Figure 9-1
Gantt Bar Chart

- Requirements analysis
- Develop design
- Develop programs
- Implement system

January February March April May


Figure 9-2
PERT Network


Figure 9-3
The Case-Processing Pipeline

1. Acquisition
2. Screening
3. Assignment
4. Prioritization
5. Scope definition
6. Data collection
7. Data interpretation
8. Action
9. Resolution
10. Evaluation