



Discovery



Design



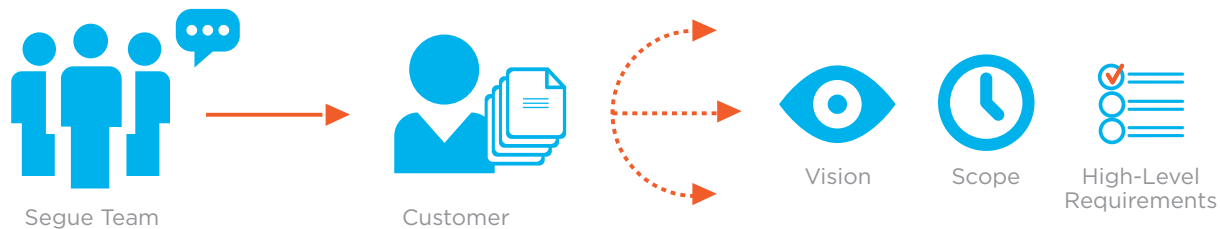
Development



Maintenance

SEGUE DISCOVERY

An initial engagement with Segue begins with a Discovery Phase where our experienced team works directly with our customer to define the vision, scope, and high-level requirements for the project. Conducting Discovery is the most effective way to achieve a comprehensive understanding of both functional and technical requirements for the project as well as ensure that Segue and our customers are in complete agreement on scope at project onset.

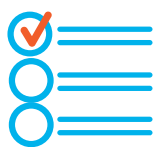


PARTICIPATION IN DISCOVERY

The Segue Discovery team typically includes a **Project Manager**, a **Business Analyst**, and a **Technical Lead**. We also ask that our customers provide a primary point of contact, however, we encourage as many customer stakeholders as necessary, to ensure a successful discovery effort. To make discovery as efficient as possible, while meeting client needs, we use communication tools such as Skype, Google Hangout meetings, and email to support remote participants, in addition to in-person meetings.

DISCOVERY DELIVERABLES

The specific deliverables for the Discovery Phase vary by project, but will be agreed upon by Segue and the customer before the project kick-off. Typical deliverables include: a **High-Level Functional Requirements Document**, **Project Plan**, **Wireframes** and/or **Design Concepts**, and a **Cost Proposal**.



High-Level Requirements



Project Plan



Wireframes



Cost Proposal



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DISCOVERY PROCESS

Segue has refined a methodology for conducting discovery that allows our team to gain a full understanding of our customer’s requirements. This process is structured on three phases: “Identification, Analysis, and Recommendation” - (IAR). The three aspects of the IAR process work together to define the vision and scope of the work at hand. In addition, we use the IAR to provide recommendations to achieve our customer’s future goals and objectives. The three aspects of the IAR process are as follows:



Identification

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During the identification component of the IAR, we conduct customer interviews; inventory existing assets that pertain to the proposed effort and create customer surveys where appropriate. Our Discovery team will also look to identify potential project risks and relevant existing technologies or systems. The information captured in this step is documented and shared with project stakeholders in preparation for the Analysis task.



Analysis

Analysis

Once our findings are documented, we will review key aspects of the proposed project as identified and provide critical functional and technical analysis. At this time we perform a “deep dive” to understand the interrelationships between proposed elements. We also apply our technical experience to create an objective and constructive view of the feasibility of the project components to support our recommendations. One reason why this analysis step is critical, is that new recommendations can manifest that weren’t previously considered during the project onset, yet have tremendous benefits to the project.



Recommendation

Recommendation

The recommendation step extends from the analysis in that we will follow up our critical review of the proposed project with actionable recommendations for development. Multiple options may be suggested based on cost, time to implement and other factors. Recommendations can define the criticality of project components, set priority, and identify areas for future enhancements. The ultimate goal for the IAR is to provide the customer with specific recommendations to successfully complete the project with respect to business processes, technology, and implementation strategy.