

SCOPE AND INCOMING REQUEST

Scope change review

Clarify a request before committing extra work.

Agreed scope line	Source wording
1	Configure one weekly report from an approved spreadsheet.
2	Include one template, test examples, and a handover guide.
3 / exclusion	Exclude CRM integrations and ongoing support.

The new client request

Could you also connect the CRM and provide ongoing support?

Important reading distinction

The shared-word match points to an exclusion. Shared vocabulary is evidence to inspect, not evidence that the request is covered.

Method: compare request vocabulary against the supplied scope. This sample does not decide contractual coverage or identify scope creep automatically.

OUTPUT AND APPROVAL GATE

Change clarification brief

Use the comparison to start a precise scope conversation.

Review finding	Evidence / meaning
Shared-word passage	Scope line 3: Exclude CRM integrations and ongoing support.
Words absent from scope	connect, provide. Wording differences alone do not establish extra work.
Decision still required	Is the request covered, excluded, or a change requiring agreement?

Clarification draft

Thanks for the request. Before confirming it, could we check which agreed deliverable it relates to, the expected result, and whether it changes the work or delivery date? Any change needs written agreement before proceeding.

1 Clarify the requested result

Identify the deliverable and how the request affects the existing scope.

2 Agree any change in writing

Confirm additional work, cost and timing before proceeding.

Review aid only. Different wording can describe the same deliverable; shared wording can describe an exclusion.