



Sample Scope of Work (SOW) Template

SAMPLE ONLY - BLANK TEMPLATE - NOT A RECORD OF CLIENT WORK

Purpose

Use this template to define an onsite assignment before coverage is accepted. Replace every square-bracketed prompt, remove sections that do not apply, and obtain the required written approvals. This sample does not confirm an engineer, an SLA, pricing or a binding service commitment.

1. Document Control

Document title:	[Assignment title]
Client / requesting party:	[Company name]
Client ticket reference:	[Reference]
Qubit reference:	[Reference, if assigned]
SOW version:	[Version]
Prepared by:	[Name and role]
Date prepared:	[DD Month YYYY]
Approved version/date:	[Version / date]

Changes after approval must follow the change-control section below.

2. Site and Schedule

End-client site name:	[Site name]
Full site address:	[Address, city, postcode, country]
Site time zone:	[Time zone]
Requested attendance date:	[Date]
Reporting time:	[Time in local site time]
Expected duration:	[Hours / half day / full day / other]
Schedule flexibility:	[Details]



Requested service level: [4-Hour / Same Business Day / Next Business Day / 2 Business Days / 3 Business Days / Scheduled]

Written SLA confirmation: [Qubit confirmation reference - leave blank until confirmed]

IMPORTANT: A requested service level is not accepted until Qubit confirms it in writing. Coverage is qualified by city, service category, engineer level, language, date, required skills and engineer availability.

3. Contacts and Communication

Requesting contact: [Name / role / telephone / email]

Site point of contact: [Name / role / telephone]

Remote support contact: [Name / team / telephone / bridge details]

Escalation contact: [Name / role / telephone / email]

Required working language: [Language]

Progress update route: [Ticket / email / telephone / bridge]

Update frequency: [At arrival / milestones / hourly / as agreed]

4. Assignment Objective and Success Criteria

Business / technical objective:

[State the required outcome in clear, testable terms.]

Success criteria:

1. [Observable result or test] 2. [Observable result or test] 3. [Required evidence and acceptance condition]

5. Authorised In-Scope Work

Complete the steps in the approved order. Include equipment models, ports, quantities, locations and remote-support dependencies where relevant.

1. [Authorised task and expected result] 2. [Authorised task and expected result] 3. [Authorised task and expected result] 4. [Authorised validation or handover step]

Service category: [Onsite IT Support / Smart Hands / Network Support / Deployment or Rollout / Site Survey / Data Centre Support / Other]

Required engineer level: [Field Engineer / Senior Field Engineer / Specialist / TBC]

Required skills: [List]



Required certifications: [List only when genuinely required]

Required tools: [List; identify client-supplied items]

6. Equipment and Asset Details

Item	Make/model	Quantity	Serial/asset tag	Rack/room/location	Intended action
[01]	[Details]	[Qty]	[If known]	[Location]	[Action]
[02]	[Details]	[Qty]	[If known]	[Location]	[Action]

Delivery / collection details: [Courier, tracking, storage or return instructions]

Approved spares: [Details]

Return-material process: [RMA / packaging / label / collection details]

7. Prerequisites, Access and Safety

Before dispatch, confirm:

- [] Complete, accepted ticket and approved SOW are available.
- [] Site access, visitor registration and point of contact are confirmed.
- [] Required equipment, spares, credentials and approvals will be available.
- [] Remote support and escalation contacts will be reachable.
- [] Maintenance window, outage approval and change reference are confirmed, if needed.
- [] Known hazards, PPE, induction and site-specific safety rules are documented.
- [] Photography, data handling and confidentiality rules are documented.
- [] Parking, public transport, loading or restricted-access details are supplied.

Access instructions:

[Building, reception, security, data-centre access, escort and entry details]

Safety constraints:

[Known hazards, prohibited activities, lifting limits, isolation requirements]

8. Out-Of-Scope and Prohibited Work

The Field Engineer must not:

- perform work outside this approved SOW without written change approval;
- make unapproved configuration, security or production changes;
- continue work that appears unsafe or conflicts with site rules;



- use credentials, access data or client information beyond the assignment need; or
- dispose of, remove or retain equipment without documented authorisation.

Configuration, security or advanced engineering work is included only when the selected engineer's verified capability and the authorised SOW support it.

Assignment-specific exclusions:

- [Exclusion]
- [Exclusion]

9. Validation, Evidence and Reporting

Required validation:

[Connectivity check / visual status / power state / user check / remote confirmation / other agreed test]

Required completion evidence:

- ☐ Arrival and departure times
- ☐ Step-by-step service report
- ☐ Equipment make, model, serial number and asset tag
- ☐ Photographs permitted by site policy
- ☐ Port, cable, rack or workstation labels
- ☐ Test results / screenshots permitted by policy
- ☐ Timesheet
- ☐ Site point-of-contact acknowledgement or signature
- ☐ Return / collection reference
- ☐ Other: [Specify]

Evidence submission route: [Ticket / approved portal / email]

Submission deadline: [Time / date / before departure]

File naming requirements: [Convention]

10. Change Control and Escalation

If the site condition or requested work differs from this SOW, the Field Engineer must pause the affected task and contact Qubit. Qubit will coordinate clarification and obtain written approval before changed work begins.

For each change, record:

- requested change and reason;
- impact on time, tools, risk and cost;
- person authorised to approve;
- written approval reference and time; and
- revised success criteria or evidence.

Do not treat verbal onsite requests as approval unless Qubit confirms them through the agreed communication route.

11. Completion and Acceptance

Completion condition:

[Define when the authorised tasks and evidence are complete.]

Site point-of-contact acknowledgement means the recorded attendance and onsite observations have been reviewed. It does not by itself change commercial terms, approve extra work or guarantee technical resolution.

Open items / handover route:

[State how unresolved items, follow-up work and client-owned actions will be recorded.]

12. Written Approvals

Client / requesting party

Name: [Name] Role: [Role] Approval reference/date: [Details]

Qubit IT Solutions Limited

Name: [Name] Role: [Role] Acceptance reference/date: [Details]

Field Engineer acknowledgement

Name: [Name] Date/time received: [Details]

Sample-Only Notice

This blank resource illustrates the information Qubit may use to control an assignment. It is not legal advice, a quotation, a client record, an engineer dispatch or evidence of services performed. The final client-approved SOW, written assignment confirmation and applicable signed agreement govern each assignment.