

COMM486M – STRATEGY & INTEGRATED DECISION MAKING

Statement of Work (SOW) Template

1. Purpose / Objective(s) of the Project

- What do we need to accomplish by way of this project?

2. Scope:

- Included – what is included in the overall project scope?
- Excluded – what is excluded from the overall project scope?
- Grey Zone – how will we manage issues where scope isn't clear?

3. Outcome(s) / Deliverable(s)

- What results and/or work products will the project produce?
- Who will have ownership / access rights to the outcomes / deliverables?

4. Approach:

- How will we perform the work of the project?
- Where will the work take place?

5. Roles & Responsibilities:

- **Client** – what roles / tasks will the client be responsible for?
- **Team** – what roles / tasks will the Team be responsible for?
- **3rd Parties / Others** – what roles / tasks will they be responsible for (if any)?
- **Governance** – what structures and processes need to be in place in order to manage the project to a successful conclusion?

6. Schedule:

- Work breakdown Structure (WBS)
- Project Schedule (Gantt Chart)
- Key Milestones

7. Key Assumptions:

- What key assumptions have been made in developing the SOW?

8. Risks:

- What are the key risks?
- What are the likelihoods of each risk occurring?
- What are the impacts of each risk occurring?
- What is the plan to mitigate the key risks?

9. Acceptance Criteria:

- What are the criteria that the Client will use to determine whether the Outcome(s) / Deliverable(s) are acceptable?