

Statement of Work

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Planning, Directing, and Controlling Projects

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## Statement of Work

The Project Statement of Work (SOW) is a narrative description of products, services, or results to be delivered by project completion (*PMI*, 2013, p. 68). The following Statement of Work (SOW) addresses the first eight sections of the Project Charter Table of Contents found in Dow and Taylor (2008) and is in support of Appendix L previously used during assignment 1.6.

### **Introduction**

Telecom is seeking to create a new, marketable, network prototype capable of meeting customer's current and future requirements. Telecom intends on developing a total solution package in which a turn-key network is provided. The organization expects to deliver a fully marketable customer ready network capable of meeting technical and financial expectations.

### **Overview of Project**

The project is divided into two levels, one in which the project is outlined simply as the major deliverables within the WBS for the telecom project and, two, the elements specific to reviews, decisions, analyses, and services in direct support of the project life cycle from concept through development, to customer acceptance and ongoing support and maintenance (*Project Management Institute (PMI)*, 2006, p. 91). Project management is responsible for ensuring that key stakeholders, team members, and functional department managers are part of the project from the beginning. Gathering input and identifying needs by the department will help ensure project life cycle fluidity and ultimately success.

### **Purpose of Project**

The purpose of the Telecom network project is to provide a turn-key, marketable, network package capable of meeting customer technical, financial, and service needs. Each

network can be customized by customer application and infrastructure. Individual support and maintenance follow-on training are provided to ensure end user capability and confidence.

### Objective of Project

Telecom's objectives are (1) to provide a competitively priced, capable, and marketable turn-key network to small and medium sized business organizations, (2) to manage the project within customer expectations for schedule and budget, and (3) to provide end user maintenance and system training to ensure network functionality and reliability.

### Project Scope

*Table 1* represents a list of project requirements that might have been used to create the WBS noted in Appendix L.

*Table 1: Project Requirements*

Project Requirements		
I.D. Number	Requirement	WBS Element(s)
1	The Telecom Network concept shall meet marketing and technical requirements by passing technical and marketing analysis.	1.1 Concept/Feasibility
		1.1.2 Marketing Analysis
		1.1.4 Technical Analysis
2	System requirements shall meet end-user requirements for application compatibility, maintenance, and service requirements.	1.2.1 End-User Requirements
		1.2.2 Application Requirements
		1.2.4 Operations/Maintenance Requirements
		1.2.5 Service Requirements
3	Project management shall create a go/no go decision standard to be utilized for determining whether or not financial, schedule, and technical capabilities meet project requirements.	1.3 Go/No Go Decision
		1.3.2 Financial Review
		1.3.3 Schedule Review
		1.3.4 Technical Capabilities Review
4	Telecommunications network shall include a follow-on service plan	1.4.6 Service Plan
5	Network testing procedures and standards shall be	1.5.1 Test Plans

	created to help provide system performance feedback in support of corrective action development.	1.5.3 Results
		1.5.4 Corrective Actions
6	Telecom network development shall include a full system trial, first action site deployment plan, and finally a full system deployment action plan.	1.6.1 Trial in a Non-Penalty Environment
		1.6.2 First Action Site
		1.6.3 Deployment
7	Customer training shall be provided before system turnover and acceptance	1.7.1 Customer Training and Education

### **Project Budget**

This project has been estimated at \$83,360.00. Refer to Appendix A for a breakdown of each deliverable and milestone with cost reflected accordingly.

### **Project Start and Finish Dates**

Telecom WBS has a planned starting date of 5 June 2017 and a completion date of 3 April 2018. Refer to Appendix A for a breakdown of start/finish dates by deliverable with milestones in bold.

### **Major Deliverables**

- 1 WBS for Telecom Project
  - 1.1 Concept/Feasibility
    - 1.1.1 Concept
    - 1.1.2 Marketing Analysis
    - 1.1.3 Market Plan
    - 1.1.4 Technical Analysis
    - 1.1.5 Product Scope Definition
    - 1.1.6 Prototype
  - 1.2 Requirements

- 1.2.1 End-User Requirements
- 1.2.2 Application Requirements
- 1.2.3 Infrastructure (Systems) Requirements
- 1.2.4 Operations/Maintenance Requirements
- 1.2.5 Service Requirements
- 1.3 Go / No Go Decision
  - 1.3.1 Prototype Review
  - 1.3.2 Financial Review
  - 1.3.3 Schedule Review
  - 1.3.4 Technical Capabilities Review
  - 1.3.5 Financial Commitment Review
  - 1.3.6 Go / No-Go Decision
- 1.4 Development
  - 1.4.1 End-User Systems
  - 1.4.2 Application
  - 1.4.3 Infrastructure Systems
  - 1.4.4 Network
  - 1.4.5 Operations/Maintenance Systems
  - 1.4.6 Service Plan
- 1.5 Testing
  - 1.5.1 Test Plans
  - 1.5.2 Tests
  - 1.5.3 Results

- 1.5.4 Retests
- 1.5.5 Retest Results
- 1.6 Deployment
  - 1.6.1 Trial in a Non-Penalty Environment
  - 1.6.2 First Actions Site
  - 1.6.3 Deployment
- 1.7 Life-cycle Support
  - 1.7.1 Customer Training & Education
  - 1.7.2 Turnover to Customer
  - 1.7.3 Customer Acceptance
  - 1.7.4 Support & Maintenance
- 1.8 Project Management

### **Contract Type**

The Telecom WBS involves the creation of a marketable network capable of user defined and unique infrastructure parameters. Based on the fact that a standard baseline network must exist first, with selectable options for customization, a *Fixed Price Incentive Fee Contract (FPIF)* is recommended. This contract provides an element of performance flexibility for both the seller and the buyer (*PMI*, 2013, p. 363). Telecom networks are common in some aspects but vary widely in others, depending upon the system utilization demands place on it by the operator. Since performance is a cornerstone of Telecom networks, this contract provides flexibility to the seller, while the pre-set price ceiling offers assurance to the buyer that costs will have a limit, with the seller responsible for all costs above the point.

References

*A Guide to the Project Management Body of Knowledge (PMBOK Guide)* (Fifth ed.). (2013).

Newton Square, Pennsylvania: Project Management Institute, Inc.

*Practice Standard for Work Breakdown Structures*. (2006). Retrieved from

<http://www.pmi.org/pmbok-guide-standards/framework/practice-standard-work-breakdown-structures-2nd-edition>



## Appendix A

	Name	Duration	Start	Finish	Pred...	Resource Init...	Cost
1	<b>1 WBS for Telecom Project</b>	<b>217 days</b>	<b>6/5/17 8:00 AM</b>	<b>4/3/18 5:00 PM</b>		<b>Ben</b>	<b>\$83360.00</b>
2	<b>1.1 Concept/Feasibility</b>	<b>65 days</b>	<b>6/5/17 8:00 AM</b>	<b>9/1/17 5:00 PM</b>		<b>Ben</b>	<b>\$15360.00</b>
3	1.1.1 Concept	10 days	6/5/17 8:00 AM	6/16/17 5:00 PM		Rafael	\$2400.00
4	1.1.2 Marketing Analysis	10 days	6/19/17 8:00 AM	6/30/17 5:00 PM	3	Kristln	\$2400.00
5	1.1.3 Market Plan	10 days	7/3/17 8:00 AM	7/14/17 5:00 PM	4	Katy	\$2000.00
6	1.1.4 Technical Analysis	5 days	7/17/17 8:00 AM	7/21/17 5:00 PM	5	Ray	\$1560.00
7	1.1.5 Product Scope Definition	5 days	7/24/17 8:00 AM	7/28/17 5:00 PM	6	Jamie	\$1000.00
8	1.1.6 Prototype	25 days	7/31/17 8:00 AM	9/1/17 5:00 PM	7	Rafael	\$6000.00
9	<b>1.2 Requirements</b>	<b>37 days</b>	<b>9/4/17 8:00 AM</b>	<b>10/24/17 5:00 PM</b>		<b>Ben</b>	<b>\$8520.00</b>
10	1.2.1 End-User Requirements	5 days	9/4/17 8:00 AM	9/8/17 5:00 PM	8	Rafael	\$1200.00
11	1.2.2 Application Requirements	5 days	9/11/17 8:00 AM	9/15/17 5:00 PM	10	Kristln	\$1200.00
12	1.2.3 Infrastructure (Systems) Requirements	10 days	9/18/17 8:00 AM	9/29/17 5:00 PM	11	Jamie	\$2000.00
13	1.2.4 Operations/Maintenance Requirements	7 days	10/2/17 8:00 AM	10/10/17 5:00 PM	12	Jamie	\$1400.00
14	1.2.5 Service Requirements	10 days	10/11/17 8:00 AM	10/24/17 5:00 PM	13	Rafael	\$2400.00
15	<b>1.3 Go/No-Go Decision</b>	<b>22 days</b>	<b>9/4/17 8:00 AM</b>	<b>10/3/17 5:00 PM</b>		<b>Ben</b>	<b>\$8824.00</b>
16	1.3.1 Prototype Review	15 days	9/4/17 8:00 AM	9/22/17 5:00 PM	8	Kristln	\$3600.00
17	1.3.2 Financial Review	5 days	9/25/17 8:00 AM	9/29/17 5:00 PM	16	Dawnya	\$1240.00
18	1.3.3 Schedule Review	5 days	9/25/17 8:00 AM	9/29/17 5:00 PM	16	Rafael	\$1200.00
19	1.3.4 Technical Capabilities Review	3 days	9/25/17 8:00 AM	9/27/17 5:00 PM	16	Jamie	\$600.00
20	1.3.5 Financial Commitment Review	5 days	9/25/17 8:00 AM	9/29/17 5:00 PM	16	Dawnya	\$1240.00
21	1.3.6 Go/No-Go Decision	2 days	10/2/17 8:00 AM	10/3/17 5:00 PM	20	Ray	\$624.00
22	<b>1.4 Development</b>	<b>26 days</b>	<b>10/4/17 8:00 AM</b>	<b>11/8/17 5:00 PM</b>		<b>Ben</b>	<b>\$6040.00</b>
23	1.4.1 End-User Systems	5 days	10/4/17 8:00 AM	10/10/17 5:00 PM	21	Rafael	\$1200.00
24	1.4.2 Application	5 days	10/11/17 8:00 AM	10/17/17 5:00 PM	23	Kristln	\$1200.00
25	1.4.3 Infrastructure Systems	5 days	10/18/17 8:00 AM	10/24/17 5:00 PM	24	Jamie	\$1000.00
26	1.4.4 Network	5 days	10/25/17 8:00 AM	10/31/17 5:00 PM	25	Jamie	\$1000.00
27	1.4.5 Operations/Maintenance Systems	3 days	11/1/17 8:00 AM	11/3/17 5:00 PM	26	Katy	\$600.00
28	1.4.6 Service Plan	3 days	11/6/17 8:00 AM	11/8/17 5:00 PM	27	Rafael	\$720.00
29	<b>1.5 Testing</b>	<b>19 days</b>	<b>11/1/17 8:00 AM</b>	<b>11/27/17 5:00 PM</b>		<b>Fred</b>	<b>\$5736.00</b>
30	1.5.1 Test Plans	4 days	11/1/17 8:00 AM	11/6/17 5:00 PM	26	Ray	\$1248.00
31	1.5.2 Tests	2 days	11/7/17 8:00 AM	11/8/17 5:00 PM	30	Ray	\$624.00
32	1.5.3 Results	2 days	11/9/17 8:00 AM	11/10/17 5:00 PM	31	Ray	\$624.00
33	1.5.4 Corrective Actions	7 days	11/13/17 8:00 AM	11/21/17 5:00 PM	32	Rafael	\$1680.00
34	1.5.5 Retests	2 days	11/22/17 8:00 AM	11/23/17 5:00 PM	33	Ray	\$624.00
35	1.5.6 Retest Results	2 days	11/24/17 8:00 AM	11/27/17 5:00 PM	34	Ray	\$624.00
36	<b>1.6 Deployment</b>	<b>90 days</b>	<b>11/28/17 8:00 AM</b>	<b>4/2/18 5:00 PM</b>		<b>Ben</b>	<b>\$20720.00</b>
37	1.6.1 Trial In a Non-Penalty Environment	30 days	11/28/17 8:00 AM	1/8/18 5:00 PM	35	Rafael	\$7200.00
38	1.6.2 First Action Site	30 days	1/9/18 8:00 AM	2/19/18 5:00 PM	37	Kristln	\$7200.00
39	1.6.3 Deployment	30 days	2/20/18 8:00 AM	4/2/18 5:00 PM	38	Jamie	\$6000.00
40	<b>1.7 Life-Cycle Support</b>	<b>31 days</b>	<b>1/9/18 8:00 AM</b>	<b>2/20/18 5:00 PM</b>			<b>\$8240.00</b>
41	1.7.1 Customer Training & Education	15 days	1/9/18 8:00 AM	1/29/18 5:00 PM	37	Ben	\$4800.00
42	1.7.2 Turnover to Customer	3 days	1/30/18 8:00 AM	2/1/18 5:00 PM	41	Kristln	\$720.00
43	1.7.3 Customer Acceptance	3 days	2/2/18 8:00 AM	2/6/18 5:00 PM	42	Rafael	\$720.00
44	1.7.4 Support & Maintenance	10 days	2/7/18 8:00 AM	2/20/18 5:00 PM	43	Katy	\$2000.00
45	1.8 Project Management	30 days	2/21/18 8:00 AM	4/3/18 5:00 PM	44	Ben	\$9600.00