**TASK 1:**

**Functional:**

1. Needs to allow employee details to be entered.
2. Include staff skills and experience.
3. Print draft allocation.
4. Enter Holidays and sick days.
5. Refine draft allocation list.

**Non-Functional:**

1. Production lines will be automated.
2. Only staff in production planning can refine the draft.
3. Needs to only allow production planning staff access.
4. Final list must be published by 5pm Friday
5. Must handle 200 operatives.

**TASK 2:**

**Functional:**

1. Employees can clock in.
2. Must record staff sick days.
3. Their staff details must be recorded when the clock in.
4. Information is made available to production control staff.
5. Notify production planning staff of employee return from sick days.

**Non-Functional:**

1. For every 100 entries there can only be 1 error.
2. New staff should be able to learn the software easily. It should be so obvious they can use it straight away.
3. It should not take longer than 10 seconds for user to clock in.
4. The information needs to be available immediately to the production team.
5. System should notify the production planning if they are recorded as sick from the previous working day.

**TASK 3:**

**Ambiguities / Omissions:**

1. Will they be able to re-enter their pin if they input it incorrectly?
2. What if their train is fully booked?
3. Is it cash friendly or card only?
4. Is it a virtual ticket or physical ticket?
5. Can the user go back to the previous screen?
6. Can the user cancel their ticket at any point?
7. What kind of ticket?
   1. Return or Single?
   2. Family or Student?
   3. 1st class or 2nd Class?
8. Can a customer buy several tickets.