

**Statement of Work Template**

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**Statement of Work (SOW)**

**Resort Reservation System**

**Asia Pacific College**

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# Introduction/Background

The developers, So Called Programmers, accepted the project Resort Reservation System that was proposed by our client, Sir Alfredo Calimbo. The system will focus on building a content rich website which provides a simplified and more user-friendly approach for customers. The components of the system can be used to reserve online and pay with credit and debit card, to check room availability, to choose check-in and check-out date, to edit customers’ reservation details, and to keep track all transactions within the resort. The client can ensure that using this system, it can make the reservation process more convenient and faster for the sake of the customers, management, and client. Also, it will help customers to reserve or to book without being hassled by a pushy sales representative.

# Scope of Work

The scope of work for the Resort Reservation System includes all planning, execution, and implementation for a new public-facing internet site for the resort. The client will be responsible for the design of the new website. The system will help the client by tracking all transactions that would occur inside the resort wherever he is. Also, it will also help customers by allowing them to pick and reserve a room, and pay for it. The said system was based on the requirements that the client provided. Specific deliverables and milestones will be listed in the Work Requirements and Schedules and Milestones sections of this SOW.

# Period of Performance

The period of performance for the Resort Reservation System is within 3 months, beginning on the 19th of September 2016 through the third or fourth week of December 2016. All work must be scheduled to complete within this timeframe. Any modifications or extensions will be requested through our client for review and discussion.

# Place of Performance

The selected customers, including our client, for the Resort Reservation System will perform a majority of the work at Asia Pacific College. The selected customers and client will be required to meet at the said facility once per week for a weekly status meeting. Additionally, all project reviews will be held in the same facility and attended by them. Our group will provide and arrange for meeting spaces within the facility for all required meetings.

# Work Requirements

Resort Reservation System is a way for the client to easily manage reservations that will happen in the resort. The client is always available for consultations. Below are list of tasks that will result in the successful completion of this project:

Kickoff:

* The project team will create and present detailed project plan including schedule, WBS, testing plan, implementation plan, and also diagrams to the subject professor, client sponsor, and project advisors.
* Project team will present project plan for review and approval

Design Phase:

* Work with client sponsor to gather requirements and establish metrics
* Create website design according to the information gathered from the client
* Develop site design proposal and present to client for review and approval
* Present progress reports at weekly meetings

Build Phase:

* Project team will complete all required coding for approved website design/layout.
* Project team will include all information given by the client.
* Project team will conduct testing every time.
* Project team will fix any bugs and issues identified during testing
* Project team will compile a report to present to client for approval
* Project team will present progress reports every week

Implementation Phase:

* The project team will implement the system with the use of a third-party software and web service
* Project team will present progress reports every week

Training Phase:

* Project team will provide a detailed instruction on how to use the system to the client, and if possible, to their employees.
* Project team will present progress reports every week

Project Handoff/Closure:

* Project team will provide the subject professor, and the client with the completed documents
* Project team will present closure report for review and approval
* Project team will have a checklist that shows all requirements are done
* Project team will present progress reports every week

# Schedule/Milestones

The below list consists of the initial milestones identified for the Resort Reservation System:

Activity List October 25, 2016

Gantt Chart October 25, 2016

Project Vision and Scope Documentation October 25, 2016

Statement of Work October 25, 2016

Updated System October 25, 2016

WBS October 25, 2016

# Acceptance Criteria

For the Resort Reservation system, the acceptance of all deliverables will reside with the client and subject professor’s approval. The client will approve mostly the design of the system since they will be the one to use the system being built while the subject professor’s concern is to approve the documents being made and also track the progress of the project. The project advisor also plays a role in approving documents, they are the ones to sign the weekly progress report of the project. This is to ensure that the quality of the documents and its contents are maintained.

Any conflict regarding the documents and completion of the project will be referred to all parties involved.

# Other Requirements

The other requirement needed for the Resort Reservation System is security. The system will include a log-in form. There will be two levels of access: first is the administrator of the system and second is the customer. The customers need to have unique username and password, no less than 6-12 characters in length and case-sensitive.

**Acceptance**

Approved by:

Date:

Mr. Jojo Castillo

Project Adviser

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