Statement of Work

A Debunk Template to support HRO

Debunk^{HR}
transformation in the real world

Advantages of a SOW Template

- Brings structure and method to describing the services

- Aligns SOW with the RFP requirements from the beginning

- Saves months by not re-inventing the wheel

- Benefits from the learnings of others

- Can be amended to meet own requirements

- Brings clarity and comparability to provider RFP responses

The key SOW Sections

- 1. Recruitment & Staffing
- 2. Learning & Development
- 3. Talent Management
- 4. HR Administration
- 5. Payroll & Expenses
- 6. Service Centre
- 7. Services Management
- 8. Systems Functionality
- 9. HRIS

a. Training Needs Assessment

b. LMS Functionality

c. Management of Training Records

d. Management of Course Catalogue

e. Course Procurement & eLearning

f. Administration and Logistics

g. Quality Assurance & Evaluation

h. New Employee Orientation

i. Compliance & Reporting

Over 700 categorised service descriptions

Section 2f	Administration & Logistics	Suplier Response	Cor...
2/f - 46	Propose and maintain training schedule based on needs agreed with Buyer.	0-4	Enter here
2/f - 47	Administer course schedules and delegate registration, cancellation, rebooking and replacement, including waiting lists, place allocation and approvals.	0-4	Enter here
2/f - 48	Manage all course related materials, such as preparing and issuing joining instructions and course materials and issuing and collecting paper or online pre work.	0-4	Enter here
2/f - 49	Coordinate and administer instructor and equipment availability, readiness and presence.	0-4	Enter clarifying notes here
2/f - 50	Manage internal and external venue reservation, readiness and clean up within guidelines agreed with the Buyer.	0-4	Enter clarifying notes here
2/f - 51	Coordinate and book delegate travel and accommodation within the guidelines agreed with the Buyer.	0-4	Enter clarifying notes here
2/f - 52	Track internal/external training program participation and notify client early of courses unlikely to meet minimum delegate requirements	0-4	Enter clarifying notes here
2/f - 53	Resolve queries regarding training courses, registration and logistics.	0-4	Enter clarifying notes here
2/f - 54	Perform certification tracking. Validate and record completions and incomplete certification rosters.	0-4	Enter clarifying notes here

Supplier Responses

1	Agree as Standard
2	Agree not Standard
3	Agree with Conditions
4	Do not Agree

HR Tools for HR People