* **Software Requirement Definition**
* **Delivery Platform Selection**
* **Development Tools Selection**
* **SRS Document Development**
* **Summative Evaluation**
* **Notes Release**
* **Software Maintenance Plan Development**
* **System Set Up**
* **System Testing**
* **User Testing**
* **System Rework**
* **Database Implementation**
* **Interface Implementation**
* **Code Documentation**
* **Component Architecture**
* **System Modeling**
* **Database Design**
* **Interface Design**
* **Algorithm**

**8.Project Close Out**

**7.Software Maintenance**

**6.System Deployment**

**5.Verification and Test**

**4.System Implementation**

Centralized Customer Service

system

(CCS Project)

**3.System Design**

**2.Software Requirement Specification**

**1.Project**

**Management**

* **Feasibility Report**
* **Project Scope Definition**
* **Project Requirement Definition**
* **Cost Estimation**
* **Risk Analysis**
* **Scheduling**
* **PM Plan Development**