

# Statement of Work

**Project Title**

**Date**

**Prepared for**

**Prepared by**

## 1. Introduction

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This Statement of Work (SOW) outlines the objectives, scope, schedule, deliverables, and terms for the development and implementation of an internal knowledge base system for \_\_\_\_\_ . The purpose of this document is to ensure a mutual understanding between all parties regarding project expectations, timelines, and responsibilities.

The knowledge base system will serve as a centralized repository of internal documentation, procedures, FAQs, and other critical content aimed at improving operational efficiency, reducing redundant inquiries, and enhancing information accessibility across departments.

## 2. Objective

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The primary objective of this project is to design, develop, and deploy a scalable and user-friendly internal knowledge base system tailored to the needs of \_\_\_\_\_ . The system should streamline access to organizational information, support intuitive content categorization and searchability, and enable administrative users to maintain and update the content with ease.

Secondary goals include:

- Integration with existing internal systems (e.g., employee portals or helpdesk platforms),
- Role-based access control for content editing and viewing,
- Basic analytics for tracking usage and content effectiveness.

### 3. Scope of Work

#### Inclusions

- Requirements gathering from key stakeholders.
- System architecture design and planning.
- Front-end and back-end development of the knowledge base.
- Integration with existing internal tools and platforms.
- User acceptance testing and feedback cycles.
- Documentation and user training materials.
- Initial content migration support.

#### Exclusions

- Ongoing content creation or management after go-live.
- Support for third-party systems not explicitly mentioned during requirements gathering.
- Mobile application development (unless specified during scope refinement).

The project will be executed in phases: discovery, development, testing, deployment, and training. Each phase includes specific milestones and review points.

### 4. Location

The majority of the work will be completed remotely, with virtual meetings and updates conducted via \_\_\_\_\_. If required, onsite visits may be arranged at the following address, subject to prior agreement;

### 5. Schedule

The estimated project timeline is \_\_\_\_\_, commencing on \_\_\_\_\_ and concluding on \_\_\_\_\_, subject to mutual agreement and timely availability of required inputs from the client.

Phase	Duration	Timeframe
Discovery & Planning		
Development		
Testing & Revisions		
Deployment & Training		

Any adjustments to this schedule will be documented and approved by both parties in writing.

## 6. Deliverables

The following deliverables will be provided upon project completion:

- Functional internal knowledge base system (deployed and accessible).
- Full documentation including user manual and admin guide.
- Training session(s) for internal stakeholders.
- Source code and configuration files (if applicable).
- Final report summarizing activities, outcomes, and recommendations for future improvements.

**Name**

**Title**

**Date**

**Signature**

\_\_\_\_\_



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