Software Enhancement/Development Process

* Order taking
* Enhancement specification
* Scheduling
* Software development
* Programmer testing
* Secondary testing
* Delivery
* Support

Non-client-facing important activities

* Recruitment
* Training

**Perform Value Chain Analysis for the above process. Steps are as below.**

1. **Activity Analysis:** First, you identify the activities you undertake to deliver your product or service.
2. **Value Analysis:** Second, for each activity, you think through what you would do to add the greatest value for your customer.
3. **Evaluation and Planning:** Thirdly, you evaluate whether it is worth making changes, and then plan for action.