



## Statement of Work

**Project Lead:** George Youssef Ward Issa

**Project Sponsor:** TR Anti

**Revision History:** 22 October

### **Purpose:**

The purpose of this statement of work is to solve the problem facing T.B. Beta Company, which is declining sales. The project includes changing order delivery devices with faster and larger modern devices, creating an artificial intelligence system to track orders and ensure that all orders arrive at the right time to the correct address, hiring new delivery employees, and increasing the number of call-receiving devices. This will help in resolving the reasons causing the problem and thus the issue will be resolved

### **Scope / Major Project Activities:**

- Buying new delivering devices.
- Hiring delivering employees and call-receptionists employees.
- Generate an AI system for tracking the orders and ensuring that arrive on time at the right address, another to distribute the work to the unbusy employees, and another to respond automatically to the customers and accept their request for a service.
- Plant five different crop types after soil restoration.
- Provide regular progress reports and updates to the project sponsor and stakeholders.

### **Out-of-scope activities:**

- Delegation of the delivering devices.
- Salary of the new employees.

### **Deliverables:**

- Artificial intelligence system for distributing work to unoccupied employees
- New delivery machines which are faster and bigger.

- Hire more delivery staff.
- An artificial intelligence system to automatically respond to customers and accept their requests.
- Increase in call-receiving devices.
- Increase the number of call reception staff.
- Artificial intelligence systems track orders and ensure they arrive on time and at the correct address.

#### **Schedule Overview / Major Milestones:**

- Milestone 1: Solve the problem of lack of manpower. (Month 3)
- Milestone 2: Solve the problem of devices (delivering devices, call-receptionist devices). (Month 2)
- Milestone 3: Generate AI systems to help in making some tasks. (Month 8)

#### **Estimated hours for completion:**

Approximately 2,525 hours.

#### **Estimated date for completion:**

From 1/1/2025 to 1/2/2026

#### **Payment Terms**

All vendors and contractors will be paid upon the delivery of goods and services unless otherwise negotiated.