

<u>Phase</u>	<u>Process</u>	<u>Output</u>
Phase I Analysis	<u>1.1 Initiation</u> To define implementation vision, goals, people involved and roles	Project Charter Document
	<u>1.2 Business Process Mapping</u> To map the client's business process	Activity Diagram Use Case Diagram
	<u>1.3 Requirement Identification</u> To define application's requirements	System Requirement Document
	<u>1.4 Fit Gap Analysis</u> To perform fit gap analysis between current application versus requirements	Fit Gap Analysis Document
	<u>1.5 Project Planning</u> To develop project planning	Project Management Document
Phase II Customization & Development	<u>2.1 Customization</u> To customize the application	Application Customization Database Migration
	<u>2.2 Development</u> To develop new feature within application	Application Development
	<u>2.3 Scope Change Management</u> To manage project scope changes	Scope Change Document
	<u>2.4 Quality Assurance</u> To perform application quality assurance	Test Report Document
Phase III Implementation	<u>3.1 Beta Testing</u> To perform implementation initiation	Beta Test
	<u>3.2 User Training</u> To perform user training	User Manual Document
	<u>3.3 Go Live</u> To start using implemented application	Application Go Live
Phase IV Maintenance	<u>4.1 Call Support</u> To provide call support	Call support service Onsite visit
	<u>4.2 Database Maintenance</u> To perform database maintenance	Database archive and backup
	<u>4.3 Upgrade Patch</u> To provide and install application upgrade patch	Upgrade Patch