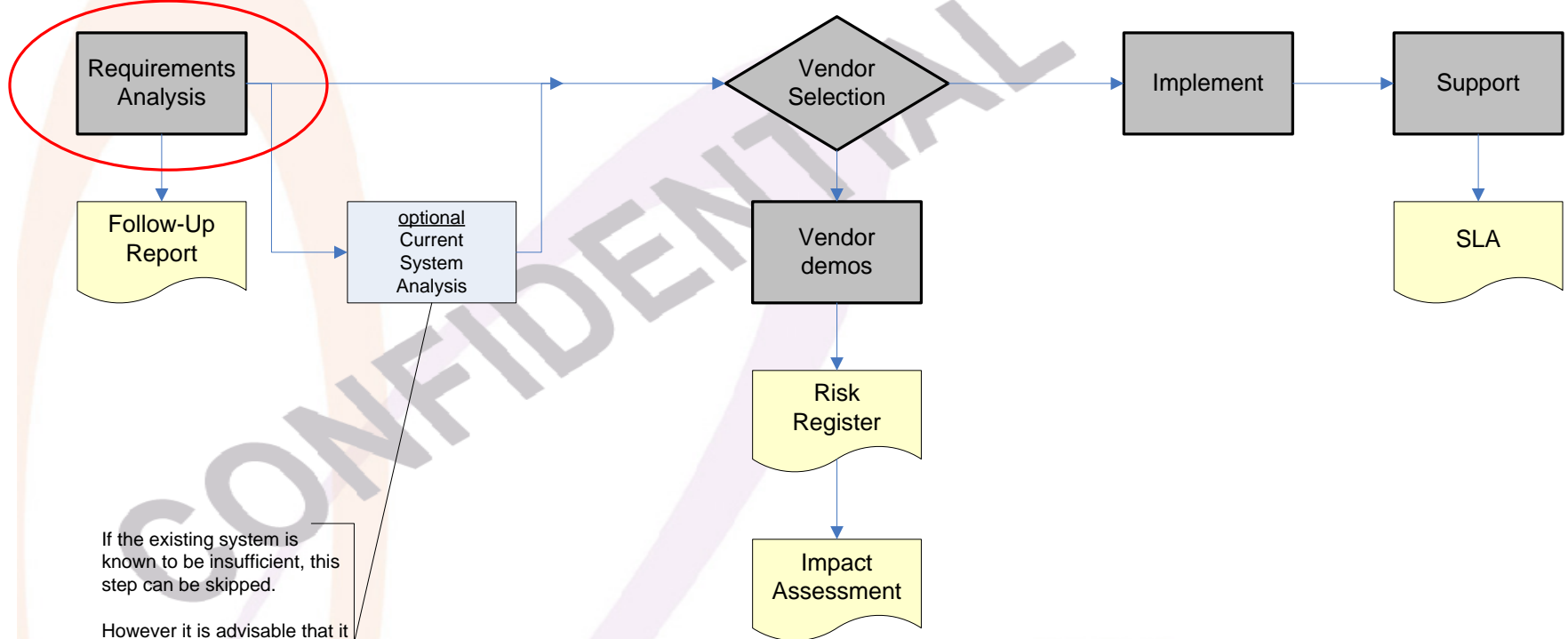


CRM Engagement Framework

Process



If the existing system is known to be insufficient, this step can be skipped.

However it is advisable that it be undertaken as information gathered here can verify the Requirements Analysis and feed into the Impact Assessment.