



GLOBAL ENTERPRISE SERVICES

GES-NPI Process Documentation

New Product Introduction Statement of Work

Gate 1a - Design

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New Product Introduction Statement of Work

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Section 1 - Overview

1.1 Summary

The Statement of Work, created in Gate 1a-Design of the New Product Introduction (NPI) process, is intended to be a document that fully and clearly describes, as precisely as possible, the system, services, equipment, or item to be produced, provided, or delivered. The Statement of Work should match, in table of contents, the Service Specification created in Gate 0-Opportunity Evaluation.

1.2 Purpose

The purpose of the Statement of Work is to ensure the NPI team outlines the work to be completed, the methods by which the work will be completed, the requirements that must be met by both the subcontractor and the customer, and the technical and management support, and reporting that is included in the product or service.

1.3 Scope

The Statement of Work is prepared when subcontracting for non-standard items and/or unique products/services with special support requirements occurs. The Statement of Work should be prepared prior to obtaining proposals from potential suppliers. The table below outlines what roles maintain responsibility for different aspects of the Statement of Work:

SOW between Product Group and all Supporting Groups, Subcontractors, Etc.	Product Line Management Prime (PLM) has primary responsibility, with assistance from the Product Prime(s) and Support Prime.
SOW for Customer Agreements	Account Management Prime has primary responsibility, with assistance from the PLM, Product Prime(s), and Support Prime.
SOW for Vendor Relationships	Product Prime(s) has primary responsibility, with assistance from PLM and Vendor Management Prime.

1.4 References

To successfully complete the Statement of Work, reference the following documents:

- Service Specification created during Gate 0-Opportunity Evaluation. (NPI Template is document reference number ges/05-051.)
- Dave/Jim/Angela - Any other references useful?

Section 2. Commercial Requirements

2.1 Customer Requirements

<<Enter the customer requirements specific to respective service offering.>>

2.2 Service Requirements

<<Enter the service requirements specific to respective service offering. Include the following sub headings:>>

2.2.1 CONSULTING/DESIGN

<<Enter text here>>

2.2.2 IMPLEMENTATION

<<Enter text here>>

2.2.3 OPERATIONS

<<Enter text here>>

2.2.4 BILLING

<<Enter text here>>

2.3 Related Equipment Requirements

<<Enter the related equipment requirements specific to respective service offering.>>

2.4 Nortel Value

<<Enter the value this specific service offering brings to Nortel.>>

2.5 Performance Metrics

<<Enter the performance metrics specific to respective service offering. Include the following subheadings:>>

2.5.1 SERVICE LEVEL AGREEMENT (SLA) REQUIREMENTS

<<Enter text here>>

2.5.2 SERVICE TEST PLAN

<<Enter text here>>

Section 3. Product Requirements

3.1 Cross-Product Service Integration

<<Enter the cross-product service integration specific to respective service offering.>>

3.2 Partner/Supplier Services

<<Enter the partner/supplier services specific to respective service offering.>>

3.3 Deliverability

<<Enter the deliverability specific to respective service offering. Include the following sub-headings:>>

3.3.1 RESOURCES NEEDED

<<Enter text here>>

3.3.2 TOOLS AND/OR EQUIPMENT NEEDED

<<Enter text here>>

3.4 Installability

<<Enter the installability specific to respective service offering. Include the following sub-headings:>>

3.4.1 IMPLEMENTATION REQUIREMENTS

<<Enter text here>>

3.5 Repairability

<<Enter the repairability specific to respective service offering. Include the following sub-headings:>>

3.5.1 BACKUP RESOURCE REQUIREMENTS

<<Enter text here>>

3.6 Service Cost

<<Enter the service cost specific to respective service offering.

- The service cost discovered through this Statement of Work should correspond with the Service Specification (ges/05-05) deliverable created in Gate 0 through Gate 1a, and the Financial Product Cost (ges/05-16) deliverable created and completed in Gate 1a.>>

3.7 Regulatory/Legal

<<Enter the regulatory/legal issues specific to respective service offering.>>

3.8 Documentation Requirements

<<Enter the documentation requirements specific to respective service offering.

- The documentation requirements discovered through this Statement of Work deliverable should correspond with the Service Specification (ges/05-05) deliverable created in Gate 0 through Gate 1a, and the Documentation Plan (ges/05-20) deliverable created in Gate 2.>>

3.9 Training Requirements

<<Enter the training requirements specific to respective service offering.

- The training requirements discovered through this Statement of Work deliverable should correspond with the Service Specification (ges/05-05) deliverable created in Gate 0 through Gate 1a, and the Training Plan (ges/05-10) deliverable created and completed in Gate 1.>>

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