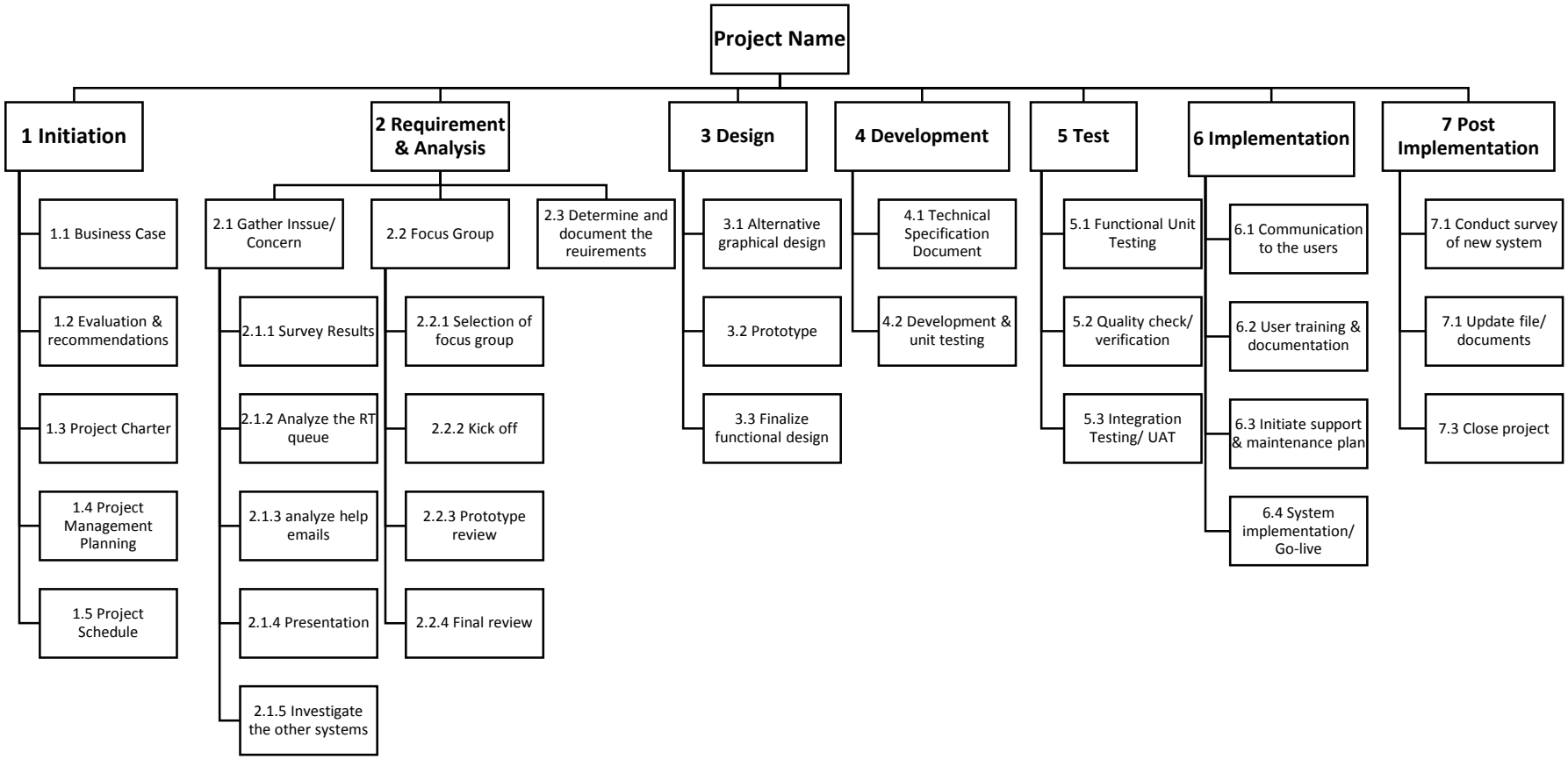
Project Name
1 Initiation
1.1 Business Case
1.2 Evaluation & recommendations
1.3 Project Charter
1.4 Project Management Planning
1.5 Project Schedule
2 Requirement & Analysis
2.1 Gather Inssue/ Concern
2.1.1 Survey Results
2.1.2 Analyze the RT queue
2.1.3 analyze help emails
2.1.4 Presentation
2.1.5 Investigate the other systems
2.2 Focus Group
2.2.1 Selection of focus group
2.2.2 Kick off
2.2.3 Prototype review
2.2.4 Final review
2.3 Determine and document the reuirements
3 Design
3.1 Alternative graphical design
3.2 Prototype
3.3 Finalize functional design
4 Development
4.1 Technical Specification Document
4.2 Development & unit testing
5 Test
5.1 Functional Unit Testing
5.2 Quality check/ verification
5.3 Integration Testing/ UAT
6 Implementation
6.1 Communication to the users
6.2 User training & documentation
6.3 Initiate support & maintenance plan
6.4 System implementation/ Go-live
7 Post Implementation
7.1 Conduct survey of new system
7.1 Update file/ documents
7.3 Close project