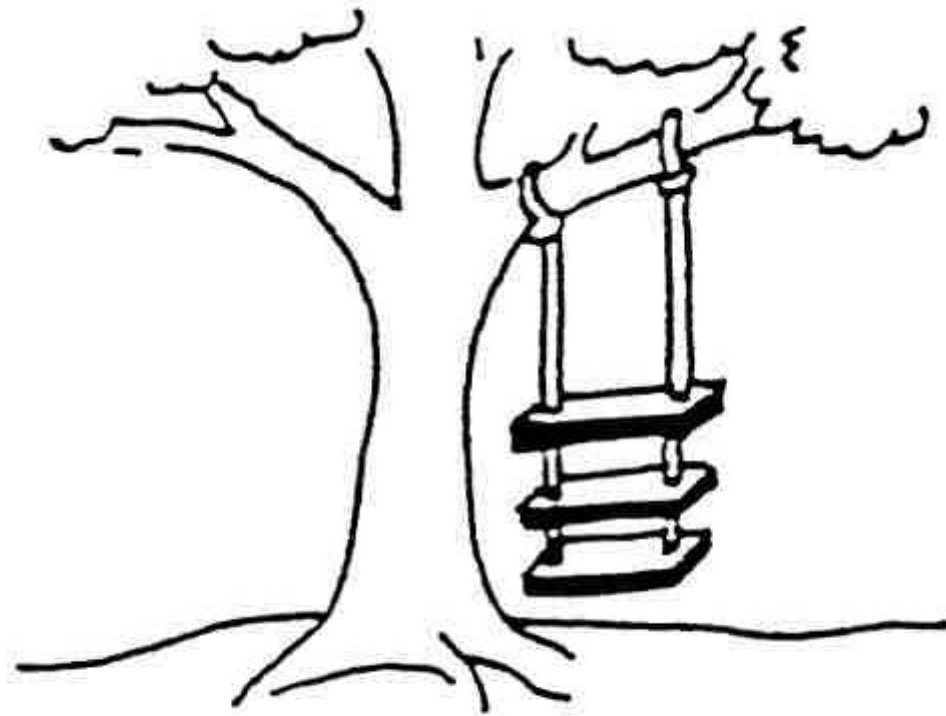
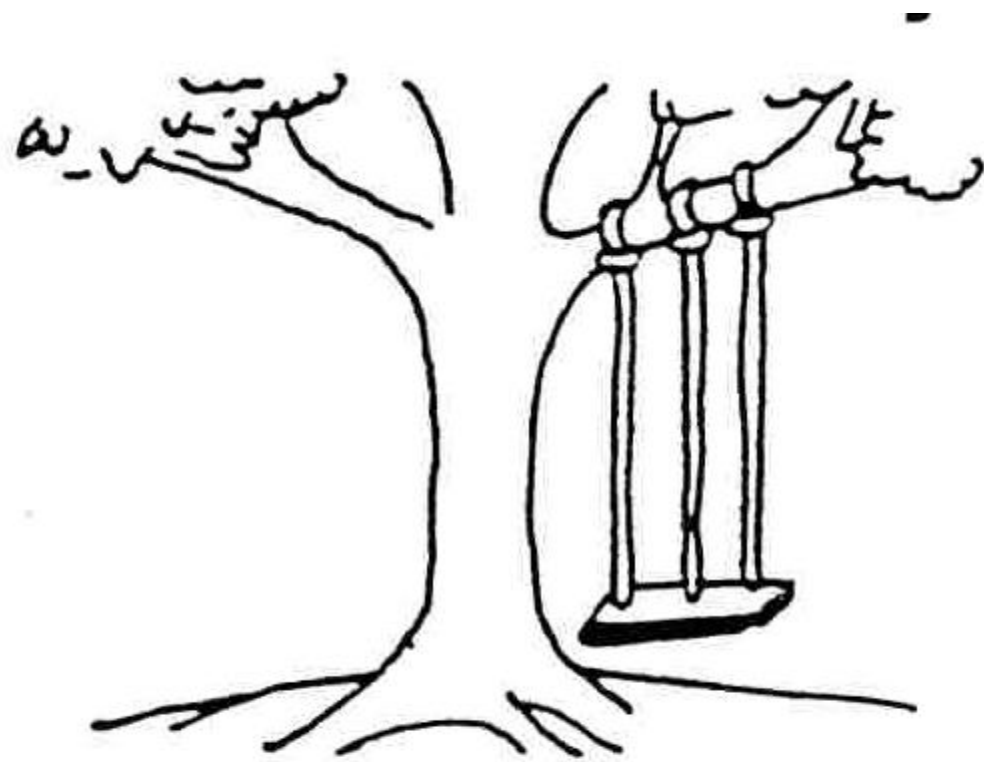


Software Development

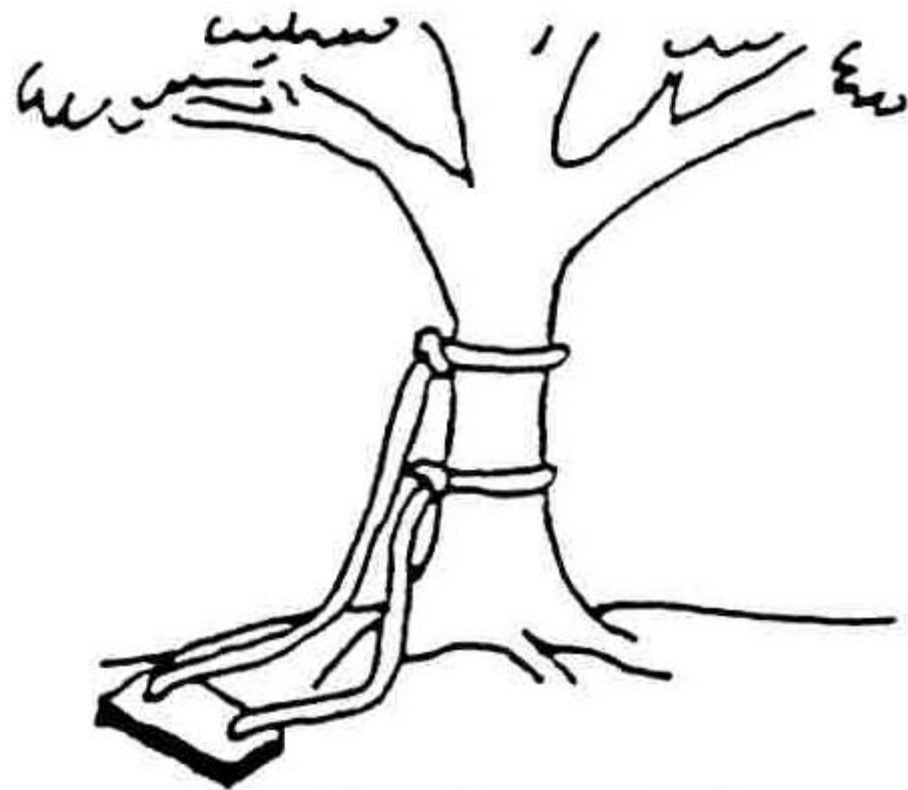
Two versions of an cartoon representation



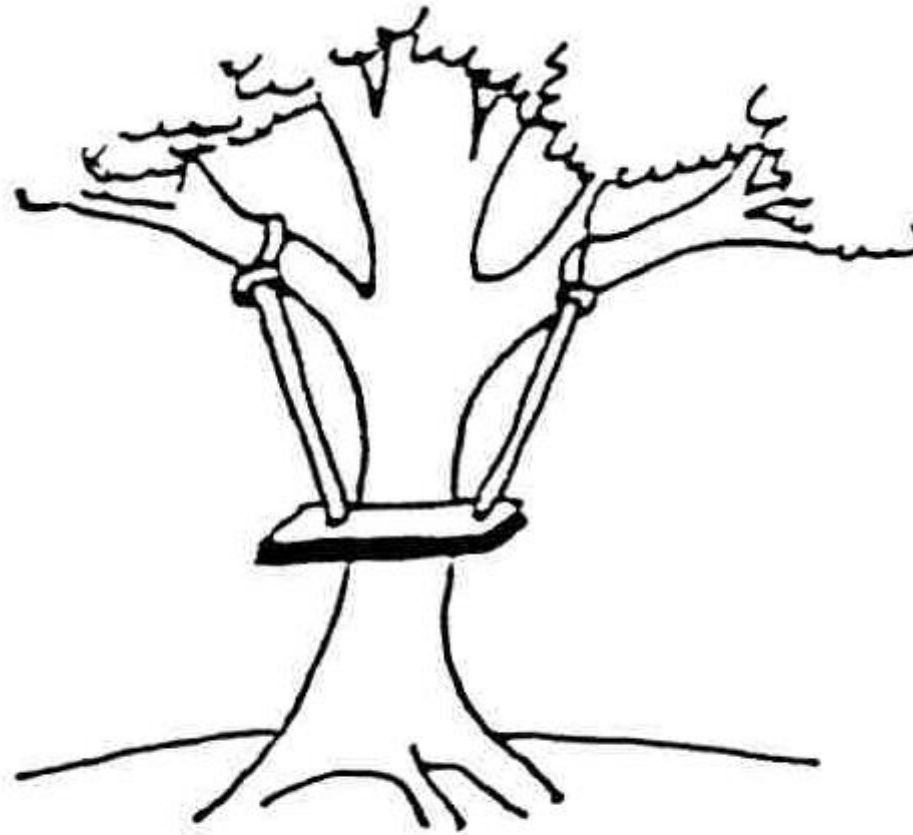
*As proposed by
the project sponsors*



*As specified in
the project request*



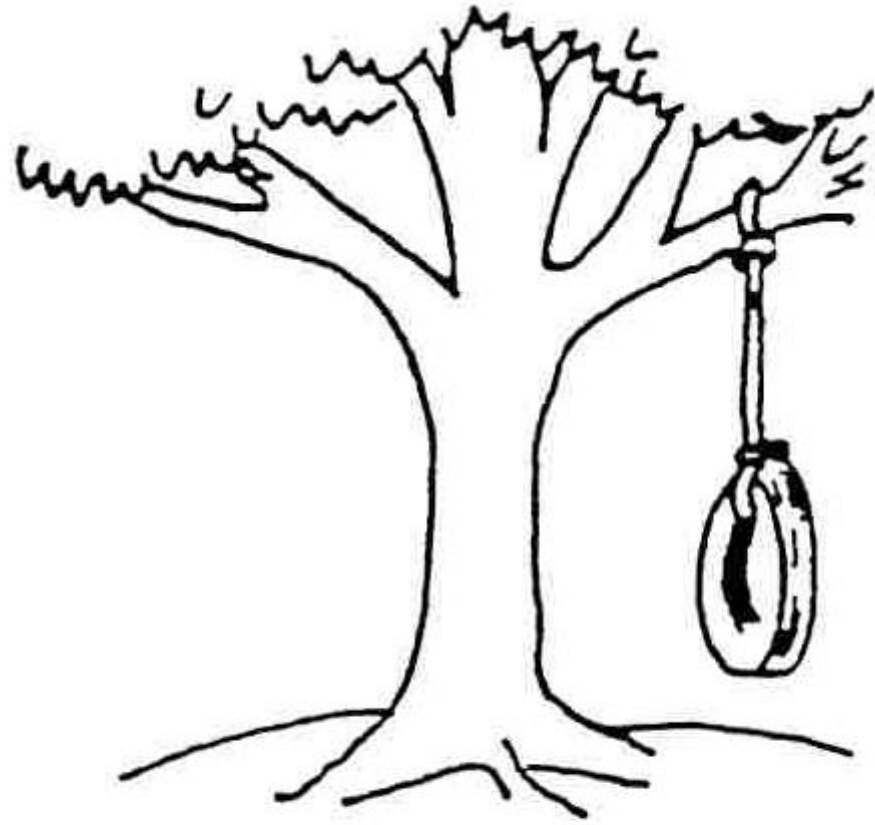
*As designed by
the senior analyst*



*As produced by
the programmers*



*As installed at
the user's site*



*What the user
wanted*

A newer version



1

How the customer explained it



2

How the project leader understood it



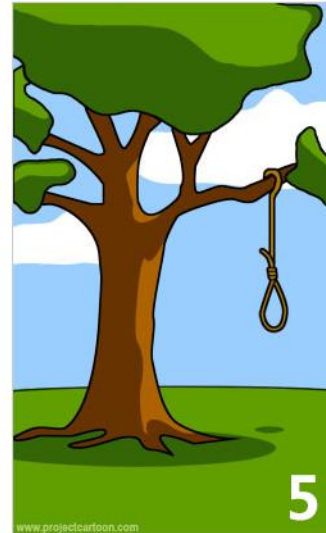
3

How the analyst designed it



4

How the programmer wrote it



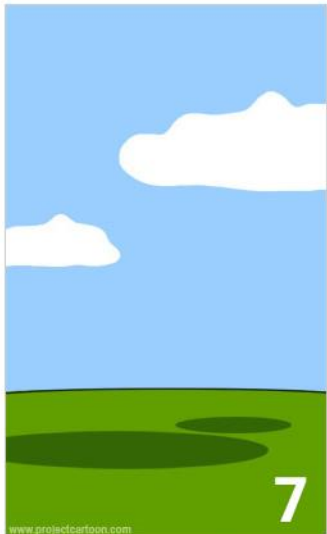
5

What the beta testers received



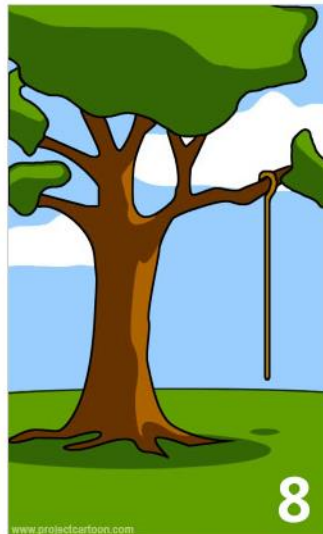
6

How the business consultant described it



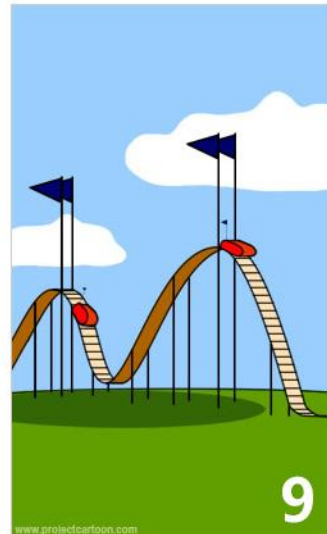
7

How the project was documented



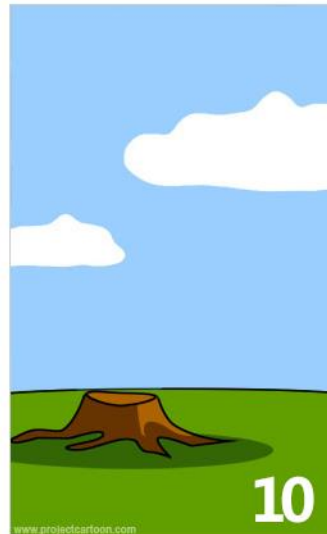
8

What operations installed



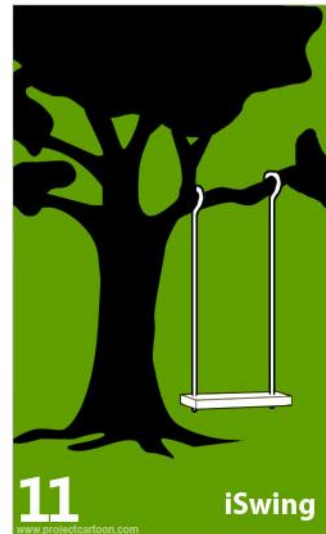
9

How the customer was billed



10

How it was supported



11

iSwing



12

What the customer really needed