

Investigation Phase Deliverables**INVESTIGATION REPORT**

Application Name:	Customer Area:
Project Name:	Project Lead:
SR#:	Author:
Project Type:	Date:

Project Description

Enter a summary of the request, and some high level purpose and objectives. This area should be as detailed as possible within the scope of a paragraph or two. The details will be stated in the Customer Objectives and the Investigation Results section.

Contacts

Customer Contacts: List customers interviewed

User Base: Count of users and types of users for process/system.

Duration Estimate

Include a broad idea of the time duration for the project (e.g., 3-6 months). The detailed estimate will be determined during Project Planning in the *Project Management* Phase.

Business Environment**CURRENT**

Describe the current business environment of the customer. (I.e., what is the business reason for the *Service Request*?) The purpose of this section is to prove the background for the customer objectives.

DESIRED

Describe how the current business environment will change with the new system.

Customer Objectives (Scope)

List, in bullet format, the specific expectations that the customer has of the system/process being investigated. In other words, what has to be completed so that the customer will be satisfied that the project is finished. The objectives are the details behind the project description.

CRITICAL SUCCESS FACTORS

If there are any metrics for testing that the system/process meets the customer's expectations, include these here. For example, the user would like the XXX transaction that now takes 10 seconds to process to take less than 2 seconds, when this process is complete. These critical success factors will be used as a verification checklist for later stages of the project.