

This document was developed to provide a checklist of *some* of the key items that might be included in a Statement of Work. This checklist is by no means an exhaustive list of every possible item that might be needed in a SOW. It is provided as a starting point, and we expect it will be expanded and modified as time goes on.

Every SOW will contain different requirements, and while this checklist provides a good starting point, in all likelihood you'll find that not all the items in the checklist apply to the work you're looking to purchase. You'll also probably find that this checklist is missing some items that are critical to your job. When you encounter these situations, update the checklist to include those you need (we don't recommend deleting things from the list – invariably, you'll lose something that might not be critical to the current purchase, but that's absolutely essential for future efforts.

And please, if you use this checklist, please let us know what you like and how we can improve it for you next time.

Item Description	
Basic Decisions	
	Who's responsible for planning and managing the project's day to day work - you or vendor?
	Who's responsible for making deliverables perform in accordance with the requirements - you or the vendor?
Technical - General Considerations	
	List applicable government, industry, and/or company standards, regulations, and technical specifications vendor is to comply with (ISO 9000, IEEE, OSHA standards, MIL-Spec-XYZ, etc.).
	Design Reviews - define topics to be covered, level of detail and schedule. Possible reviews: System Design, Preliminary Design, Critical Design, In-Process; Test Readiness Review
Software - Custom Development	
	Computer(s) make(s) and model(s) the developed application will run on (if already determined) - include any memory and/or storage (disc space) limitations.
	Operating System(s) which the developed application(s) need(s) to be compatible with.
	List other software applications which will be run on the same computer(s) as the developed software.
	Software language to be used (when it matters to you)
	Software Development process to be used
	Design methodology to be used (ie: object oriented design, etc)
	Response time to user input(s) (ie: how long after an input - mouse click/key stroke

	Item Description
	- does the user see a reaction?).
	Unique input or output devices the finished software will need to interface with.
	Detail the specific function(s) the developed software will be expected to provide.
	Delivery media/method (tape, disc, electronic download, etc.)
	Software Engineering Institute (SEI) CMM level (and find out if that's registered or just self assessed)
	Percent of code that is new, re-used, and modified.
	Security/Firewall requirements
<i>Documentation - "Development Software"</i>	
	<i>User Guide(s)</i> - This delivered document should provide enough information to allow a reasonably competent user to perform their daily tasks without resorting to calling a help desk.
	<i>Requirements Traceability Matrix</i> - this delivered document requires the vendor to log and track ALL requirements pertinent to the project. This should include all explicit SOW requirements as well as implicit (derived) requirements needed to meet the SOW requirements.
	<i>Software Development Plan</i> - delivered document should detail planned software development methodology (Waterfall, Spiral, etc.) vendor will use to provide functionality detailed in the requirements. This should also include: computer languages to be used, who's doing the work, etc.
	<i>System Design Document</i> - along with other design considerations, this document should detail and explain specific Configuration Items (CI's) to be developed and used
	<i>Software Design Documents</i> - these deliverable documents will detail all designs, design assumptions, design decisions (including analysis of alternative design approaches considered but rejected) made by the vendor.
	<i>Interface Control Document</i> - delivered document should identify and explain all software to software interfaces, hardware to software interfaces, interface protocols, and any other information pertaining to interfaces within the system.
	"Commented" Source Code - the vendor should deliver a complete electronic copy of the source code. The delivered code should contain sufficient non-operational comments within it so that a programmer is able to understand the flow and structure of the code as well as get a good understanding of the software /system design.
	Software Maintenance Documents - should provide sufficient information to allow your people to maintain and modify the software source code.
Software - "Off the Shelf"	
	Detail the specific function(s) the developed software will be expected to provide.

	Item Description
	Number of licenses and type desired (ie: concurrent user, one time, by-name, etc.)
Computers	
	Power requirements, power "stability" (ie: is there a power conditioner/surge protection available?)
	Size (if limited)
	Operating environment (ambient temperature, air cleanliness, etc.)
	Keyboard type (US, UK, Japanese characters, etc.)
	OS requirements
	Processing speed - define methodology to be used to verify computer speed and robustness.
Custom Built Hardware	
	Specific functionality the equipment must provide
	Drawing/documentation numbering methodology
	Size limitations (ie: "must be able to fit through a doorway six feet high by 3 feet wide")
	Space limitations (ie: "fit in a room 24 ft x 32 ft with 8 ft ceilings")
	Weight limitations (ie: "must not exert more than 200 pounds/square foot")
	Transportation methods (ie: "the delivered device must be capable of being transported by truck on the US interstate highway system")
	Fabrication standards to be adhered to (ie: weld quality, building codes, etc.)
	Finish standards
	Electrical standards
	Safety & marking requirements
	Environmental (EPA) considerations
Consulting Services	
	Minimum experience/qualification levels for consultants
	Location where services are to be performed
Maintenance (Including Service Level Agreements (SLA))	
	Service Level Credits
	Spare parts
	Critical performance measures
	Mean Time Between Failures (MTBF)
	Mean Time To Repair (MTTR)
	Time to answer - primarily used for help desk and call centers, this is a simple measure of how long it takes to answer calls for help. This can directly affect customer satisfaction.

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	Time to respond - primarily used for help desk and call centers, this is a measure of how long it takes after the initial call is logged for a technician to respond with a solution or diagnostic effort. This can directly affect customer satisfaction.
	Service categories
	Failure categories and definitions
	System availability percentages (up time/down time)
	Parts availability
	Warranty coverage, warranty period and detail what maintenance services are to be supplied "free" during the warranty period.
	Support times (hours of the day)
	System availability for maintenance.
Training Considerations	
	Minimum proficiency levels to be achieved (ie: 95% of trainees will be able to operate the intermediate user level system capabilities without calling the help desk.)
	Minimum trainee entry qualifications (ie: will you be expecting janitorial staff with a high school diploma to achieve doctorate level proficiency in Particle Physics?)
	System availability for training.
	Type of training (self-paced, vs. instructor led, vs. peer training, etc.) expected to be provided. It's sometimes a good idea to let the vendor propose the specific method of delivery (classroom instruction, video, computer based training, OJT, etc.) to meet your needs.
	Trainee pass/fail rates and re-training requirements.
	Number of copies of training materials to be delivered.
	Right to copy training materials for future training.
	Expected class size (minimum/maximum).
	Training equipment to be provided by you and equipment expected to be delivered.
	"Train the trainer" classes to be provided?
Management Considerations	
	<i>Project Management Plan</i> - delivered plan should detail Work Breakdown Structure (WBS) to be used, project organization, key personnel, project schedule and cost reporting methodology, Program planning and control; Supplier control; Configuration Management; Financial management; Data management; Risk management; and other management area(s).
	<i>Quality Assurance Plan</i> - detail what the delivered plan should address
	<i>Status Meetings</i> - detail the topics to be addressed in the meeting, key personnel to attend and timing

	Item Description
	<i>Status Reports</i> - include topics, key personnel to attend and timing (same content as Status Meetings)
	<i>Risk reporting, analysis and tracking</i> - require the vendor to employ some methodology to track and control risk on the project.
	<i>Problem reporting, analysis and tracking</i> - require the vendor to employ some methodology to track and control problems encountered during work on the project.
	<i>Configuration Management Plan</i> - delivered document should detail CM methodology & processes, specific responsibilities of project personnel, and tools to be used.
	<i>Customer Furnished Equipment/Information (CFE/CFI)</i> - detail specific equipment and information you will provide to the vendor to assist in completion of the contracted tasks.
	<i>Management performance metrics</i> - detail metrics to be used to assess management performance.
	<i>List of Deliverables</i> including a brief description, expected delivery dates, and reference to the applicable SOW paragraph detailing specific requirements on each deliverable.