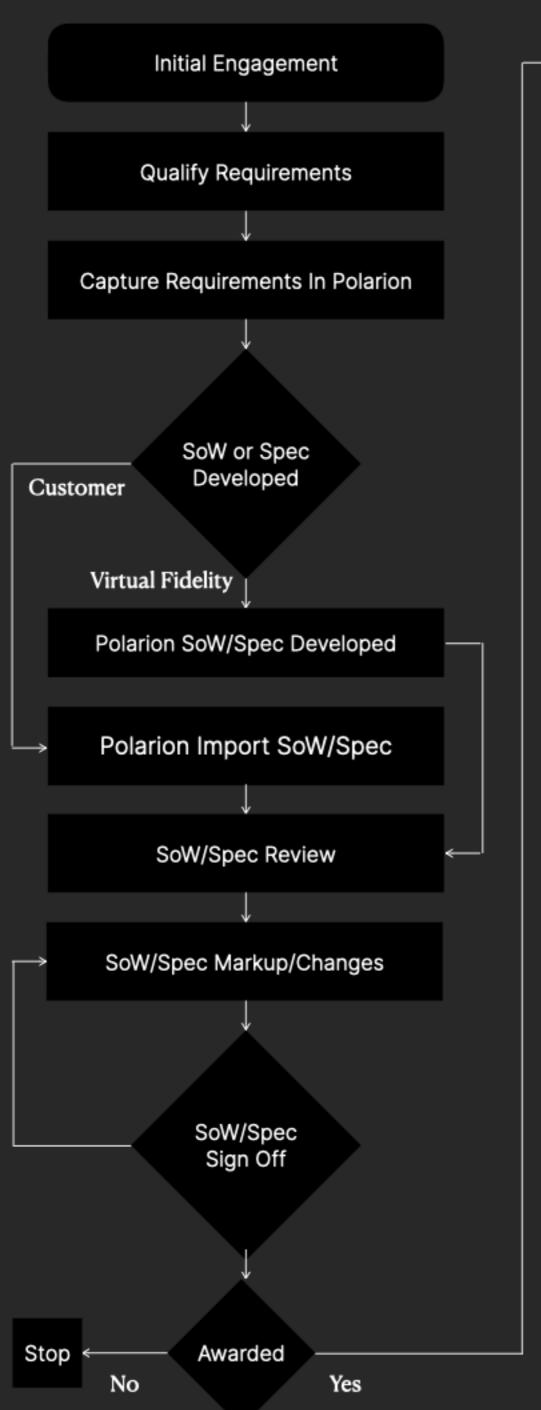
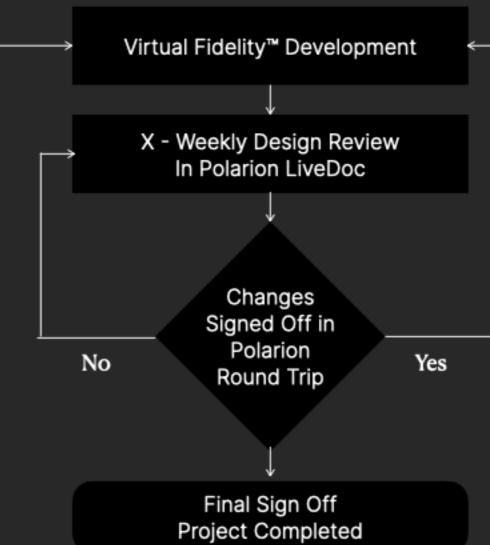
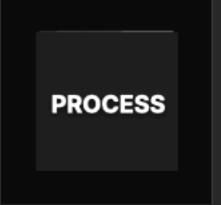


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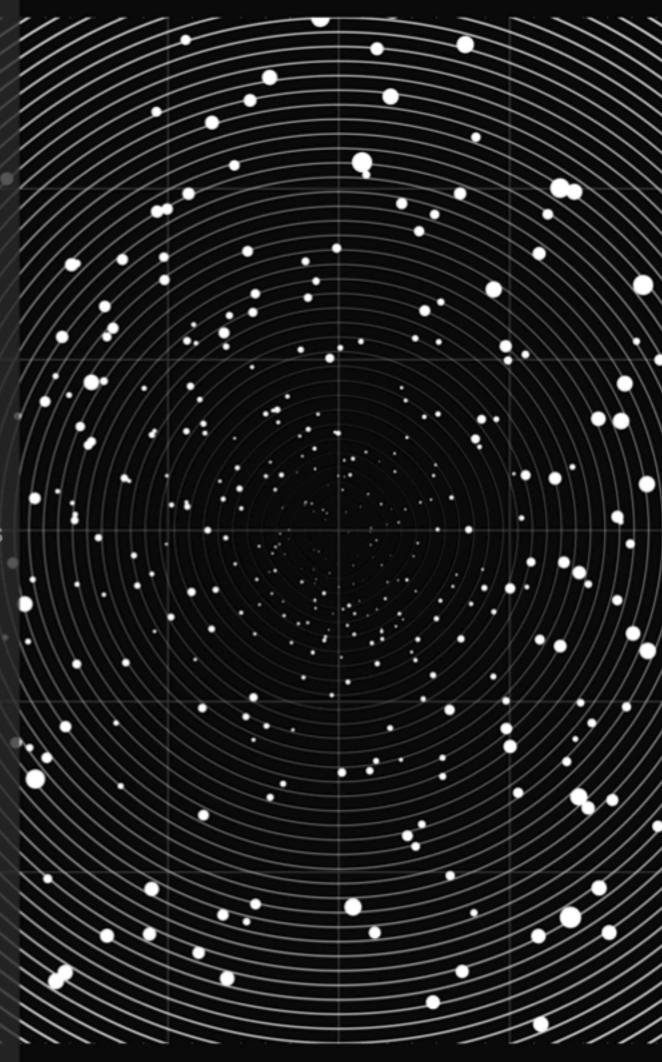






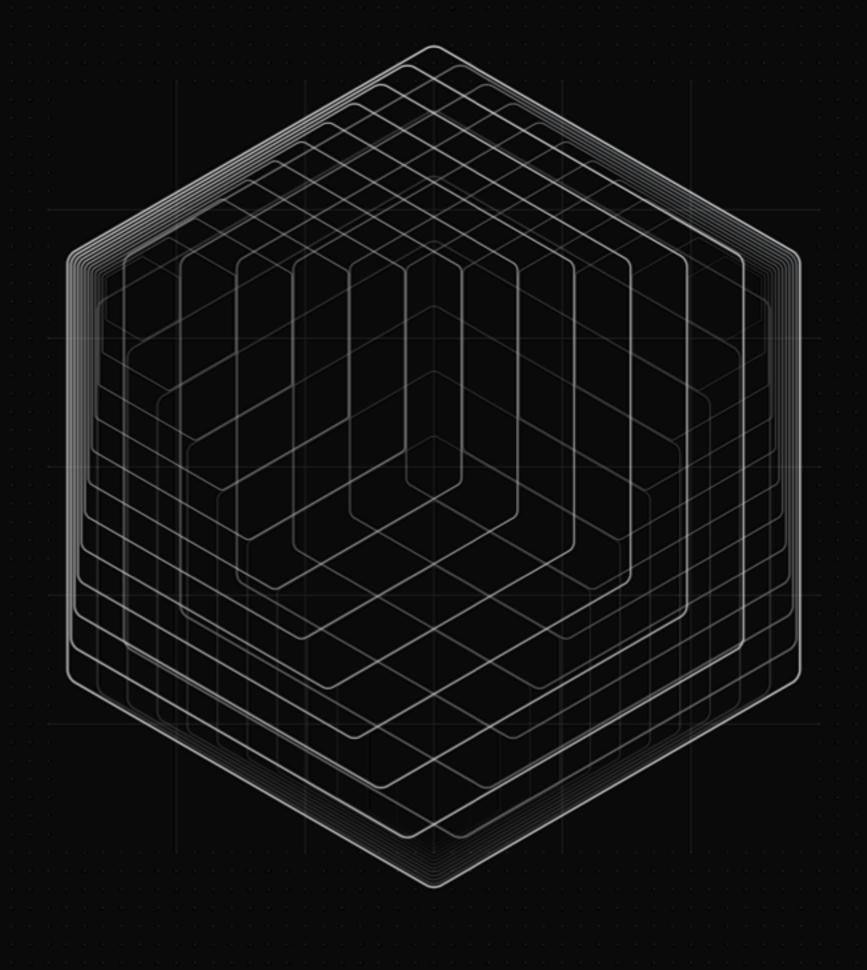
#### STATEMENT OF WORK

- Introduction
  - Objective and scope
  - · Contact information
  - Executive summary
- Define Scope
  - ESI Existing IP
  - ESI Existing IP + Modifications
  - Full Custom
- Engineering
  - Requirements
  - Assumptions
- Description of Services
  - · Tasks to implement requirements
- Project Milestones
  - · Delivery timeline
    - in hours based: 0 hr start time
- Acceptance Criteria
  - Mutually agreed upon conditions that requirements have been met
- Payment Schedule Milestones Set



# **DESIGN REVIEWS**

- Pre-Delivery Update on progress of services vs milestones and any implementation issues encountered
- Post-Delivery
  - Help implement services delivery to customers environment
  - Provide training on proper use of services delivery
  - Ensure customer satisfaction

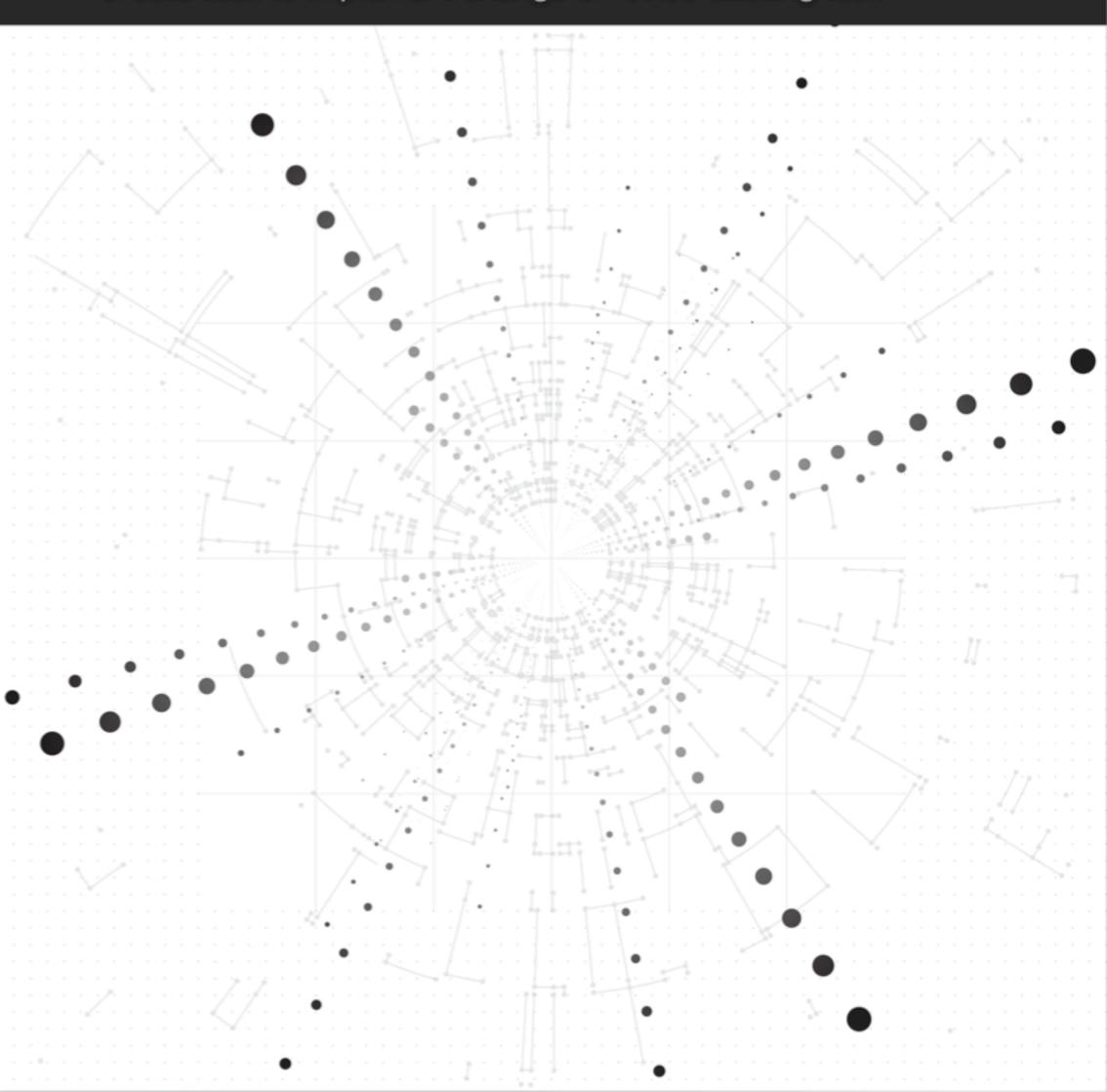


### **MILESTONE REVIEWS**

- Milestones defined based on time needed to complete group of tasks needed to meet a requirement
- Milestone times expressed in hours relative to 0 hour start time

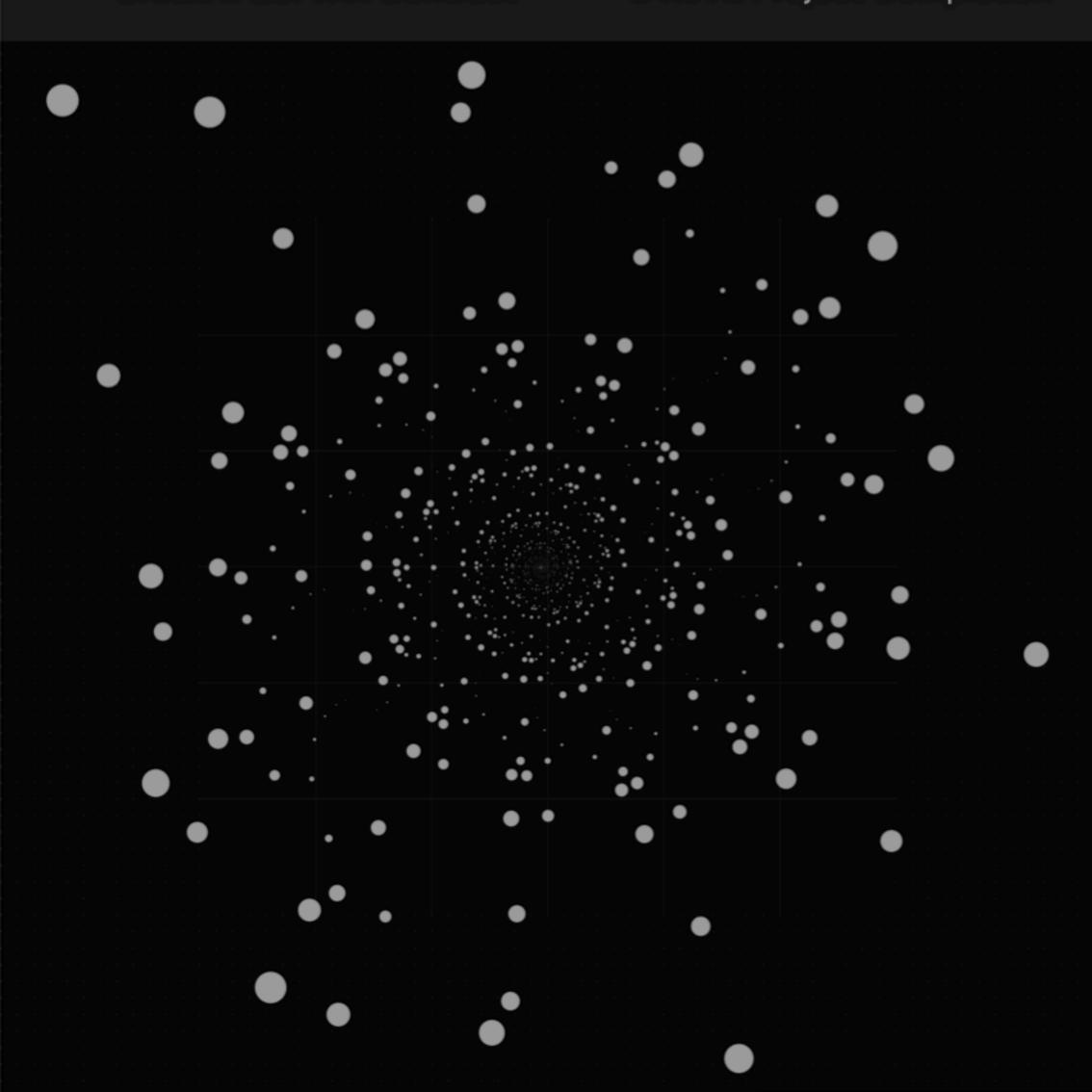
## **CHANGE MANAGEMENT PROCESS**

- Change Request work item created in Polarion
- Internal Review
- Estimate time needed, impact on services delivery
- Get customer approval
- · Create task to implement change or revise existing task

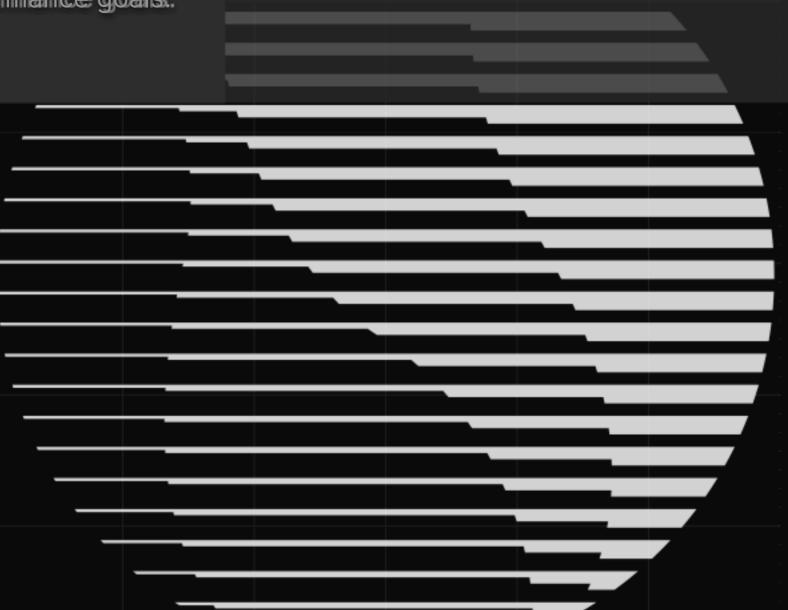


## **MILESTONE REVIEWS**

- \$1K Paid in Advance
  - If ESI Develop SoW/Spec
  - Credit If ESI Win Contract
- 33% Paid in Advance
- 33% @ Mid-Point Milestone
- 34% At Project Completion



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