

Letter of Understanding (team assignment)

Letter format

- Written to someone *outside* your own organization (memo written to someone *inside*)
- Begin with *purpose of memo* (first paragraph)

Directed to client

- cc to mentor (but submit only one copy)
- Convince client that you understand *purpose, specifications, constraints* of project
- Team exercise, after you have analyzed clarification memos and agreed what you think client wants

Second paragraph

- Best of your clarification memos
- Describe project as team sees it
- State explicitly
 - What client has asked you to do
 - What needs client has defined
- Take text and bulleted lists directly from clarification memos

List of deliverables

- Final report and graphics portfolio
- Oral reports
- Structures you will design and build
- Final poster presentation

Time line

- Roughly follow course outline
- Refine as term progresses

Further progress (if appropriate)

- Outline any proposed solutions
- Proposals accepted or rejected?

Bullets if you want to emphasize points (optional)

- Proposals discussed
 - [blah blah]
- Proposals rejected
 - [why?]
 - [blah blah]
- Proposal accepted
 - [why?]
 - [blah blah]

Concluding paragraphs

- Ask questions or
- State that you do not have any questions
- State concerns
- Ask for clarification of anything you do not fully understand

Final paragraph

- Boilerplate
- Expresses your interest in the project
- States your enthusiasm to work on the project
- Invites client to respond and answer your questions
- Asks for approval to proceed
- Gives contact information (presumably e-mail)

Complimentary closing

- Sincerely, Yours truly, Love and kisses
- *One* team member's name, title

Physics Department
Colorado School of Mines
Golden, CO 80401

January 15, 2005
[Indent 4 in or flush left, *not* flush right]

Ms. Deanna Young
1000 Pitchblack Road
Boulder, CO 80203

Dear Deanna: [If you do not know her well, Dear Mrs. Young]

Thank you for your answers to our earlier questions concerning the project to supply efficient lighting for the living room at 1000 Pitchblack Road in Boulder.

The problem is to replace the lighting system in the living room, an area of approximately 18 x 15 ft. The living room houses a small couch, 4 rocking chairs, an antique carpenter's chest, and an assortment of sideboards such as an antique dry sink. The lighting is to be

- as efficient as possible and
- white, that is, a color temperature of 2700 K or more

In addition, there are several constraints:

- a ceiling light is prohibited, [punctuation optional]
- glare must be minimized,
- the old color photographs on the walls must be protected from short-wavelength light, and
- the cost must be less than \$200

I understand that two individuals will have to read at one time, but the room will have to be lit well enough for a dozen or more to engage in conversation without directly viewing a bare bulb, and that you plan to rearrange the furniture in the room constantly.

I have so far considered task lighting that uses

- incandescent bulbs,
- compact fluorescent bulbs, and
- low-pressure sodium lamps

in reflecting fixtures. Low-pressure sodium lamps are the most efficient, but I will probably rule them out because of their color. I may have to rule out the compact fluorescent bulbs to protect the photographs. I may consider translucent reflectors in order to illuminate the room away from the task-lighted areas. Finally, I am considering mounting the bulbs on portable fixtures (floor lamps) because of your penchant for rearranging the furniture each week.

Here is a list of deliverables:

- project plan (oral presentation and written report)
- subsystem analyses
- preliminary drawings of floor plan showing locations of lighting fixtures
- lighting fixtures assembled and installed according to the floor plan of the day
- final report

The following is a proposed time line:

Task	2004	2005	2006	2007
Submit project plan	xx			
Define subsystems	xxx			
Perform subsystem analyses		xxxx	xx	
Provide drawings		xxx	xx	
Buy hardware				xxx
Assemble, install fixtures				xxxx

With luck, we should have the job done by the end of 2008.

I am looking forward to undertaking this challenging project, and I understand that I will be allowed to wash the dishes for another 40 years if I am successful.

Please let me know when you decide to assign me the task and give me your approval to continue. You may respond by e-mail, mmyoung@mines.edu, or by leaving a note under my plate.

[Skip 4 lines]

Sincerely, [Directly below your
address block]

[Skip 4 lines. 1 person signs]

Matt Young
Adjunct Cook and Bottlewasher

cc: Robert Knecht
Design Department