Oakland County
Department of Information Technology
Project Scope and Approach

Project Name: MIDC Enhancements and Integrations   **Project ID: DB3117ME**

Leadership Group: Courts/Justice Administration			
Department: County Executive Administration		**Division: Indigent Defense Services Office**	
Project Sponsor: Pete Menna	**Date Requested: 2/7/22**		**PM Customer No.117**
Request Type: *New Development*			
IT Team Name: Courts		**IT Team No: B**	
Project Manager/Leader: Patti Smutzki			

Account Number:	67409	**Account Description:**	MIDC OCIT MAIN/SUPPORT	**Customer Name:**	MIDC
Grant Funded? No			**Mandate?** No		
			Mandate Source:		

Project Goal

To improve and add new functionality to the Indigent Defense Services Office case assignment and voucher application so that the process is simplified for both internal and external users of the system, the information generated can be integrated into other County systems, and internal productivity can be increased.

Business Objective

Enhancements to the case assignment and voucher system will allow our office to increase efficiencies by:
- Reducing the length of time it takes to process attorney vouchers.
- Reducing the length of time it takes to create new attorney assignments within the system.

Integrating the 52nd District Court into this system will allow us to process all attorney vouchers in one central database, rather than having two different systems for Circuit and District Court.
- This creates efficiencies for Fiscal Services, as accounts payable only needs to look at one location to see all attorney payments.
- It also creates internal efficiencies as it allows any IDSO clerk to process vouchers from both Circuit and District courts.

Additional functionality added to the database will ensure that the most accurate information is received into the Circuit Court's case management system.
- Adding functionality to automatically generate a PDF court filing for processed vouchers.
- Adding functionality to automatically generate a PDF court filing notice of appointment for all probation violation appointments, and appointments where attorneys withdraw from the case after bind over.

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Major Deliverables

- Detailed Project Plan
- Application and/or System Requirements
- Technical Design Document
- Technical Architecture Diagram
- User Acceptance Test Plan
- Implementation Plan
- Application Code
- Disaster Recovery Toolkit
- Service Center Knowledge Documents

Approach

- 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
- Conduct Tech Review
- Develop Implementation Plan
- Develop new system
- Develop User Acceptance Test Plan
- Test new system
- Acquire User Acceptance Sign off
- Conduct Change Control
- Develop, Disaster Recovery Toolkit, Service Center Knowledge Documents
- Train users on new system
- Release new system into production

Research & Analysis

Gartner Research Recommendation N/A

Benefits

See Return on Investment (ROI) Analysis Document

Project Name: MIDC Enhancements and Integrations   **Project ID: DB3117ME**

Impact

Number of Users   10 Internal Oakland County Users

175+ Attorneys

Divisions   MIDC, District Courts (52's)

Leadership Groups Courts/Justice Administration

Risk

Business Environment   High – project will dramatically change existing business processes or will negatively affect the business environment if implementation is unsuccessful.

Technical Environment   Low – proven and previously implemented technologies.

Assumptions

Staffing   IT Staffing: resources will be available for the hours indicated per the attached project plan.

Other Staffing: additional staffing will be available as follows:

Role:	Name	Hours per Day
Project Sponsor:	Pete Menna	As needed

Facilities

-
-

Project Name: MIDC Enhancements and Integrations   **Project ID: DB3117ME**

Technical

-
-

Funding

- Information Technology

Other

-

Priority

Constraints

-
-

Exclusions

-
-

Oakland County
Department of Information Technology
Project Scope and Approach

Project Name: MIDC Enhancements and Integrations   **Project ID: DB3117ME**

PROJECT PHASE AUTHORIZATION

Phase(s): All		
Total Estimated Application Services	**Hours: 1,258**	
Total Estimated Technical Systems	**Hours: 72**	
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: 1,330**	
Previously Authorized Development	**Hours:**	
Preliminary Estimated Development for Future Phases	**Hours:**	
Grand Total Estimated Development	**Hours: 1,330**	**Cost: $219,450**

Oakland County
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Project Scope and Approach

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PROJECT COMPLETION AUTHORIZATION

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

MIDC Enhancement and Integrations - Size Estimate (+/- 10% to 50%)

	Type	ID	Task Name	Estimated	Estimate Notes
1					
2				Hours	
3	Phase	000000	PROJECT MANAGEMENT	312	
4	Phase	030000	BUSINESS AREA REQUIREMENTS	133	
5	Phase	040000	BUSINESS SYSTEM DESIGN		
6	Phase	050000	TECHNICAL DESIGN	58	
7	Phase	060000	PROGRAMMING	767	
8	Phase	070000	IMPLEMENTATION	29	
9	Phase	080000	POST IMPLEMENTATION SUPPORT	31	
10				1,330	

Oakland County -- MIDC Enhancements and Integrations

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:	16,432	16,678	16,929	17,183	17,440	17,702	102,364
Costs:							
Development Services Subtotal:	219,450	4,019	4,080	4,141	4,203	4,266	240,159
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	16,432	16,678	16,929	17,183	17,440	17,702	102,364
Annual Total Costs	219,450	4,019	4,080	4,141	4,203	4,266	240,159
Annual Return on Investment	(203,018)	12,659	12,849	13,042	13,237	13,436	(137,795)
Annual Costs/Savings Ratio	1335.50%	24.10%	24.10%	24.10%	24.10%	24.10%	
Project Cumulative Statistics:							
Cumulative Total Savings	16,432	33,110	50,039	67,222	84,662	102,364	102,364
Cumulative Total Costs	219,450	223,469	227,549	231,690	235,893	240,159	240,159
Cumulative Return on Investment	(203,018)	(190,359)	(177,510)	(164,468)	(151,231)	(137,795)	(137,795)
Cumulative Cost/Savings Ratio	1335.50%	674.92%	454.74%	344.67%	278.63%	234.61%	234.61%
Year Positive Payback Achieved							NO PAYBACK
State or Federal Mandate?							
Signatures:							
Benefits Reviewed By Project Sponsor				Date:			
Costs (including IT Resources) Reviewed By Information Technology Project Manager				Date:			

Oakland County -- MIDC Enhancements and Integrations

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
Reduce overall time it takes staff to create new appointments and notify attorneys. Staff currently spends at least 1 hr per week manually notifying attorneys.	Cost Avoidance		ANN	52	26	1,352	1.015
Reduce overall time it takes staff to process attorney vouchers. Staff currently spends too much time moving from one view to another within the MIDC UI before having all of the correct information prior to updating the voucher data necessary to complete approval. Staff spends approximately 5 additional hours per week due to the current state of the User Interface.	Cost Avoidance		ANN	260	26	6,760	1.015
Make voucher processing easier for staff to review, thereby eliminating potential sources for voucher error and overpayment. Staff currently spends at least 5 hrs per week reviewing daily payment report to ensure they align with the vouchers approved.	Cost Avoidance		ANN	260	26	6,760	1.015
Integrate voucher processing with court reimbursement, allowing reimbursement unit to have accurate information for future court ordered collections. Saving electronic versions of the reimbursement voucher will reduce the amount of time the MIDC staff spends looking up detail requested by the Reimbursement team. MIDC currently spends approximately 5 hours per month looking up detail requested by the Reimbursement team.	Cost Avoidance		ANN	60	26	1,560	1.015
						0	
						0	
						0	
						0	
						0	
						0	

Oakland County -- MIDC Enhancements and Integrations

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
Reduce overall time it takes staff to create new appointments and notify attorneys. Staff currently spends at least 1 hr per week manually notifying attorneys.	Cost Avoidance	x	x	x	x	x	x	1,352.00	1,372.28	1,392.86	1,413.76	1,434.96	1,456
Reduce overall time it takes staff to process attorney vouchers. Staff currently spends too much time moving from one view to another within the MIDC UI before having all of the correct information prior to updating the voucher data necessary to complete approval. Staff spends approximately 5 additional hours per week due to the current state of the User Interface.	Cost Avoidance	x	x	x	x	x	x	6,760.00	6,861.40	6,964.32	7,068.79	7,174.82	7,282
Make voucher processing easier for staff to review, thereby eliminating potential sources for voucher error and overpayment. Staff currently spends at least 5 hrs per week reviewing daily payment report to ensure they align with the vouchers approved.	Cost Avoidance	x	x	x	x	x	x	6,760.00	6,861.40	6,964.32	7,068.79	7,174.82	7,282
Integrate voucher processing with court reimbursement, allowing reimbursement unit to have accurate information for future court ordered collections. Saving electronic versions of the reimbursement voucher will reduce the amount of time the MIDC staff spends looking up detail requested by the Reimbursement team. MIDC currently spends approximately 5 hours per month looking up detail requested by the Reimbursement team.	Cost Avoidance	x	x	x	x	x	x	1,560.00	1,583.40	1,607.15	1,631.26	1,655.73	1,681

Oakland County -- MIDC Enhancements and Integrations

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:							
Reduce overall time it takes staff to create new appointments and notify attorneys. Staff currently spends at least 1 hr per week manually notifying attorneys.	1,352	1,372	1,393	1,414	1,435	1,456	8,422
Reduce overall time it takes staff to process attorney vouchers. Staff currently spends too much time moving from one view to another within the MIDC UI before having all of the correct information prior to updating the voucher data necessary to complete approval. Staff spends approximately 5 additional hours per week due to the current state of the User Interface.	6,760	6,861	6,964	7,069	7,175	7,282	42,112
Make voucher processing easier for staff to review, thereby eliminating potential sources for voucher error and overpayment. Staff currently spends at least 5 hrs per week reviewing daily payment report to ensure they align with the vouchers approved.	6,760	6,861	6,964	7,069	7,175	7,282	42,112
Integrate voucher processing with court reimbursement, allowing reimbursement unit to have accurate information for future court ordered collections. Saving electronic versions of the reimbursement voucher will reduce the amount of time the MIDC staff spends looking up detail requested by the Reimbursement team. MIDC currently spends approximately 5 hours per month looking up detail requested by the Reimbursement team.	1,560	1,583	1,607	1,631	1,656	1,681	9,718
Cost Avoidance Subtotal:	*16,432*	*16,678*	*16,929*	*17,183*	*17,440*	*17,702*	*102,364*
Intangible Benefit:							
Savings Total:	*16,432*	*16,678*	*16,929*	*17,183*	*17,440*	*17,702*	*102,364*

Oakland County -- MIDC Enhancements and Integrations

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	Affects Project ROI?					
								Y1	Y2	Y3	Y4	Y5	Y6
IT Hours - New Development	Development Svcs		EA	1,330	165	219,450		x					
IT Hours - System Maintenance	Development Svcs					0							
IT Hours - Customer Support	Development Svcs		EA	24	165	3,960	1.015		x	x	x	x	x
IT Hours - Planned Maintenance	Development Svcs				165	0							
User Hours - PTNE/OT	Development Svcs					0							
Contractor Professional Services	Development Svcs					0							
PC System - Acquisition	Hardware				687	0							
PC System - Maintenance	Hardware				2,936	0							
Notebook - Acquisition	Hardware				1,115	0							
Notebook - Maintenance	Hardware				3,024	0							
Tablet Notebook - Acquisition	Hardware				1,421	0							
Tablet Notebook - Maintenance	Hardware				2,800	0							
Laserprinter - Acquisition	Hardware				1,432	0							
Laserprinter - Maintenance	Hardware				1,408	0							
PC Maintenance User Owned	Hardware				2,720	0							
Printer Maintenance User Owned	Hardware				1,264	0							
File Space (100GB)	Hardware		ANN		23	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				360	0							
Server Sftwre - Acquisition/Upgrade	Infrastructure				335	0							
Server Sftwre - Maintenance	Infrastructure					0							
Server Rack Mount	Infrastructure				400	0							
Oracle Enterprise Software Purchase - Per Processor (4 Cores) - Requires Annual Support Below	Infrastructure				42,280	0							
Oracle Enterprise Software Support - Per Processor (4 Cores)	Infrastructure				9,293	0	1.030						

Oakland County -- MIDC Enhancements and Integrations

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	Affects Project ROI?					
								Y1	Y2	Y3	Y4	Y5	Y6
SQL Server Enterprise Software Purchase - Per Processor (4 cores) - Purchased Sept 2019-Aug 2020 - Includes Support thru Aug 2022	Infrastructure				16,985	0							
SQL Server Enterprise Software Purchase - Per Processor (4 cores) - Purchased Sept 2020-Aug 2021 - Includes Support thru Aug 2022	Infrastructure				12,724	0							
SQL Server Enterprise Software Purchase - Per Processor (4 cores) - Purchased Sept 2021-Aug 2022 - Includes Support thru Aug 2022	Infrastructure				8,463	0							
SQL Server Enterprise - Support, Per Processor (4 cores) - Sept 2022 and Beyond	Infrastructure				4,261	0							
SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2019-Aug 2020 - Includes Support thru Aug 2022	Infrastructure				4,429	0							
SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2020-Aug 2021 - Includes Support thru Aug 2022	Infrastructure				3,317	0							
SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2021-Aug 2022 - Includes Support thru Aug 2022	Infrastructure				2,205	0							
SQL Server - Standard Support, Per Processor (4 cores) - Sept 2022 and Beyond	Infrastructure				1,112	0							
Websphere Basic Per Processor Single/Dual Core - Includes Year 1 Maintenance	Infrastructure				3,506	0							

Oakland County -- MIDC Enhancements and Integrations

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	Affects Project ROI?					
								Y1	Y2	Y3	Y4	Y5	Y6
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				180	0							
Imperva Web Application Firewall (External Web Applications Only)	Infrastructure		ANN		500	0							
App Code Directories on Consolidated IIS Server (Virtual)	Infrastructure		ANN		415	0							
Dedicated Virtual Server	Infrastructure		ANN		4,150	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							

Oakland County -- MIDC Enhancements and Integrations

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	Affects Project ROI?					
								Y1	Y2	Y3	Y4	Y5	Y6
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 -- MIDC Enhancements and Integrations

Return on Investment Analysis

Cost Detail

Cost Description	Project Cost Category	Y1	Y2	Y3	Y4	Y5	Y6
		... Potential Cost Extensions					
IT Hours - New Development	Development Svcs	219,450.00					
IT Hours - System Maintenance	Development Svcs						
IT Hours - Customer Support	Development Svcs		4,019.40	4,079.69	4,140.89	4,203.00	4,266.04
IT Hours - Planned Maintenance	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						
PC Maintenance User Owned	Hardware						
Printer Maintenance User Owned	Hardware						
File Space (100GB)	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 Software Purchase - Per Processor (4 Cores) - Requires Annual Support Below	Infrastructure						
Oracle Enterprise Software Support - Per Processor (4 Cores)	Infrastructure						

Oakland County -- MIDC Enhancements and Integrations

Return on Investment Analysis

Cost Detail

Cost Description	Project Cost Category	Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6
SQL Server Enterprise Software Purchase - Per Processor (4 cores) - Purchased Sept 2019-Aug 2020 - Includes Support thru Aug 2022	Infrastructure						
SQL Server Enterprise Software Purchase - Per Processor (4 cores) - Purchased Sept 2020-Aug 2021 - Includes Support thru Aug 2022	Infrastructure						
SQL Server Enterprise Software Purchase - Per Processor (4 cores) - Purchased Sept 2021-Aug 2022 - Includes Support thru Aug 2022	Infrastructure						
SQL Server Enterprise - Support, Per Processor (4 cores) - Sept 2022 and Beyond	Infrastructure						
SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2019-Aug 2020 - Includes Support thru Aug 2022	Infrastructure						
SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2020-Aug 2021 - Includes Support thru Aug 2022	Infrastructure						
SQL Server Standard Software Purchase - Per Processor (4 cores) - Purchased Sept 2021-Aug 2022 - Includes Support thru Aug 2022	Infrastructure						
SQL Server - Standard Support, Per Processor (4 cores) - Sept 2022 and Beyond	Infrastructure						
Websphere Basic Per Processor Single/Dual Core - Includes Year 1 Maintenance	Infrastructure						

Oakland County -- MIDC Enhancements and Integrations

Return on Investment Analysis

Cost Detail

Cost Description	Project Cost Category	Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6
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						
Imperva Web Application Firewall (External Web Applications Only)	Infrastructure						
App Code Directories on Consolidated IIS Server (Virtual)	Infrastructure						
Dedicated Virtual Server	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						

Cost Detail

Cost Description	Project Cost Category	Potential Cost Extensions					
		Y1	Y2	Y3	Y4	Y5	Y6
Extra Large - 40 Core 160GB RAM, 500GB Drive, 10 GB NIC - Cloud/Virtual = $7,564 On Premise Physical Server = $12,906	Infrastructure						

Oakland County -- MIDC Enhancements and Integrations

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	219,450						219,450
IT Hours - Customer Support		4,019	4,080	4,141	4,203	4,266	20,709
IT Hours - Planned Maintenance							
User Hours - PTNE/OT							
Contractor Professional Services							
Development Services Subtotal:	*219,450*	*4,019*	*4,080*	*4,141*	*4,203*	*4,266*	*240,159*
Hardware:							
Hardware Subtotal:							
Software:							
Software Subtotal:							
Infrastructure:							
Infrastructure Subtotal							
Training:							
Training Subtotal:							
Other:							
Other Subtotal:							
Costs Total:	*219,450*	*4,019*	*4,080*	*4,141*	*4,203*	*4,266*	*240,159*

Oakland County -- MIDC Enhancements and Integrations

Return on Investment Analysis

Assumptions

Date	Assumption Description
18-Feb-22	Email notification to attorneys assumes it is a probable cause hearing, this is not always the case. Sometimes an attorney is taking over for another attorney and the probable cause hearing has already taken place. System should prompt user for email type prior to send. This will alleviate manual notification to attorney by MIDC staff.
18-Feb-22	Staff currently spends time communicating with the reimbursement team regarding detail included for payments related to reimbursement vouchers. Adding an electronic voucher component available to the reimbursement staff will avoid this.