

**Exercise 1:**

Discover ambiguities or omissions in the following statement of requirements for part of a ticket-issuing system:

An automated ticket-issuing system sells rail tickets. Users select their destination and input a credit card and a personal identification number. The rail ticket is issued and their credit card account charged. When the user presses the start button, a menu display of potential destinations is activated, along with a message to the user to select a destination. Once a destination has been selected, users are requested to input their credit card. Its validity is checked and the user is then requested to input a personal identifier. When the credit transaction has been validated, the ticket is issued.

**Exercise 2:**

Write a set of functional and non-functional requirements for the ticket-issuing system, setting out its expected reliability and response time (at least 10 non-functional requirements)