

Discovery		Plan & Analyze		Design		Build		Test & Final Prep		Deliver & Stabilize	
 Manage 											
Discovery											
Process Steps						Potentially relevant Steps					
Identify/Engage Sponsor and Key Stakeholders	Determine Resource Requirements	Slot in Portfolio Plan	Analyze Current Situation	Prepare Business Case	Conduct Vendor Research						
Define Project Definition/Scope	Develop High Level Milestone Plan	Initial Technical Review	Define ITSM (Service) Impacts								
Gather Customer Requirements	Estimate Project Cost										
Plan and Analyze											
Process Steps						Potentially relevant Steps					
Allocate Project Resources	Develop Project Plan	T.A.C. Review	Procure Software, Hardware or Equipment	Prepare Project Charter	Prepare detailed budget						
Develop Communication Plan	Define System Architecture		Conduct Kick Off Meeting	Prepare Training and Testing Strategies	Prepare Reporting Strategy						
Design											
Process Steps						Potentially relevant Steps					
Create Workflow Diagrams	Develop System Backup/Recovery Plan	Prepare Functional and Technical Specifications	Define Security Roles	Define User Acceptance Criteria	Develop Testing Strategy						
			Develop Proof of Concept (Prototype)	Develop Env. Strategy for promoting changes	Develop Training Strategy						
			Define Retirement strategy								
Build											
Process Steps						Potentially relevant Steps					
Develop/Configure Application	Prepare Training Schedule and Materials	Develop Production Support Strategy	Develop Production Cutover Strategy and Plan	Conduct Presentations to Stakeholders	Define Test Problem reporting						
Prepare for Testing			Define mock cutover plan								
Test and Final Prep											
Process Steps						Potentially relevant Steps					
Conduct Testing	Develop Production Support Procedures	Conduct Knowledge Transfer	Prepare for Cutover	List New Services in Catalog	Conduct Project Presentations						
Deliver Training	Develop Go/No Go Criteria	Make Go/No Go Decision	Develop Contingency Plan								
T.A.C. Final Review	C.A.B. Review										
Deploy and Stabilize											
Process Steps						Potentially relevant Steps					
Cutover to Production and Validate	Resolve Issues and Bugs	Close Out Project	Conduct Post Implementation Review	Turnover Operational Handbook	Track Stabilization Metrics						
Conduct Production Support Meetings	Review Lessons Learned		Transition to Production Support	Track and Maintain Enhancement Requests							
Manage											
Process Steps						Potentially relevant Steps					
Establish Weekly Team Meetings	Update Issues Log, Risk Log and Key Decisions	Prepare and Track Change Requests	Prepare Monthly and Quarterly Status Reports	Manage Contact Lists							
Maintain Project Plan, Milestone Plan and Task List			Schedule Steering Committee Meetings	Track/Manage Budget							