QTSC – ITIL – CRA Response – Statement of Work

Prepared for: {CUSTOMER\_NAME}

Date: {DATE}

Version: v2.0

# 1. Executive Summary

{TEXT\_EXEC\_SUMMARY}

# 2. Scope

\*\*In Scope\*\*: Phases 0–5  
\*\*Out of Scope\*\*: Phases 6–7 (not priced in this SoW)

# 3. Objectives

{TEXT\_OBJECTIVES}

# 4. Deliverables

📊 {EXCEL\_DELIVERABLE\_TRACKER}

# 5. Project Phases & Tasks

Refer to Phases 0–5 task breakdown as previously detailed.

# 6. Team Roles & RACI

📊 {EXCEL\_RACI\_MATRIX}

# 7. Timeline & Milestones

📊 {IMG\_GANTT\_TIMELINE}

# 8. Assumptions & Dependencies

📄 {TEXT\_ASSUMPTIONS}  
📄 {TEXT\_DEPENDENCIES}

# 9. Acceptance Criteria

📄 {TEXT\_ACCEPTANCE\_CRITERIA}

# 10. Change Control

📄 {TEXT\_CHANGE\_MANAGEMENT}

# 11. Commercial Summary

📊 {EXCEL\_COST\_MODEL}  
📄 {TEXT\_PAYMENT\_TERMS}

# 12. Appendix

A. Glossary

{glossary-table}  
B. Tool Reference  
{tools-table}

C. Full Task Matrix

{Task\_matrix}