Project initiation and planning

Define the problem/opportunity for the customer	
Establish team, roles and team charter	
Determine success criteria	
Generate solutions	
Prototype and test solutions with user	
Determine budget, resources required to implement the best solution	

Project implementation and management

Establish goals, objectives and deliverables	
Determine milestones and decision points	
Expose and test assumptions	
Identify risks and mitigation strategies	
Provide skills and information for users	
Plan for contingencies and problem solve when needed	

Project monitoring and closing out

Monitor implementation, costs and resources	
Collect and analyse relevant data	
Refine and adjust as required	
Evaluate and capture value of implemented solution	
Evaluate process and capture lessons learned	