

## Staff Augmentation or SOW - How to Decide?

The charts and questions below are intended to be a starting point to assist customers in determining the best approach for accomplishing work using contingent labor resources through your Contingent Labor contract with Computer Aid, Inc. (CAI). Customers are always encouraged to call and work directly with the CAI Account team to evaluate their business needs before engaging contract resources.

### Two Ways to Manage Work

<b>Staff Augmentation</b>	<b>Statement of Work (SOW)</b>
<ul style="list-style-type: none"> <li>Customer engages an IT contract resource, typically to address shorter term staffing needs or to provide specialized expertise or skills not accomplishable by staff</li> </ul>	<ul style="list-style-type: none"> <li>Customer engages a consulting firm to complete a project. The firm manages all aspects of the project work activities to produce the deliverables outlined in the SOW contract.</li> </ul>
<ul style="list-style-type: none"> <li>Resources can work as directed on multiple assignments and projects based on the priorities of the department</li> </ul>	<ul style="list-style-type: none"> <li>Consulting firm is only obligated to deliver work products and commitments as detailed in the SOW contract</li> </ul>
<ul style="list-style-type: none"> <li>All of the specifics of the work to be completed during the contract engagement is not defined</li> </ul>	<ul style="list-style-type: none"> <li>Customer can describe the specifics of the work, deliverables, acceptance criteria and other terms to be agreed upon for the SOW contract</li> </ul>
<ul style="list-style-type: none"> <li>Customer pays based on the number of hours worked by the contract resource(s)</li> </ul>	<ul style="list-style-type: none"> <li>Customer pays an agreed upon fixed amount when predefined work products or services are delivered and accepted</li> </ul>
<ul style="list-style-type: none"> <li>Customer IT manager supervises the work and the resource(s) in order to get work completed</li> </ul>	<ul style="list-style-type: none"> <li>Customer's IT manager is responsible for monitoring and managing performance of their SOW work delivery in order to achieve the expected outcomes</li> </ul>
<ul style="list-style-type: none"> <li>Customer will issue and pay for the required materials, tools or equipment to get the work accomplished</li> </ul>	<ul style="list-style-type: none"> <li>Consulting firm employs and manages resources, tools and processes in order to deliver the work products</li> </ul>

#### Other questions to consider:

- What is the need; a resource or a project to be completed?
- Do you have staff to manage the work that needs to be completed?
- Can you document your specific business need or work requirements?
- Do you think a company is needed to do this or just resources?
- Do you have a fixed budget?