How the customer explained it

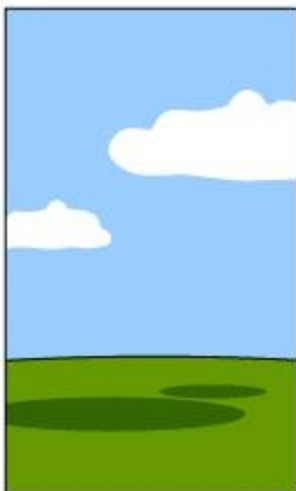How the Project Leader understood it

How the Analyst designed it

How the Programmer wrote it
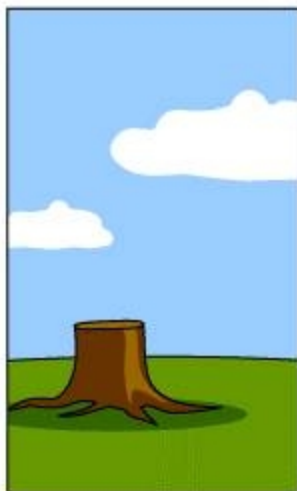
How the Business Consultant described it

How the project was documented

What operations installed

How the customer was billed

How it was supported

What the customer really needed