

Title: **Scope of Work**

Date:

Scope of Work Information:

SOW Title	SOW Name	Requesting Organization:
Submit Date:	Requested Completion Date:	

Request Type: (Check one)

- Enhancement: a change to an existing feature or process; a change in the way the system was originally defined in the original user requirements
- New Feature: a feature, service, or product to be incorporated in the system for the first time
- Bug/defect fix: A "bug" or "defect" occurs when the production system functionality is not performing in accordance with the Business/Users requirements.
- Other:

SOW Executive Summary:

Background Rationale:

Business Objectives Supported by the Request: <ul style="list-style-type: none"><input type="checkbox"/> Cycle Time Reduction<input type="checkbox"/> Total Customer Satisfaction<input type="checkbox"/> Improved Quality<input type="checkbox"/> Other: Description:	Justification:	Benefits:
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Metrics:	Financial Impact:
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Deployment Requirements:

Hardware Requirements:

Software Requirements:

Hosting Requirements:

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Training and Documentation Requirements:

Administrative/Help Desk Support Requirements:

Testing Requirements:

Requirement definition and feature description:

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Functional Analysis:

- Use Cases
- Business Rules
- Navigation
- Page layouts
- Interfaces
- Prototype
- Usability Study Performed (required only for new features or changes to the front door)

Potential risks

Impact on current release and current customer base

- Migrating existing customers to current release
- Operational changes
- Contract/SLA changes

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Future opportunities

Dependencies

- Impact on
- Contracts
- Partners
- Vendors
- Etc.

Interested parties/distribution list