STEP 3: Set Customer Expectations

Set customer expectations on items such as:

- How status will be communicated
- The SDLC process and which steps this project will complete
- What their responsibilities will be (i.e., the user is the owner for creating/updating their user procedures). Document user responsibilities in the Project Lead Responsibilities Matrix.

STEP 4: Gather Information

A. Perform Research

Get an organization chart of the customer area, review current system manuals, contact internal and external interfaces, etc.

B. Conduct Interviews

Conduct user or other IT interviews. For each interview, give a copy of the interview write-up to the user to verify. This will ensure a thorough understanding of issues raised.

STEP 5: Publish Investigation Report

STEP 6: Conduct Investigation Review Meeting with Customer

i. Set meeting date and time
ii. Invite a representative from each affected customer area
iii. Distribute the Investigation Report to participants at least three working days in advance of the meeting
iv. Hold the meeting:
Review Investigation Report with customer
Reconfirm the project sponsors, POS, and Priority Matrix. Refine if necessary
Record any issues that arise during the meeting

STEP 7: Investigate and Resolve Investigation Review Issues

Answer all issues that were discussed in the customer review meeting, modifying specifications, if needed. If necessary, conduct a second Investigation Review Meeting.

STEP 8: Obtain Approval

Obtain sign-off on the Investigation Report, Project Definition (POS and Priority Matrix) and the Project Lead Responsibilities Matrix, if appropriate. See Project Signature Matrix to determine which signatures are required.