TL Note - SoW Components

SoW stands for Statement of Work. This is a guide only and is non-prescriptive. The SoW represents agreement between team and client. A SoW in industry represents the up-front agreement, against which compensation or performance assessment will occur. In TechLauncher it is used to set your own assessment, so it is assessed for reasonable effort. Then just how in industry performance and payment are contemplated in the SoW, so too in TechLauncher your tutor (line manager) and examiner will hold you accountable and measure you against the workplan and/or work commitments articulated in your SoW. A carefully compiled SoW provides confidence, transparency, and protection to all parties. Components include:

Document Version	A contract is a record in time, and should not be edited after signature. If you revisit the project scope and contract with your client, then that is a new version, with agreement signed and dated and clear records of what the active contract is, and whether a prior negotiated deliverable is superseded.
Background	This section is to introduce the document and to show your understanding and interpretation of the client and what they want you to achieve. By including this, any misunderstandings or misinterpretations can be rectified very early. State clearly who the client (Sponsor) for the project is, their vision, goals and condensed project brief. As a rule of thumb, you should have two active 30 minute conversations, about the project proper, with your client, and have one round of written feedback, before you will get this background section on the right track. Note that elements from your "Problematisation" exercise will feed into these subsections.
Project	This section is for you to clearly define the project, its bounds (what is in/out of scope), who has an interest (stakeholders), and what criteria will need to be met for the client to consider it a success (Success Criteria). Some of the things from your Problematisation are relevant.
Resources and Costs	Are there any costs to be incurred, and who is responsible for those? Are there any resources required, what project milestones are they required for, and when must they be provided? What is the team's contingency deliverable if critical path resources are not available during the contemplated time windows?
Plan	This section is for you to document your commitment in the form of a roadmap for the project. This means clearly defining what is happening throughout the duration (timeline) of the project in terms of what high level activities the team will be working on (schedule – including estimation basis), who is responsible for what, what specific checkpoints will be encountered/reached (milestones), and what you will be providing to the client along the way (deliverables). Deliverables should have delivery windows and responsible parties, with the roles of who is responsible for performance acceptance work, and timelines for acceptance.
Basis	Here is where you document the basis for your commitment. It complements the plan to show that it is well substantiated and sound. This should include assumptions, dependencies, and constraints. All these things represent risk in some form that has been "Accepted" when entering the agreement. These can then be monitored and managed via your Risk Management processes. A table of risks requiring further consideration should also be included including specific treatments and strategies for addressing them.
Processes	This is where you document processes that have interactions with the client. This should include development processes (lifecycle from high-level needs through to deployment/acceptance), stakeholder communication (methods, frequency, and types of content), risk management (identification, analysis, treatment, mitigations, monitoring), issues management, and change management. Through documenting the processes, you have set appropriate expectations and obtained up front agreement on how things will be done.
Acceptance	Since the SoW represents the commitment, it is important that all team members and the client sign the SOW, after which it should not be changed (See comment under Document Version).