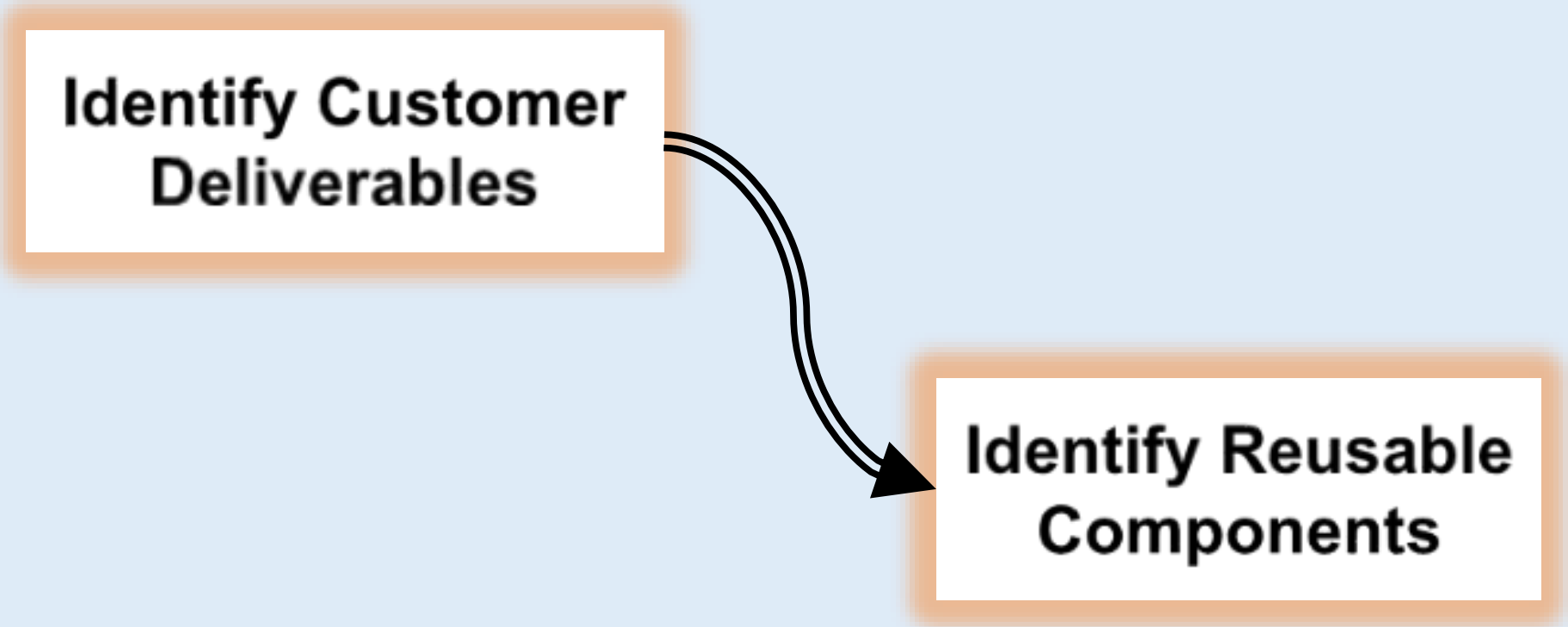
Identify Customer Deliverables
Identify Reusable Components