

## Christopher Nowacki || CIS 280

### Problem Definition Statement Examples

# STATEMENT OF WORK #1:

Effective date: This statement of work template is effective as of March 20, 2021.

Scope of project: Build an automated customer support system for website visitors and customers.

Purpose: This project aims to increase client satisfaction and shorten response time to less than 20 minutes. An implementation of an automated chatbot will help to achieve this.

Location: The subcontractor will perform work remotely.

Deliverables: The subcontractor will develop and install the solution by May 21, 2021 (2 months).

Tasks: Tasks involve developing an automated online chat and testing it. After the chat verification, it will be implemented into a customer service page of the website and as a pop-up on the homepage.

Schedules: A beta solution must be delivered by April 21, 2021 (1 month) and the final product by May 21, 2021 (2 months).

Standards and testing: There are no industry or compliance standards for this project. Our team will test the solution before deployment.

Requirements: The subcontractor will use their hardware to build a customer support system.

Acceptance criteria: The chatbot must be built into our site and allow customers to solve issues related to our product.

Payments: A payment of \$8,000 will be wired upon the final delivery of the project.

Subcontractors must have a W-9 on file before a payment is made.

# STATEMENT OF WORK #2:

Uploaded as schedule\_of\_work.pdf

## WHICH WOULD YOU PREFER?

If I were a risk-averse project manager, I would definitely prefer the 2nd statement of work. It is much more descriptive and goes into much more detail.

The first is far more broad and would be MUCH less helpful in the event of dispute/litigation.