

## MINIMALLY REQUIRED INFORMATION FOR AN IMPLEMENTATION PLAN [A SCOPE OF WORK OUTLINE]

### YOUR ORGANIZATION:

1. Identify the organization (*organizational history and type of organization.*)
2. Provide a brief history of services delivered and clients served (*for example state how long each project has been in existence*).
3. Identify your organization's mission statement (*a simple declarative statement that addresses the customer served, the product provided and the benefits accruing*).
4. Identify the primary service delivery strategies of your organization (*These strategies should be based on the gaps in the marketplace*).
5. Identify key staff (*the principle staff involved in managing the project and those responsible for completing the specific deliverables of the project*).
6. Identify any contractors or other parties to be used (*contractors to be engaged if any; key partner organizations supporting the initiative; and any voluntary services required for successful completion of the initiative*).
7. Briefly describe the governance system or structure for the organization.

### PUBLIC PURPOSE:

1. Describe nature of the project(s) being proposed.
2. Identify why is this project necessary. (*this should identify the gaps in the marketplace which the project is attempting to fill; the opportunity to be exploited or the need to be filled*).
3. Identify the public purpose of the project (*this should identify the results expected, that is how and to what extent does the public benefit from the public expenditures*).
4. Identify the expected direct benefit of this project (*describe how and to what extent does the customer benefit from the services provided*).

### YOUR DELIVERABLES [PROGRAMS/SERVICES]:

1. Identify the customers being served (*include in this customer segmentation information such as classes, size, maturity, capacity; number of potential clients; physical location and so on*).
2. Describe the types of products and/or services to be provided to customers (*both location and type of services and/or products to be provided to eligible participants should be listed*).
3. Identify the methods used to determine eligibility for the product or service. (*identify any cost or charge to participants for these products or services; if the services are available free or at reduced cost to those unable to pay, describe the manner in which the public is notified; if there are different levels of eligibility, such as membership or other affiliation, describe the services provided to each level if they are not identical*).

