**Collecting primary data (data related to James’s problem)**

**Questions James was asked:**

**How much time do you spend each week scheduling?**

James spends around a total of 7 hours per week managing employee schedules.

**What specific issues/conflicts arise regarding the schedule?**

Employees get shifts that aren't in their availability, some days the store is either over or understaffed due to mistakes in the schedule and trouble tracking employees hours and the labour costs that come with that.

**How do employees communicate schedule changes or request time off?**

They have to text or call James directly to communicate schedule changes and to request time off.

Functional requirements:

**Can staff set their availability?**Yes

**Can James assign shifts?**Yes

**Can James send shifts to workers?**

Yes

**Does the system track hours and labour costs?**

Yes

**Can staff view their weekly schedule?**Yes

**Should the system warn about >38 hours/week?**Yes

## Non-Functional Requirements:

**Mobile-friendly design?**No

**Fast updates?**No

**Secure login?**No

**Works on phones and PCs?**No

Scope:

**How many stores does the system need to run across?**

The system needs to run across 2 stores

**How many employees does the system need to support?**

The system needs to support 30 employees

**Collecting secondary data (already available info)**

Constraints:

* Must only use free tools
* Must be done by 22nd of August

**Labour laws and regulations?**

**Max Weekly Hours:** Full-time: 38 hrs/week | Part-time: Agreed hrs  
**Overtime:** Applies if >38 hrs/week, >9 hrs/day, or outside agreed schedule  
**Breaks:** Must give rest & meal breaks (per award)  
**Rosters:** Fair, clear, reasonable notice required  
**Record Keeping:** Track start/finish times, breaks, keep for 7 years  
**Laws:** Fair Work Act 2009 | General Retail Industry Award 2020

**Already existing scheduling solutions?**

**Deputy:** Cloud-based platform offering automated scheduling, timesheet management, and real-time staff notifications.

**Tanda:** Specializes in award interpretation and rostering for Australian businesses. Includes time clocks, leave management, and compliance tools tailored for retail and hospitality sectors.

**When I Work:** User-friendly interface with mobile access, allowing employees to view schedules, swap shifts, and receive notifications.

**Humanity:** Offers advanced scheduling features like demand forecasting, detailed reporting, and mobile support.