**Approach Note – Phase 1: Discovery & Requirement Gathering**

**1. Objective**

To systematically identify business needs, key stakeholders, existing challenges, and project goals to establish a clear foundation for implementation.

**2. Key Activities**

**2.1 Stakeholder Engagement**

* Identify key decision-makers and end-users.
* Conduct structured interviews to capture expectations, pain points, and requirements.
* Align on project objectives, scope, and success criteria.

**2.2 Current State Analysis**

* Map existing processes, workflows, and system architecture.
* Identify inefficiencies, redundancies, and data silos.
* Assess current data availability, sources, and integration gaps.

**2.3 Gap Analysis & Benchmarking**

* Compare current state with industry best practices.
* Identify discrepancies between current and desired performance levels.
* Define measurable KPIs to track improvements.

**2.4 Requirement Documentation**

* Categorize requirements: functional, technical, compliance, and user experience.
* Prioritize based on business impact and feasibility.
* Validate requirements with stakeholders to ensure alignment.

**2.5 Risk Assessment**

* Identify potential risks (technical, operational, and compliance-related).
* Establish mitigation strategies and contingency plans.

**3. Deliverables**

* **Requirement Specification Document** (detailed business, functional, and technical needs).
* **Current vs. Future State Analysis** (gaps, inefficiencies, and improvement areas).
* **Stakeholder Mapping** (roles, responsibilities, and decision-making authority).
* **Risk Assessment Report** (identified risks and mitigation strategies).
* **Project Roadmap** (high-level plan outlining next phases).

This phase ensures a structured and data-driven foundation for the project.