Oakland County
Department of Information Technology
Project Scope and Approach

Project Name: Pay Ticket Rewrite   **Project ID: DB9321PS**

Leadership Group: Courts/Justice Administration		
Department: District Court	**Division: 52-1, 52-2, 52-3, 52-4**	
Project Sponsor: Tom Fuentes/Vicki Nellis	**Date Requested: 02/14/2018**	**PM Customer No.321**
Request Type: **New Development**		
IT Team Name: Courts	**IT Team No: B**	
Project Manager/Leader: Patti Smutzki		

Account Number:	95517	Account Description:	District Ct Support 25% -Pay Ticket Rewrite	Customer Name:	District Courts

Grant Funded? **No**		**Mandate?** **No**	
		Mandate Source:	

Project Goal

To rewrite the online payment ticket system for the 52nd District so that payments are posted real-time to JIS (instead of batch processing), and the reconciliation process is automated.

Business Objective

An enhanced payment system should include the following updates:
- Remove the ability for the consumer to post duplicate payments.
- Send auto alerts to internal Oakland County staff when payments fail to process and post to JIS case management system.
- Implement real-time posting of payments to JIS (currently a batch process).
- Automate the reconciliation process (currently manual and time consuming).

Project Name: Pay Ticket Rewrite   **Project ID: DB9321PS**

Major Deliverables
- Detailed Project Plan
- Application and/or System Requirements
- End User Hardware and Software Requirements Document
- Technical Design Document
- Technical Architecture Diagram
- Training Plan
- User Acceptance Test Plan
- Implementation Plan
- Training/User Manual(s)
- Application Code
- Service Level Agreement
- Disaster Recovery Toolkit
- Service Center Knowledge Documents

Approach
- Develop Detailed Project Plan
- Review current business process and conduct needs assessment with customer, ensuring current manual processes are refined and automated.
- Document system requirements
- Determine and document system architecture and diagram
- Assess user hardware and software requirements
- Conduct Tech Review
- Order hardware and software if needed
- Develop Implementation Plan
- Develop new system
- Develop User Acceptance Test plan
- Test new system
- Acquire User Acceptance Signoff
- Conduct Change Control
- Retire Legacy System
- Develop User Documentation, SLA, Disaster Recovery Toolkit, Service Center Knowledge Documents
- Train users on new system
- Release new system into production

Oakland County
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Project Name: Pay Ticket Rewrite   **Project ID: DB9321PS**

Research & Analysis

Gartner Research Recommendation

Benefits

See Return on Investment (ROI) Analysis Document

Impact

Number of Users   Oakland County Consumers

Divisions   52nd District Courts

Leadership Groups   Courts/Justice Administration

Risk

Business Environment   **Low** - little or no impact to existing business processes

Technical Environment   **Low** – proven and previously implemented technologies.

Assumptions

Staffing   IT Staffing: Oakland County resources will be available.

Other Staffing: additional staffing will be available as follows:

Role:	Name	Hours per Day
Project Sponsor:	Tom Feuntes	As needed
User Support Specialist:	Vicki Nellis	As needed

Project Name: Pay Ticket Rewrite   **Project ID: DB9321PS**

Facilities

-
-

Technical

-
-

Funding

-

Other

-

Priority

-

Constraints

-
-

Exclusions

-
-

Oakland County
Department of Information Technology
Project Scope and Approach

Project Name: Pay Ticket Rewrite   **Project ID: DB9321PS**

PROJECT PHASE AUTHORIZATION

Phase(s):		
Total Estimated Application Services	**Hours: 1,052**	
Total Estimated Technical Systems	**Hours:**	
Total Estimated CLEMIS	**Hours:**	
Total Estimated Internal Services	**Hours:**	
IT Application Services Division Manager Approval:		**Date:**
IT Technical Systems Division Manager Approval:		**Date:**
IT CLEMIS Division Manager Approval:		**Date:**
IT Internal Services Division Manager Approval:		**Date:**
IT Management Approval:		
Approved: Yes No		Date:
Reason:		
Project Sponsor Approval:		
Title:		Date:

PROJECT SUMMARY

Authorized Development (see above)	**Hours:**	
Preliminary Estimated Development for Future Phases	**Hours:**	
Grand Total Estimated Development	**Hours: 1,052**	**Cost: $173,580.00**

Project Name: Pay Ticket Rewrite   **Project ID: DB9321PS**

PROJECT COMPLETION AUTHORIZATION

Customer Acceptance of Product:	
Title:	Date:
Project Office Review:	Date:

PayTickets Rewrite - Size Estimate

Type	ID	Task Name	Estimated Hours	Est
Phase	000000	⊟ PROJECT MANAGEMENT	254	
Phase	030000	⊟ BUSINESS AREA REQUIREMENTS	77	
Phase	040000	⊟ BUSINESS SYSTEM DESIGN	15	
Phase	050000	⊟ TECHNICAL DESIGN	47	
Phase	060000	⊟ PROGRAMMING	576	
Phase	070000	⊟ IMPLEMENTATION	53	
Phase	080000	⊟ POST IMPLEMENTATION SUPPORT	30	
			1,052	

Oakland County -- Pay Ticket Rewrite
Return on Investment Analysis
Project Summary

Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Benefits/Savings:							
Tangible Benefits Subtotal:	0	0	0	0	0	0	0
Cost Avoidance Subtotal:	22,179	22,623	23,075	23,537	24,007	24,487	139,908
Costs:							
Development Services Subtotal:	183,150	9,570	9,570	9,570	9,570	9,570	231,000
Hardware Subtotal:	0	0	0	0	0	0	0
Software Subtotal:	0	0	0	0	0	0	0
Infrastructure Subtotal	0	0	0	0	0	0	0
Training Subtotal:	0	0	0	0	0	0	0
Other Subtotal:	0	0	0	0	0	0	0
Annual Statistics:							
Annual Total Savings	22,179	22,623	23,075	23,537	24,007	24,487	139,908
Annual Total Costs	183,150	9,570	9,570	9,570	9,570	9,570	231,000
Annual Return on Investment	(160,971)	13,053	13,505	13,967	14,437	14,917	(91,092)
Annual Costs/Savings Ratio	825.78%	42.30%	41.47%	40.66%	39.86%	39.08%	
Project Cumulative Statistics:							
Cumulative Total Savings	22,179	44,802	67,877	91,413	115,420	139,908	139,908
Cumulative Total Costs	183,150	192,720	202,290	211,860	221,430	231,000	231,000
Cumulative Return on Investment	(160,971)	(147,918)	(134,413)	(120,447)	(106,010)	(91,092)	(91,092)
Cumulative Cost/Savings Ratio	825.78%	430.16%	298.03%	231.76%	191.85%	165.11%	165.11%
Year Positive Payback Achieved							NO PAYBACK
State or Federal Mandate?							no
Signatures:							
Benefits Reviewed By Project Sponsor				Date:			
Costs (including IT Resources) Reviewed By Information Technology Project Manager				Date:			

Oakland County -- Pay Ticket Rewrite
Return on Investment Analysis
Savings Detail

Benefit/Savings Description	Project Savings Category	Budget Category/Funding Source	Unit Desc	Units	Rate per Unit	Total Savings	Annual Multiplier
Remove the ability for a user to post duplicate payments - eliminate DC user involvement in processing credits/voids	Cost Avoidance		HR	50	64	3,200	1.020
Eliminate DC user involvement in payments that fail to process to JIS timely	Cost Avoidance		HR	40	64	2,560	1.020
Automate Reconciliation Process - eliminate need for DC user to match JIS payments to AccessOakland Order History payments	Cost Avoidance		HR	156	64	9,984	1.020
Eliminate customers uncertainty if the payment has posted correctly, or duplicated, or not at all.	Intangible Benefit					0	
Eliminate the need for IT support corrections and of the batch process.	Cost Avoidance		HR	39	165	6,435	1.020
Eliminate inefficiencies in the current manual process.	Intangible Benefit					0	
						0	
						0	

Oakland County -- Pay Ticket Rewrite

Return on Investment Analysis
Savings Detail

Benefit/Savings Description	Project Savings Category	Affects Project ROI?						Potential Savings Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6	Y1	Y2	Y3	Y4	Y5	Y6
Remove the ability for a user to post duplicate payments - eliminate DC user involvement in processing credits/voids	Cost Avoidance	x	x	x	x	x	x	3,200.00	3,264.00	3,329.28	3,395.87	3,463.78	3,533
Eliminate DC user involvement in payments that fail to process to JIS timely	Cost Avoidance	x	x	x	x	x	x	2,560.00	2,611.20	2,663.42	2,716.69	2,771.03	2,826
Automate Reconciliation Process - eliminate need for DC user to match JIS payments to AccessOakland Order History payments	Cost Avoidance	x	x	x	x	x	x	9,984.00	10,183.68	10,387.35	10,595.10	10,807.00	11,023
Eliminate customers uncertainty if the payment has posted correctly, or duplicated, or not at all.	Intangible Benefit												
Eliminate the need for IT support corrections and of the batch process.	Cost Avoidance	x	x	x	x	x	x	6,435.00	6,563.70	6,694.97	6,828.87	6,965.45	7,105
Eliminate inefficiencies in the current manual process.	Intangible Benefit												

Oakland County -- Pay Ticket Rewrite

Return on Investment Analysis
Savings Summary

	Benefit/Savings Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Tangible Benefit:								
	Tangible Benefits Subtotal:							
Cost Avoidance:								
	Remove the ability for a user to post duplicate payments - eliminate DC user involvement in processing credits/voids	3,200	3,264	3,329	3,396	3,464	3,533	20,186
	Eliminate DC user involvement in payments that fail to process to JIS timely	2,560	2,611	2,663	2,717	2,771	2,826	16,149
	Automate Reconciliation Process - eliminate need for DC user to match JIS payments to AccessOakland Order History payments	9,984	10,184	10,387	10,595	10,807	11,023	62,980
	Eliminate the need for IT support corrections and of the batch process.	6,435	6,564	6,695	6,829	6,965	7,105	40,593
	Cost Avoidance Subtotal:	*22,179*	*22,623*	*23,075*	*23,537*	*24,007*	*24,487*	*139,908*
Intangible Benefit:								
	Eliminate customers uncertainty if the payment has posted correctly, or duplicated, or not at all.							
	Eliminate inefficiencies in the current manual process.							
Savings Total:		**22,179**	**22,623**	**23,075**	**23,537**	**24,007**	**24,487**	**139,908**

Oakland County -- Pay Ticket Rewrite

Return on Investment Analysis
Cost Detail

Cost Description	Project Cost Category	Budget Category/Funding Source	Unit Desc	Units	Rate per Unit	Total Cost	Annual Multiplier
IT Hours - New Development	Development Svcs			1,052	165	173,580	
IT Hours - System Maintenance	Development Svcs			12	165	1,980	1.000
IT Hours - Customer Support	Development Svcs			26	165	4,290	1.000
IT Hours - Planned Maintenance	Development Svcs			20	165	3,300	1.000
User Hours - New Development	Development Svcs					0	
User Hours - PTNE/OT	Development Svcs					0	
Contractor Professional Services	Development Svcs					0	
PC System - Acquisition	Hardware				814	0	
PC System - Maintenance	Hardware				2,304	0	
Notebook - Acquisition	Hardware				1,223	0	
Notebook - Maintenance	Hardware				2,372	0	
Tablet Notebook - Acquisition	Hardware				2,012	0	
Tablet Notebook - Maintenance	Hardware					0	
Laserprinter - Acquisition	Hardware				1,432	0	
Laserprinter - Maintenance	Hardware				1,104	0	
Image Workstations - Acquisition	Hardware					0	
Image Workstations - Maintenance	Hardware				3,496	0	
PC Maintenance User Owned	Hardware				2,304	0	
Printer Maintenance User Owned	Hardware				1,072	0	
File Space (100GB)	Hardware		ANN	0	173	0	
Internet Bandwidth per MB	Hardware		ANN	0	750	0	
Package Software - Acquisition	Software					0	
Package Software - Maintenance	Software					0	
Business Objects Access	Software					0	
Term Emulation SFTW-Acquisition	Software					0	
Term Emulation SFTW-Maintenance	Software					0	
Server - Acquisition/Upgrade	Infrastructure				8,000	0	
Server - Maintenance	Infrastructure			0	360	0	
Server Sftwre - Acquisition/Upgrade	Infrastructure				335	0	
Server Sftwre - Maintenance	Infrastructure					0	
Server Rack Mount	Infrastructure				400	0	
Oracle Enterprise Per Processor - Includes Year 1 Maintenance	Infrastructure				21,372	0	
Oracle Enterprise Per Processor - Year 2 and Beyond	Infrastructure				3,432	0	

Oakland County -- Pay Ticket Rewrite

Return on Investment Analysis
Cost Detail

Cost Description	Project Cost Category	Budget Category/Funding Source	Unit Desc	Units	Rate per Unit	Total Cost	Annual Multiplier
SQL Server Enterprise - Per Processor (4 cores) - Purchased Sept 2016-Aug 2017 - Includes Maintenance thru Aug 2019	Infrastructure				24,533	0	
SQL Server Enterprise - Per Processor (4 cores) - Purchased Sept 2017-Aug 2018 - Includes Maintenance thru Aug 2019	Infrastructure				20,759	0	
SQL Server Enterprise - Per Processor (4 cores) - Purchased Sept 2018-Aug 2019 - Includes Maintenance thru Aug 2019	Infrastructure				16,985	0	
SQL Server Enterprise - Maintenance, Per Processor (4 cores) - Sept 2019 and Beyond	Infrastructure				4,218	0	
SQL Server Standard - Per Processor (4 cores) - Purchased Sept 2016-Aug 2017 - Includes Maintenance thru Aug 2019	Infrastructure				6,398	0	
SQL Server Standard - Per Processor (4 cores) - Purchased Sept 2017-Aug 2018 - Includes Maintenance thru Aug 2019	Infrastructure				5,414	0	
SQL Server Standard - Per Processor (4 cores) - Purchased Sept 2018-Aug 2019 - Includes Maintenance thru Aug 2019	Infrastructure				4,429	0	
SQL Server - Standard Maintenance, Per Processor (4 cores) - Sept 2019 and Beyond	Infrastructure				1,100	0	
Websphere Basic Per Processor Single/Dual Core - Includes Year 1 Maintenance	Infrastructure				3,506	0	
Websphere Basic Per Processor Single/Dual Core - Year 2 and Beyond	Infrastructure				701	0	
Websphere ND Per Processor Single/Dual Core - Includes Year 1 Maintenance	Infrastructure				13,180	0	
Websphere ND Per Processor Single/Dual Core - Year 2 and Beyond	Infrastructure				2,635	0	
SSL Certificate	Infrastructure				845	0	
Internet Access	Infrastructure			0	180	0	
App Code Directories on Consolidated IIS Server (Virtual)	Infrastructure		ANN		415	0	
Database (5 GB) on Consolidated SQL Instance Server	Infrastructure		ANN		930	0	
Database Instance (125 GB DB) on Consolidated SQL Server	Infrastructure		ANN		2,395	0	
Database SQL Maint Server	Infrastructure		ANN		834	0	
Database SQL Server Physical	Infrastructure		ANN		19,158	0	
DB Maintenance (Annual Cycle $610)	Infrastructure		ANN	0	610	0	
DB Maintenance (Semi-Annual Cycle $1220)	Infrastructure		ANN		1,220	0	

Oakland County -- Pay Ticket Rewrite

Return on Investment Analysis
Cost Detail

Cost Description	Project Cost Category	Budget Category/Funding Source	Unit Desc	Units	Rate per Unit	Total Cost	Annual Multiplier
DB Maintenance (Semi-Annual Cycle $2440)	Infrastructure		ANN		2,440	0	
Dedicated Virtual Server	Infrastructure		ANN		4,150	0	
DB Instance Setup	Infrastructure				976	0	
DBA MS SQL Database Creation on Exisitng Instance	Infrastructure				366	0	
Extra Small - 2 Core 8GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = $601 On Premise Physical Server = N/A	Infrastructure		ANN			0	
Small - 4 Core 16GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = $951 On Premise Physical Server = $9,288	Infrastructure		ANN			0	
Medium - 8 Core 32GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = $1,702 On Premise Physical Server = $9,751	Infrastructure		ANN			0	
Large - 16 Core 64GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = $3,167 On Premise Physical Server = $10,446	Infrastructure		ANN			0	
Extra Large - 40 Core 160GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = $7,564 On Premise Physical Server = $12,906	Infrastructure		ANN			0	

Oakland County -- Pay Ticket Rewrite

Return on Investment Analysis
Cost Detail

Cost Description	Project Cost Category	Affects Project ROI?						Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6	Y1	Y2	Y3	Y4	Y5	Y6
IT Hours - New Development	Development Svcs	X						173,580.00					
IT Hours - System Maintenance	Development Svcs	X	X	X	X	X	X	1,980.00	1,980.00	1,980.00	1,980.00	1,980.00	1,980.00
IT Hours - Customer Support	Development Svcs	X	X	X	X	X	X	4,290.00	4,290.00	4,290.00	4,290.00	4,290.00	4,290.00
IT Hours - Planned Maintenance	Development Svcs	X	X	X	X	X	X	3,300.00	3,300.00	3,300.00	3,300.00	3,300.00	3,300.00
User Hours - New Development	Development Svcs												
User Hours - PTNE/OT	Development Svcs												
Contractor Professional Services	Development Svcs												
PC System - Acquisition	Hardware												
PC System - Maintenance	Hardware												
Notebook - Acquisition	Hardware												
Notebook - Maintenance	Hardware												
Tablet Notebook - Acquisition	Hardware												
Tablet Notebook - Maintenance	Hardware												
Laserprinter - Acquisition	Hardware												
Laserprinter - Maintenance	Hardware												
Image Workstations - Acquisition	Hardware												
Image Workstations - Maintenance	Hardware												
PC Maintenance User Owned	Hardware												
Printer Maintenance User Owned	Hardware												
File Space (100GB)	Hardware												
Internet Bandwidth per MB	Hardware												
Package Software - Acquisition	Software												
Package Software - Maintenance	Software												
Business Objects Access	Software												
Term Emulation SFTW-Acquisition	Software												
Term Emulation SFTW-Maintenance	Software												
Server - Acquisition/Upgrade	Infrastructure												
Server - Maintenance	Infrastructure												
Server Sftwre - Acquisition/Upgrade	Infrastructure												
Server Sftwre - Maintenance	Infrastructure												
Server Rack Mount	Infrastructure												
Oracle Enterprise Per Processor - Includes Year 1 Maintenance	Infrastructure												
Oracle Enterprise Per Processor - Year 2 and Beyond	Infrastructure												

Oakland County -- Pay Ticket Rewrite

Return on Investment Analysis
Cost Detail

Cost Description	Project Cost Category	Affects Project ROI?						Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6	Y1	Y2	Y3	Y4	Y5	Y6
SQL Server Enterprise - Per Processor (4 cores) - Purchased Sept 2016-Aug 2017 - Includes Maintenance thru Aug 2019	Infrastructure												
SQL Server Enterprise - Per Processor (4 cores) - Purchased Sept 2017-Aug 2018 - Includes Maintenance thru Aug 2019	Infrastructure												
SQL Server Enterprise - Per Processor (4 cores) - Purchased Sept 2018-Aug 2019 - Includes Maintenance thru Aug 2019	Infrastructure												
SQL Server Enterprise - Maintenance, Per Processor (4 cores) - Sept 2019 and Beyond	Infrastructure												
SQL Server Standard - Per Processor (4 cores) - Purchased Sept 2016-Aug 2017 - Includes Maintenance thru Aug 2019	Infrastructure												
SQL Server Standard - Per Processor (4 cores) - Purchased Sept 2017-Aug 2018 - Includes Maintenance thru Aug 2019	Infrastructure												
SQL Server Standard - Per Processor (4 cores) - Purchased Sept 2018-Aug 2019 - Includes Maintenance thru Aug 2019	Infrastructure												
SQL Server - Standard Maintenance, Per Processor (4 cores) - Sept 2019 and Beyond	Infrastructure												
Websphere Basic Per Processor Single/Dual Core - Includes Year 1 Maintenance	Infrastructure												
Websphere Basic Per Processor Single/Dual Core - Year 2 and Beyond	Infrastructure												
Websphere ND Per Processor Single/Dual Core - Includes Year 1 Maintenance	Infrastructure												
Websphere ND Per Processor Single/Dual Core - Year 2 and Beyond	Infrastructure												
SSL Certificate	Infrastructure												
Internet Access	Infrastructure												
App Code Directories on Consolidated IIS Server (Virtual)	Infrastructure												
Database (5 GB) on Consolidated SQL Instance Server	Infrastructure												
Database Instance (125 GB DB) on Consolidated SQL Server	Infrastructure												
Database SQL Maint Server	Infrastructure												
Database SQL Server Physical	Infrastructure												
DB Maintenance (Annual Cycle $610)	Infrastructure												
DB Maintenance (Semi-Annual Cycle $1220)	Infrastructure												

Oakland County -- Pay Ticket Rewrite

Return on Investment Analysis
Cost Detail

Cost Description	Project Cost Category	Affects Project ROI?						Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6	Y1	Y2	Y3	Y4	Y5	Y6
DB Maintenance (Semi-Annual Cycle $2440)	Infrastructure												
Dedicated Virtual Server	Infrastructure												
DB Instance Setup	Infrastructure												
DBA MS SQL Database Creation on Exisitng Instance	Infrastructure												
Extra Small - 2 Core 8GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = $601 On Premise Physical Server = N/A	Infrastructure												
Small - 4 Core 16GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = $951 On Premise Physical Server = $9,288	Infrastructure												
Medium - 8 Core 32GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = $1,702 On Premise Physical Server = $9,751	Infrastructure												
Large - 16 Core 64GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = $3,167 On Premise Physical Server = $10,446	Infrastructure												
Extra Large - 40 Core 160GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = $7,564 On Premise Physical Server = $12,906	Infrastructure												

Oakland County -- Pay Ticket Rewrite
Return on Investment Analysis
Cost Summary

Cost Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Development Services:							
IT Hours - New Development	173,580						173,580
IT Hours - System Maintenance	1,980	1,980	1,980	1,980	1,980	1,980	11,880
IT Hours - Customer Support	4,290	4,290	4,290	4,290	4,290	4,290	25,740
IT Hours - Planned Maintenance	3,300	3,300	3,300	3,300	3,300	3,300	19,800
User Hours - New Development							
User Hours - PTNE/OT							
Contractor Professional Services							
Development Services Subtotal:	*183,150*	*9,570*	*9,570*	*9,570*	*9,570*	*9,570*	*231,000*
Hardware:							
Hardware Subtotal:							
Software:							
Software Subtotal:							
Infrastructure:							
Infrastructure Subtotal							
Training:							
Training Subtotal:							
Other:							
Other Subtotal:							
Costs Total:	*183,150*	*9,570*	*9,570*	*9,570*	*9,570*	*9,570*	*231,000*

Oakland County -- Pay Ticket Rewrite

Return on Investment Analysis
Assumptions

Date	Assumption Description
06-Mar-18	Rewrite will eliminate the need for manual reconciliation.
06-Mar-18	Existing payment processing system within G2G will be considered
24-May-18	Service center tickets average 1.5 per week and take 30 minutes for IT to process each update. After rewrite, 30 min. a week avg. , so 26 hours for the year
08-Jun-18	No new hardware or software is planned
08-Jun-18	using NGINX and the Versal Code Template.
08-Jun-18	1 x per year , PMU for Versal Code updates
08-Jun-18	1 hour a month est. for sysytem maintenance
11-Jun-18	No SQL DB costs forecasted
11-Jun-18	Recapture software will be used for the " I am not a robot' functionality
12-Jun-18	this is a rewrite on an existing application, but we are not planning to touch the payment process
12-Jun-18	Raj Lad and Ran Zouh are SME's in this application because they have been doing the production support for years