

## O P E R A T O R G U I D E

## What a Scoped Engagement Looks Like

A scoped engagement is a fixed piece of work with a written scope, a fixed price, and a clear definition of done. You know what will be built, when it will be finished, and what it costs before any work starts.

### 01 What is in the scope

- ☐ What will be built. The process, the system, or the handoff.
- ☐ What done looks like. How you know it is finished.
- ☐ Who does the work. The roles involved.
- ☐ The timeline. When it starts and when it is done.
- ☐ The price. Fixed before any work starts.

### 02 What is not in the scope

Open-ended advice. Ongoing management without a defined outcome. Work that has not been written down. Anything that requires you in every meeting. If it is not in the written scope, it is not part of the engagement.

### 03 How it works

You describe what is stuck. We write the scope and the price. You approve it. We build it. It is done when the outcome is running and your team knows how to keep it that way. The fee is fixed. There is no open-ended hourly billing.

*If they will not give you both the scope and the price before they start, keep looking.*

### 04 What to do next

Write down the one thing that is stuck. Send it. We will tell you what it would take, what it would cost, and whether we are the right fit. That is the start of a scoped engagement.