CANIDIUM

20 QUESTIONS TO ASK AN SI PARTNER ABOUT YOUR SOW

WHAT YOU'LL LEARN

If you have chosen a software solution for your organization - incentive management, SPM, agent lifecycle management, CPQ, or pricing software - your next task is to select the right implementation partner to deploy it.

WHAT IS IN AN SOW?

Once you have engaged with one or more software implementation (SI) partners, they will create a Scope of Work (SoW) document for your project.

Here is what should be included in an SoW document:

- Project Overview
- Scope Description
- Project Objectives
- Project Deliverables
- Project Schedule
- Resource Requirements
- Roles and Responsibilities
- Project Assumptions
- Risk Assessment
- Change Control Process
- Quality Assurance and Testing
- Acceptance Criteria
- Communication Plan
- Budget and Cost Estimate
- Legal and Compliance Considerations
- Post-Implementation Support
- Dependencies
- Approval and Sign-Off

**Want to learn more?
Read this article
detailed the structure
of a Canidium SoW**

SOW Interview Guide
Complete questionnaire and guide

Project Understanding and Experience

Can you provide examples of similar projects you've completed in the past?

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What is your approach to project scoping and planning?

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How do you handle changes in project scope during implementation?

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What methodologies do you use for project management (e.g., Agile, Waterfall)?

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How do you ensure project milestones and deadlines are met?

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What key performance indicators (KPIs) do you use to measure project success?

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SOW Interview Guide

Pricing and Cost

Can you provide a breakdown of the project's cost estimate?

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Quality Assurance and Testing

What is your approach to quality assurance and testing?

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Documentation and Knowledge Transfer

How do you handle documentation and knowledge transfer at project completion?

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Data Security and Intellectual Property

What is your policy for handling intellectual property and data security?

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Communication and Collaboration

How do you manage communication and collaboration with clients during the project?

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SOW Interview Guide

References and Client Relationships

Can you provide references from previous clients?

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Post-Implementation Support and Maintenance

What is your strategy for post-implementation support and maintenance?

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Conflict Resolution and Compliance

How do you handle conflicts or disagreements during the project?

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What is your experience with compliance and regulatory requirements in our industry?

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Technology and Integration

Do you have any experience working with similar third-party integrations or technologies?

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SOW Interview Guide

How do you ensure alignment between the SOW and the final deliverables?

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Can you provide a timeline for key project milestones and deliverables based on the SOW?

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Notes and impressions:

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