

Reclamation Manual

Directives and Standards

This appendix lists the primary data elements that are required for entry into the Electronic Service Agreement Module (ESAM) in developing service agreements and completion reports for technical service work. Optional data elements, generally involving information related to project management objectives, are identified by an asterisk (*). Specific formats for data entry will be in accordance with ESAM data field prompts.

1. Service Agreement Data Elements.

- A. Service agreement (job) name
- B. Program office (client), by office/region/org code; responsible contact name
- C. Service provider office, by office/region/org code; lead service provider org code; team leader name
- D. Scope of work (may reference or link to corresponding statement of work document, if desired)
- E. *Roles and responsibilities
- F. Unique cost authority number and account structure
- G. Schedule – targeted start and completion dates; interim milestones, if any
- H. Total budgeted amount (labor and non-labor)
- I. Total budgeted staff days
- J. *Quality control process
- K. *Change management process
- L. *Communication plan
- M. *Risk management plan
- N. *Project closeout plan
- O. Service agreement modifications – dates, budget changes, schedule changes, supporting rationale
- P. Signatures/approvals

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2. **Completion Report Data Elements (in addition to service agreement data elements as described above).**
 - A. Date of completion report submittal
 - B. Documentation of whether work was planned using advance planning process or not
 - C. Actual expenditures
 - D. Actual start and completion dates
 - E. Program office ratings for technical service work (cost-effectiveness, timeliness, technical knowledge, issue resolution, responsiveness)
 - F. *Program office and service provider comments on factors leading to success
 - G. *Program office and service provider comments on factors leading to challenges
 - H. Signatures