

# Statement of Work Form

## IT Support Services

This **Statement of Work Form** sample outlines the scope, objectives, and deliverables for IT support services, ensuring clear communication between clients and service providers. It helps define roles, timelines, and responsibilities to guarantee efficient project execution. Utilizing this form streamlines the management of IT support tasks and expectations.

### 1. Project Information

<b>Client Name</b>	[Insert Client Name]
<b>Service Provider</b>	[Insert Provider Name]
<b>Project Title</b>	IT Support Services
<b>Start Date</b>	[Insert Start Date]
<b>End Date</b>	[Insert End Date]
<b>Contact Information</b>	[Insert Contact Details]

### 2. Scope of Work

Describe the tasks and services to be provided. (e.g., network maintenance, hardware/software support, troubleshooting, end-user assistance, etc.)

- 24/7 Helpdesk support for end-users
- Regular network and server maintenance
- Software installation and updates
- Hardware troubleshooting and repair
- Security monitoring and response

### 3. Objectives

- Ensure maximum system uptime
- Respond to IT support requests within agreed SLA
- Proactively identify and resolve security vulnerabilities
- Maintain accurate records of support activities

### 4. Deliverables

Deliverable	Description	Due Date
Monthly Support Report	Summary of incidents resolved, system status, and recommendations	[Insert Date]
Network Health Check	Comprehensive report and recommendations on network infrastructure	[Insert Date]

### 5. Roles & Responsibilities

- Service Provider:** Deliver all support services as outlined, provide timely communication, maintain confidentiality.
- Client:** Facilitate system access, provide needed information, report issues promptly.

### 6. Timeline

Provide a project timeline with key milestones (e.g., onboarding, regular reviews, project close).

- Project kickoff: [Insert Date]
- Onboarding & Setup: [Insert Date]
- Monthly Review Meetings: [Insert Recurrence]
- Project Completion: [Insert Date]

## 7. Approval

Name	Title	Signature	Date
[Client Representative]			
[Service Provider Representative]			