Scope_Statement.docx

Customer Support System Transformation

Organization: Walmart
Framework: Traditional / Waterfall
Sponsor: VP, Customer Experience
Project Manager: Asvin Pradeep

---

1. Scope Statement Purpose

This Scope Statement defines the **detailed project boundaries**, deliverables, assumptions, and constraints for the Customer Support System Transformation project. It serves as the **scope baseline** for planning, execution, and change control.

---

2. Project Scope Description

The project involves migrating existing customer-facing support operations to a **single, centralized customer support platform** to improve resolution time, consistency, and operational visibility for returns, refunds, and complaint handling.

---

3. In-Scope Deliverables

3.1 System & Technology

- Selection and implementation of a single customer support platform
- Configuration of customer support channels:
    - Chat
    - Email
    - Phone
- Integration with:
    - Order management systems
    - Payment and refund systems
- Migration of historical and active customer support data

3.2 Process & Operations

- Standardized workflows for:
    - Returns
    - Refunds
    - Complaints
- SLA and escalation rule configuration
- Case categorization and prioritization rules

3.3 Reporting & Visibility

- Operational dashboards for support performance
- SLA compliance reporting
- Resolution time and escalation analytics

3.4 People & Change

- Training materials for agents, supervisors, and managers
- Training delivery and adoption support
- Go-live and stabilization support

---

4. Out-of-Scope Items

- Changes to return or refund policies
- Redesign of upstream e-commerce or fulfillment systems
- Advanced AI-driven predictive or proactive support features
- Post–go-live feature enhancements beyond stabilization

---

5. Assumptions

- Budget approval is available for platform migration
- Legacy systems support data extraction
- Support teams are available for training
- Vendor platform meets compliance and security requirements

6. Constraints

- Minimal acceptable downtime during customer-facing operations
- Regulatory and data security compliance requirements
- Go-live must avoid peak retail seasons

---

7. Scope Control

Any changes to the approved scope must:

- Be submitted via a formal Change Request
- Include impact analysis (cost, schedule, risk)
- Receive approval from the Executive Sponsor

---

8. Approval (Portfolio Simulation)

Role	Name	Signature	Date
Executive Sponsor	VP, Customer Experience		
Project Manager	Asvin Pradeep		

✅ Status

Problem Statement: Approved (Simulated)