**Focus Questions:**

**-What has our client asked us to produce?**The client has asked for a caretaker management system to be produced

**-What does the cleaning company do?**The cleaning company allows clients to book a cleaning service, to be fulfilled by the cleaners

**-What should the basic functionality be to meet the user’s requirements?**The system must at least allow managers, cleaners and clients to log into the system, allow clients to book a service, to be seen and allocated by the managers and allow cleaners to view any allocated services.

**-What extra functionality should we include?**We could also add some way for notifications to be sent to cleaners and clients when a service is to begin or end. A payment system could also be implemented

**-What parts of the system should managers need to use?**Managers will need to view all services in the past, ongoing services and scheduled services.

**-What part of the system should cleaners need to use?**Cleaners should be able to view their upcoming services.

**-What part of the system should clients need to use?**Clients should be able to book a service and view any of their services.