**Statement of Work**

**Document Information**

|  |  |
| --- | --- |
| **Project Title** | [Project Name] |
| **Client** | [Client Name] |
| **Prepared By** | [Preparer Name and Role] |
| **Version** | 0.1 |
| **Status** | Draft |
| **Date** | [Date] |
| **SOW ID** | [Unique Identifier] |

**Revision History**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Version** | **Date** | **Author** | **Description of Changes** | **Status** |
| 0.1 | [Date] | [Name] | Initial draft | Draft |
|  |  |  |  |  |
|  |  |  |  |  |

**1. Executive Summary**

*[Provide a high-level overview of the project, summarizing what will be accomplished, the timeframe, and overall cost. This section should be concise (1-2 paragraphs) and understandable by executives.]*

**2. Project Purpose**

*[Describe the business need or problem being addressed by this project and how this work aligns with the organization's objectives. Explain why this project is being undertaken.]*

**3. Project Scope**

**3.1 In-Scope**

*[Clearly define what work is included in this Statement of Work. Be as specific as possible to avoid misunderstandings later. Consider organizing by phases, components, or deliverables.]*

**3.2 Out-of-Scope**

*[Explicitly state what is NOT included in this SOW. This helps prevent scope creep and set clear expectations.]*

**4. Deliverables**

*[List and describe all tangible and intangible items that will be delivered as part of this project. Be specific about formats, components, and acceptance criteria.]*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **ID** | **Deliverable** | **Description** | **Format** | **Due Date** | **Acceptance Criteria** |
| D1 |  |  |  |  |  |
| D2 |  |  |  |  |  |
| D3 |  |  |  |  |  |

**5. Project Timeline and Milestones**

*[Detail the project schedule, including major milestones, phase transitions, and delivery dates. Consider using a Gantt chart or other visual representation for complex projects.]*

**5.1 Workstreams**

*[Define the key workstreams that make up the project. For each workstream, describe key activities, deliverables, and interdependencies.]*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Workstream** | **Key Activities** | **Deliverables** | **Timeline** | **Dependencies** | **Owner** |
| Analysis & Planning |  |  |  |  |  |
| Design |  |  |  |  |  |
| Implementation |  |  |  |  |  |
| Testing & Bug Fixes |  |  |  |  |  |
| DevOps & Infrastructure |  |  |  |  |  |
| Deployment |  |  |  |  |  |
| Training |  |  |  |  |  |
| Post Production Support |  |  |  |  |  |
| Documentation |  |  |  |  |  |

**5.2 Project Phases and Timeline**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Phase** | **Description** | **Start Date** | **End Date** | **Duration** |
| Phase 1 |  |  |  |  |
| Phase 2 |  |  |  |  |
| Phase 3 |  |  |  |  |

**5.3 Estimates by Component/Module**

*[Provide detailed estimates for each component or module of the project, broken down by role. This allows for parallel resource allocation and more accurate scheduling.]*

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Component/Module** | **Estimated Hours by Role** | | | | | | **Total Hours** |
| **Project Manager** | **Architect** | **Developer** | **QA Engineer** | **DevOps** | **Other** |
| Component 1 |  |  |  |  |  |  |  |
| Component 2 |  |  |  |  |  |  |  |
| Component 3 |  |  |  |  |  |  |  |
| **Total Hours** |  |  |  |  |  |  |  |

**5.4 Key Milestones**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Milestone** | **Description** | **Target Date** | **Deliverables** | **Status** |
| M1 |  |  |  |  |
| M2 |  |  |  |  |
| M3 |  |  |  |  |

**6. Acceptance Criteria and Testing**

*[Define the specific criteria that must be met for deliverables to be accepted. Include testing procedures, quality standards, and sign-off processes.]*

**6.1 General Acceptance Criteria**

**6.2 Testing Approach**

*[Describe the testing methodology, environments, and responsibilities]*

**6.3 Acceptance Process**

*[Detail the step-by-step process for deliverable review, feedback, and final acceptance]*

**7. Key Design Considerations**

*[Detail the key design principles and considerations that will guide the development of the solution. These considerations should align with project objectives and address critical success factors.]*

**7.1 Technical Architecture**

*[Describe the technical architecture approach, key components, and design principles. Include considerations for integration, scalability, and technology selection.]*

**7.2 User Experience**

*[Detail the approach to user experience design, including design principles, accessibility considerations, and user-centered design methodologies.]*

**7.3 Data Management**

*[Describe the approach to data management, including data modeling, data migration, data quality, and data governance.]*

**7.4 Scalability & Performance**

*[Detail considerations for ensuring the solution can scale to meet future needs and perform efficiently under expected load.]*

**7.5 Security**

*[Outline the security approach, including authentication, authorization, data protection, and compliance with relevant security standards.]*

**8. Solution Architecture Overview**

*[Provide a high-level overview of the solution architecture, illustrating how different components work together to meet requirements. Include diagrams where appropriate.]*

**8.1 Architecture Diagram**

*[Insert or describe the high-level architecture diagram]*

**8.2 Component Descriptions**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Component** | **Description** | **Purpose** | **Key Technologies** | **Interfaces** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

**8.3 Integration Points**

*[Describe how the solution integrates with other systems, including APIs, data flows, and integration patterns.]*

**9. Project Organization and Resources**

**9.1 Project Governance**

*[Describe the governance structure for the project, including steering committee, escalation paths, etc.]*

**7.2 Roles and Responsibilities**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role** | **Name** | **Organization** | **Responsibilities** | **Contact Information** |
| Project Sponsor |  |  |  |  |
| Project Manager |  |  |  |  |
| Technical Lead |  |  |  |  |
|  |  |  |  |  |

**7.3 Resource Plan**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Role** | **Quantity** | **Time Commitment** | **Start Date** | **End Date** | **Special Requirements** |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

**10. Project Approach and Methodology**

*[Describe the methodology that will be used to deliver the project (e.g., Agile, Waterfall, Hybrid). Include details about project management practices, development approaches, and quality assurance procedures.]*

**10.1 Development Methodology**

*[Detail the development approach, iterations, and practices]*

**10.2 Quality Assurance Approach**

*[Describe quality standards, reviews, and testing procedures]*

**10.3 Project Management Practices**

*[Detail reporting, communication cadence, change management, etc.]*

**10.4 Deliver Excellence Approach**

*[Detail the approach to ensuring project excellence and client satisfaction throughout the project lifecycle.]*

* **Requirements Validation:** *[Describe the process for ensuring that the solution meets customer needs through continuous validation and feedback loops.]*
* **Quality Gates:** *[Define quality gates and review processes to ensure deliverables meet or exceed expectations before handoff.]*
* **Change Management:** *[Outline the approach to managing changes efficiently while minimizing impact to schedule and budget.]*
* **Communication Excellence:** *[Detail the commitment to transparent, timely, and effective communication with all stakeholders.]*
* **Risk and Issue Management:** *[Describe the proactive approach to identifying, tracking, and mitigating risks and issues.]*
* **Continuous Improvement:** *[Outline the processes for gathering feedback and implementing improvements throughout the project lifecycle.]*
* **Customer Satisfaction:** *[Detail the methods for measuring and ensuring customer satisfaction throughout the project.]*
* **Team Effectiveness:** *[Describe approaches to ensuring team collaboration, engagement, and effectiveness.]*

**11. Communication Plan**

*[Define how project information will be communicated, including regular meetings, reports, and escalation procedures.]*

**11.1 Communication Deliverables**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Deliverable** | **Description** | **Format** | **Frequency** | **Distribution** | **Owner** |
| Status Report |  |  |  |  |  |
| Executive Dashboard |  |  |  |  |  |
| Risk & Issue Log |  |  |  |  |  |
| Meeting Minutes |  |  |  |  |  |
| Project Schedule |  |  |  |  |  |

**11.2 Communication Channels**

|  |  |  |  |
| --- | --- | --- | --- |
| **Channel** | **Purpose** | **Participants** | **Guidelines** |
| Email |  |  |  |
| Video Conference |  |  |  |
| Project Management Tool |  |  |  |
| Collaboration Platform |  |  |  |
| Document Repository |  |  |  |

**11.3 Regular Communications**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Communication Type** | **Purpose** | **Frequency** | **Participants** | **Format** | **Owner** |
| Status Meeting |  |  |  |  |  |
| Project Review |  |  |  |  |  |
| Sprint Planning |  |  |  |  |  |
| Sprint Review |  |  |  |  |  |
| Technical Discussion |  |  |  |  |  |

**11.4 Escalation Process**

*[Define the process for escalating issues, including timeframes and contacts]*

**12. Risks and Mitigation Strategies**

*[Identify known risks to project success and strategies to mitigate them. Include contingency plans for high-impact risks.]*

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Risk ID** | **Risk Description** | **Impact (H/M/L)** | **Probability (H/M/L)** | **Risk Score** | **Mitigation Strategy** | **Contingency Plan** | **Owner** | **Status** |
| R1 |  |  |  |  |  |  |  |  |
| R2 |  |  |  |  |  |  |  |  |
| R3 |  |  |  |  |  |  |  |  |

**13. Assumptions and Constraints**

**11.1 Assumptions**

*[List all assumptions upon which the SOW is based. These are factors believed to be true but not yet confirmed.]*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **ID** | **Assumption** | **Impact if Invalid** | **Verification Method** | **Owner** |
| A1 |  |  |  |  |
| A2 |  |  |  |  |
| A3 |  |  |  |  |

**11.2 Constraints**

*[List factors that limit options for the project, such as budget, schedule, resources, technology, etc.]*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **ID** | **Constraint** | **Type** | **Description** | **Impact** |
| C1 |  |  |  |  |
| C2 |  |  |  |  |
| C3 |  |  |  |  |

**14. Change Management**

*[Define the process for requesting, evaluating, approving, and implementing changes to project scope, schedule, or resources.]*

**12.1 Change Request Process**

*[Outline the steps for submitting and processing change requests]*

**12.2 Change Review and Approval Authority**

|  |  |  |  |
| --- | --- | --- | --- |
| **Change Type** | **Description** | **Approval Authority** | **Timeline** |
| Minor |  |  |  |
| Significant |  |  |  |
| Major |  |  |  |

**15. Support and Maintenance**

*[Describe the approach to supporting and maintaining the solution after deployment. Include service levels, support processes, and maintenance activities.]*

**15.1 Support Model**

*[Detail the support model, including support tiers, hours of operation, and contact methods.]*

**15.2 Service Level Agreement**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Service Category** | **Priority Level** | **Response Time** | **Resolution Time** | **Escalation Path** |
| Critical |  |  |  |  |
| High |  |  |  |  |
| Medium |  |  |  |  |
| Low |  |  |  |  |

**15.3 Maintenance Activities**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Maintenance Type** | **Description** | **Frequency** | **Impact** | **Responsibilities** |
| Preventative |  |  |  |  |
| Corrective |  |  |  |  |
| Adaptive |  |  |  |  |
| Perfective |  |  |  |  |

**15.4 Knowledge Transfer**

*[Describe the approach to transferring knowledge to the client's support team, including documentation, training, and shadowing.]*

**16. Pricing and Payment Terms**

*[Specify the cost structure, payment schedule, and billing procedures. Include total cost and any assumptions affecting pricing.]*

**16.1 Resource Rates and Allocation**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Role** | **Name (if known)** | **Rate ($/hour)** | **Hours** | **Allocation %** | **Total Cost** |
| Project Manager |  |  |  |  |  |
| Solution Architect |  |  |  |  |  |
| Senior Developer |  |  |  |  |  |
| Developer |  |  |  |  |  |
| QA Engineer |  |  |  |  |  |
| DevOps Engineer |  |  |  |  |  |
| UX Designer |  |  |  |  |  |
| Business Analyst |  |  |  |  |  |
| **Total** | | | | |  |

**16.2 Pricing Summary**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Item** | **Description** | **Quantity** | **Unit Price** | **Total** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| **Total Price** | | | |  |

**16.3 Payment Schedule**

|  |  |  |  |
| --- | --- | --- | --- |
| **Payment** | **Amount** | **Due Date** | **Deliverables/Milestones** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**13.3 Payment Terms**

*[Detail invoice procedures, payment methods, and terms]*

**17. Terms and Conditions**

*[Outline key contractual terms and conditions. For complex projects, reference a separate legal agreement.]*

**17.1 Intellectual Property Rights**

*[Specify ownership of deliverables and any transferred IP]*

**17.2 Confidentiality**

*[Define confidentiality obligations for all parties]*

**17.3 Termination Conditions**

*[Specify conditions under which either party may terminate the agreement]*

**17.4 Dispute Resolution**

*[Define the process for resolving disputes between parties]*

**18. Glossary**

*[Define any terms, acronyms, or abbreviations used in this document]*

|  |  |
| --- | --- |
| **Term** | **Definition** |
|  |  |
|  |  |
|  |  |

**19. Appendices**

*[List and attach any supporting documents referenced in the SOW]*

* Appendix A: [Document Name]
* Appendix B: [Document Name]
* Appendix C: [Document Name]

**20. Approvals**

*[Include signature blocks for all parties required to approve the SOW]*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role** | **Name** | **Organization** | **Signature** | **Date** |
| Client Sponsor |  |  |  |  |
| Provider Executive |  |  |  |  |
| Project Manager |  |  |  |  |
|  |  |  |  |  |