

# Support Center Framework

Strategy and Planning	Analysis and Design	Development	Deployment	Production And Operations
Vision/Strategic Planning	Business Process and Work Flow Analysis	Database Development	Infrastructure Installation	Support
Business Case Development	User Requirements Analysis	Data Development	Database Deployment	Maintenance
Implementation Planning	Solution Definition	Applications Development	Data Deployment	Performance Monitoring
Organizational Planning	Data	Systems Integration	Applications Deployment	Other Considerations
	Database Design	Testing (Unit and Systems)	Testing (User Acceptance)	
	Applications Design		Training	
	System Architecture Design			