 - Present |
| Sprint 1  May 2, 2022 | High-Fidelity Wireframing | Prototyping |
| Client & Team Brainstorming | Sprint 4  September 22, 2022 |  |
| Sprint 2  June 6, 2022 | Paper Prototype |  |
| Low-Fidelity Wireframing | Sprint 5  November 27, 2022 |  |
| Submission of Final Requirements | Submission of Final Requirements |  |

# Acceptance Criteria

For the Rams Corner Ticketing system Project, the acceptance of all deliverables will reside with ITRO department head Mr. Jojo Castillo. The department would then be able to use the software to its full capability.

# Other Requirements

The whole team of NACOR Industries will be given access to significant information on ITRO Department workflow specifications, granted by the ITRO Department head himself MR. Jojo Castillo whichever information needed by the team to complete their work requirements, deliverables, documentations, and milestones of the whole PBL course.

All the technical approach used by the team members to execute the programming of the software that includes software frameworks, programming language, databases are independently chosen by the team for the system development.

**Acceptance**

Approved by:

Date:

Mr. Jojo Castillo

ITRO Head