

## CS 448 Assignment - Statement of Work

Check Canvas (<https://learn.nmsu.edu>) for the Due Dates

The draft version of the document there will be presented in class on the draft's due date.

Submit the PDF documents on Canvas prior to the deadline.

A **Statement of Work (SOW)** document should be created during the planning phase of a project. The SOW your team will create will be for a software development project.

The SOW

- Describes the work to be performed
- Allows the developers and the customers to define the scope and costs of a project
- To be effective, it must contain enough of detail so all parties can clearly understand what work is required, what are the deadlines, what the deliverables are, and what is acceptable.
- Must be agreed upon by all parties involved

Depending on the type of project, there are several ways that the SOW may be used:

The SOW may be written by the customer, then presented to one or more developers for bid, or it may be written by a software developer, then proposed to one or more customers, or ... **The SOW may be created as a collaborative effort between developer and customer. This is the approach we will use in this class.** Your team will write the SOW document with input and guidance from the customer.

**Formatting:**

- First page heading should include Team Name, Title of Project, List of Team Members, "CS 448", "Statement of Work".
- Footer on each page with "Page ## of ##".

**What should be included in a Statement of Work?**

1. Introduction / Background material
2. Scope of work to be performed
3. Location of the work
4. Period of performance
5. Work requirements
6. Schedule of milestones / deliverables
7. Any and all special requirements (hardware, software, special skills or knowledge, etc)
8. Acceptance criteria

### 1. Introduction / Background

Include paragraphs of text, diagrams, and other materials. Avoid using acronyms or technical jargon unless you explain what they mean. Any person in this class should be able to understand the project you will be doing. The introduction doesn't have to be lengthy. You may include URLs for more detailed information. Be sure to cite all references, including all web sites you used.

## **2. Scope of work to be performed**

Clearly and in a sufficient but reasonable detail state what you plan to accomplish in this project. You will have approximately two months for the development phase (which, among other things, includes learning customer's detailed requirements and producing the requirement specification document). Set reasonable boundaries for what your team can do in that amount of time.

## **3. Location of the work**

Unless you have a specific location other than Science Hall that was approved by the instructor, you may omit this section.

## **4. Period of Performance**

August 21, 2019 - December 6, 2019

## **5. Work requirements / tasks**

Describe the actual tasks which the project will require. Divide the project into phases then list the tasks that will be performed in each phase. A bulleted list works well for this section.

## **6. Project schedule / schedule of milestones / deliverables**

List the start and end dates for the schedule's tasks and possibly people assigned to these tasks (include Gantt chart), list the dates for deliverables listed in the syllabus (statement of work, requirements specification, design specification, development milestones, test plan, user documentation) and include any other milestone and metrics that you think are important such as meetings, sprint reviews and reports, presentations, key performance objectives, etc.

## **7. Special Requirements**

Describe any special requirements (hardware, software, special skills or knowledge, etc) that will be needed.

## **8. Acceptance Criteria**

Describe how both parties will know when work is acceptable, who is authorized to accept the deliverables, and how they will be accepted.

## **Other Possible Sections**

- Personnel
- Protocols/Management for the project
- Reporting (status, problem, ... reports) and communication
- Post-production requirements
- Change to SOW agreement
- Project change control procedure / record of changes
- Intellectual property agreement
- References

## **What not to include...**

Don't include too much detail. Here's an example:

"On Sept 25<sup>th</sup>, Abby will write a Java method that calculates the...."

Don't include salaries or monetary costs for project components.