For example, let's say we are outside consultants hired to develop an electronic commerce application for a bank. After developing and presenting a business case to our client, we have been given the authority to

develop the project charter and plan. Although the business case provides a great deal of relevant information, we will still set up several meetings and interviews with key stakeholders in the bank. The bank vice president pushed for a customer relationship management (CRM) and a data mining component to be included in the application system. The bank's president, however, has decided that the time and effort to add these components cannot be justified because launching the Web site in eight months is vital to bank's competitive strategy. Let's also assume that conducting technology and organizational assessments of our client's

current environment is an important piece of our project methodology. But because the bank would like to control some of the costs of this project, we agree that its IT department will conduct that study. The results of this study will then be documented and provided to us.

Based upon the meetings and interviews , we create a scope statement.