Scope of Work Performed matrix

		Stakeholder	Instructional Designer	Subject Matter Expert	What this means
Produce	**Responsibility**	The stakeholder will be responsible for all content and design elements of a course. All graphics, all activities, all functions of the training is created by the stakeholder and provided to the ID. The stakeholder will be sole evaluator of courseware and have final say on layout and functionality.	The ID is to develop a course with the content provided and by direction of the stakeholder. The ID will only build products and materials required, and within the parameters of consistency and continuity with all other training materials for the company.	The SME will provide all necessary information and validation of the course materials as they are created. The SME will be working directly with the Stakeholder (to include being the Stakeholder) for delivering content, graphics, and design input for the ID.	Stakeholder owns content ID only builds products SME coordinates with Stakeholder
	Expectation	The stakeholder will provide content in a timely fashion, set reasonable deadlines, and provide feedback that is actionable to the ID. The stakeholder will make themselves available for questions, review, and consulting.	The ID will create the training materials and products as the Stakeholder dictates, will provide quality assurance, and within the boundaries of ID best practices. The ID will provide consultation, but will ultimately build what the Stakeholder requests.	The SME will make sure that all content, graphics, and other materials are provided to the ID in a timely fashion. The SME will also set reasonable deadlines and timing of deliverables with the Stakeholder.	
Design	**Responsibility**	The stakeholder will be responsible for providing content and possibly access to a SME for a course. The stakeholder will evaluate courseware and provide feedback for the ID to consider changes. The Stakeholder will be responsible for accuracy and timeliness of content.	The ID will receive content provided by Stakeholder, or a designated SME, and will design courseware and materials that reflect best ID practices and learning theory. The ID will be responsible for design, layout, and graphics for all materials and products.	The SME is responsible for all content being up to date and accurate. The SME will work with the ID to make sure that all content meets current needs and standards for training target personnel. The SME will provide resources, time with coworkers, and/or opportunities for observation and analysis to the ID as needed or	Stakeholder contributes content ID determines best presentation of products SME coordinates with ID and Stakeholder
	Expectation	The stakeholder will provide content in a timely fashion, request reasonable deadlines, and provide feedback that is actionable to the ID. The stakeholder will make themselves available for evaluation of courseware and materials, and for any follow-ups necessary.	The ID will be responsible for setting deadlines in association and agreement with Stakeholder needs. The ID will be expected to design course materials that maintain consistency and continuity with other courseware designed for the company. The ID will be expected to maintain records of conversations, corrections, and feedback, and provide reasonable accommodation for Stakeholders and SMEs.	The SME is expected to provide opportunity and resources to the ID, make themselves available for follow-up and evaluation of the content, and insure that all is done in a timely fashion. It is also expected that SMEs will remain aware of changes to content and will thoroughly vet the resulting course for accuracy.	
Create	**Responsibility**	The Stakeholder will be responsible for evaluating courseware and providing reasonable deadlines for deployment. The Stakeholder will also be responsible for reviewing the courseware and products for accuracy and continuity.	The SME will develop all content, courseware, materials, and products. They will be responsible to make sure that all content is up to date and accurate. The ID will be responsible for gathering all data, materials, and information from SMEs and other Stakeholders as necessary.	The SME will be responsible for providing the ID all the necessary data, content, and information that the ID will need to complete the courseware. The SME will also provide opportunity to the ID to observe and/or analyze behavior and tasks to develop additional materials for courseware development.	Stakeholder approves content ID owns content and best presentation SME coordinates with ID
	Expectation	The Stakeholder will provide time and access to the ID for evaluation and consultation on the courseware, prior to deployment.	The ID will develop the courseware adhering to learning theory, best ID practices, and maintaining continuity and consistency with other company courses. The ID will produce courses and products within timelines agreed upon with Stakeholders and SMEs.	The SME is expected to provide opportunity and resources to the ID, make themselves available for follow-up and evaluation of the content, and insure that all is done in a timely fashion.	

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