

INVESTIGATION PHASE

Purpose: The Investigation Phase gathers information on the needs of the customer, the business environment and the *Critical Success Factors*. The Investigation Phase provides the “road-map” to the Analysis Phase.

Life of the Phase: The phase begins upon completion of the Initiation Phase; when resources are available to begin work. At the end of this phase, the Analysis Phase begins.

Note: Some of the steps in the Investigation Phase may occur concurrently. For example, while gathering information and defining the project, you may be writing the Investigation Report.

STEP 1: Brainstorm Project Ideas

A. Identify the Investigation Team

The team should include the project requester and an IT representative, at a minimum. Include a representative from the Data Architecture Team, as required.

B. Hold a Brainstorming Session

Meet with the investigation team for a brainstorming session. This may be informal.

Brainstorm a list of questions that need to be answered during the Investigation Phase. The focus of these questions is to provide information necessary for the Analysis Phase; leave the details for the Analysis Phase.

Questions to be considered may include:

- Who are the primary customer contacts?
- What are the customer objectives for the system/process (i.e., system process)?
- What is the business purpose?
- What do their current systems do?
- What are some possible additional sources of information, if necessary (i.e., current system User Guides, etc.)

STEP 2: Define the Project

A. Identify *Project Sponsors*

Formally identify project sponsors who will commit for the duration of the project.

B. Create a Priority Matrix

Identify the project sponsors priorities' on scope, schedule and cost in a Priority Matrix.

C. Create a *Project Objective Statement*