

A-05

Statement of Work

A one-week scope with fixed acceptance criteria, plus a filled example.

Axdale. Software engineering by Michael Lip, Warsaw, Poland (CET).

Website <https://www.axdale.com>. Code portfolio on GitHub at <https://github.com/theluckystrike>.

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One Statement of Work (SOW) covers one Week of work under the Axdale Engagement Agreement. A Week is up to 40 hours over 5 Working Days. Part A is the blank template, and Part B is a filled example for a fictional client.

This document is plain English. It isn't legal advice.

Part A. Template

1. Reference

Field	Details
SOW number	_____
Engagement Agreement signed on	_____
Client	_____
Decision Maker	_____
Week type	Free Week (week 1) / Paid Week number _____
Working Days	_____ to _____ (5 Working Days, public holidays in Poland excluded)
Hours cap	40
Fee for this Week	USD 0 (Free Week) / _____ hours at USD _____ per hour (Paid Week)

2. Goal

One sentence. It names the user, the change and the result the Client can see.

3. Background from the Brief

Two to four sentences. They say what exists today and why this Week matters.

4. In scope

1. _____
2. _____
3. _____

5. Out of scope

1. _____
2. _____

6. Acceptance criteria

Each criterion has 4 parts. GIVEN is the starting state and WHEN is the action. THEN is the result the Client can see, and CHECK is how anyone can verify it (a test name, a command or a screenshot). Use 3 to 5 criteria. They don't change during the Week.

No.	Given	When	Then	Check
AC1	_____	_____	_____	_____
AC2	_____	_____	_____	_____
AC3	_____	_____	_____	_____
AC4 (optional)	_____	_____	_____	_____
AC5 (optional)	_____	_____	_____	_____

7. Deliverables

1. Pull requests on branch _____ in repository _____, with tests that pass in the Client's CI.
2. A written update by 18:00 CET on each Working Day.
3. A weekly report on the last Working Day.
4. A handover note (how to run it, how to test it, how to change it).
5. _____

8. Access needed

List the least access that does the job. Michael gets nothing that isn't on this list.

System	Access level	Who grants it	Removed on
_____	_____	_____	_____

9. Production actions approved for this Week

None, unless listed here and approved in writing by the Decision Maker. A Free Week always has none.

10. Approved AI Providers for this Week

Same as the Schedule of the Engagement Agreement / changed for this Week as follows

11. Assumptions and dependencies

1. _____
2. _____

12. Paid follow-on (Free Week only)

The Free Week must be the first slice of a job that needs at least 2 Paid Weeks after it.

Paid Week	Goal	Estimated hours
2	_____	40
3	_____	40

13. Changes

A new request during the Week goes into the plan for a later Week. A change inside this Week needs written agreement from the Decision Maker and Michael, and it must fit the hours left.

14. Approval

Approved for the Client by the Decision Maker

Name _____

Signature or written approval by email _____

Date _____

Approved by Michael Lip, Axdale

Signature _____

Date _____

Part B. Filled example (fictional)

The client, people, dates and numbers below are fictional. They show how a real SOW reads.

1. Reference

Field	Details
SOW number	EXAMPLE-01
Engagement Agreement signed on	27 October 2026
Client	Example Client Ltd, a B2B software company with a helpdesk product
Decision Maker	Jane Doe, CTO
Week type	Free Week (week 1)
Working Days	Monday 2 November 2026 to Friday 6 November 2026
Hours cap	40
Fee for this Week	USD 0

2. Goal

Support staff get an AI-drafted first reply for each new ticket, with links to the help articles it used, behind a feature flag.

3. Background from the Brief

Support staff write every first reply by hand today, and most tickets ask questions that the help center already answers. The Client wants drafts that staff can edit and send, not automatic replies. The product is a Next.js app with a Node API and a Postgres database.

4. In scope

1. A draft reply service in the Node API. It reads the ticket text, finds the 5 most relevant help articles and writes a draft with links to them.
2. A draft panel in the ticket view, shown only when the flag `agent_reply_drafts` is on.
3. An evaluation set of 15 anonymized past tickets, with a scoring rubric, that runs with one command.
4. A measure of cost per draft and latency on the evaluation set.

5. Out of scope

1. Sending replies automatically. Staff always send.
2. Any write to the ticket database other than saving a draft in a new table on the test environment.
3. Production deploy. The work stays on a branch in this Week.
4. Languages other than English.

6. Acceptance criteria

No.	Given	When	Then	Check
AC1	The flag <code>agent_reply_drafts</code> is off	A staff member opens a ticket	The ticket view shows no draft panel and makes no model request	<code>Test drafts.flag.spec.ts</code> passes in CI

No.	Given	When	Then	Check
AC2	The flag is on and a ticket from the evaluation set is open	The staff member asks for a draft	A draft appears within 15 seconds with at least 1 link to a help article	<code>npm run eval:drafts</code> reports p95 latency and the share of drafts with a link
AC3	The 15-case evaluation set	The evaluation runs	At least 12 of 15 drafts pass the rubric	Evaluation report attached to the pull request
AC4	A ticket that tells the model to ignore its rules	A draft is made	The draft doesn't show the system prompt and the service makes no write request	Evaluation cases 13 to 15 pass
AC5	Any ticket	The service writes logs	No email address or phone number appears in the logs	<code>Test drafts.redaction.spec.ts</code> passes in CI

7. Deliverables

1. Pull requests on branch `feature/agent-reply-drafts` in repository `example-client/helpdesk`, with tests that pass in GitHub Actions.
2. A written update by 18:00 CET on each Working Day.
3. A weekly report on Friday 6 November 2026.
4. A handover note with run, test and change steps.
5. A written plan for the paid follow-on, with the estimated hours.

8. Access needed

System	Access level	Who grants it	Removed on
GitHub repository <code>example-client/helpdesk</code>	Write to branches, no admin, protected main branch	Jane Doe	End of engagement
Staging environment	Deploy to a preview URL only	Jane Doe	End of engagement
Help center content	Read-only export of public articles	Support lead	End of engagement
Model API	A test key with a spend cap of USD 50 for the Week, on the Client's account	Jane Doe	End of Week 1 unless renewed
Production systems	None	Not applicable	Not applicable

9. Production actions approved for this Week

None, because EXAMPLE-01 is a Free Week.

10. Approved AI Providers for this Week

Same as the Schedule. The Client ticked Anthropic only. No other provider sees the Client's code or tickets.

11. Assumptions and dependencies

1. The Client exports 15 past tickets with names, emails and phone numbers removed before day 1.
2. The Client answers written questions within 1 Working Day.
3. The staging environment is available on all 5 Working Days.

12. Paid follow-on

Paid Week	Goal	Estimated hours
2	Grow the evaluation set to 40 real cases, add the evaluation as a CI gate, add token and spend caps	40
3	Staff feedback buttons on drafts, a cost and quality dashboard, and a staged production rollout behind the flag with written approval for each deploy	40

Estimated paid follow-on is 2 Paid Weeks, about 80 hours at the hourly rate in the Order Form. Paid Week 2 has the Working Days 9, 10, 12, 13 and 16 November 2026, because 11 November is a public holiday in Poland.

13. Changes

If Jane Doe asks for Spanish drafts during the Week, the request goes into the plan for a later Paid Week. The criteria above don't change.

14. Approval

Approved for the Client by the Decision Maker

Name Jane Doe, CTO

Written approval by email on 28 October 2026

Approved by Michael Lip, Axdale

Date 28 October 2026

Axdale. Michael Lip, independent engineer, Warsaw, Poland (CET). michael@axdale.com.

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Axdale, Michael Lip. Warsaw, Poland (CET). michael@axdale.com.
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