

Notes made during the initial requirements elicitation interviews with the stakeholders

Tool for management of working shifts of the staff.

Implementation – either a web-application with a responsive interface or iOS app or Android apps, no preferences for implementation languages and technologies. From scratch, no connection to any other system is needed.

If the project goes successfully, the company is happy to extend it for implementation the whole range (Web + iOS + Android).

Only registered users should be able to login.

This functionality should be implemented towards the end of the project, the customers requested to see all other functionalities first

A new account should be created with staff email as a login, the initial password should be changed by the staff member within 24h

Shift manager should be able to

- create new accounts for staff and shift managers
- deactivate accounts of staff and shift managers
- change per-default limits for hours per week for each staff member
- add new shifts to the system (attributes should include start-end time, location, staff allocated)
- see the list of all staff and shift managers
- Allocate new shifts to a staff member, available for that time slot

The tool should auto-check whether a staff member already has the max allowed workload as per their limit. If the manager would like to allocate more shifts to a staff member, they have to change the limit.

When the manager changes the limit, the tool should reminder them to check whether the staff member is eligible to have this increase.

Profile of staff member should include

(* == must be entered by manager when the profile is created, may be changed by the staff member,
** == must be entered by manager when the profile is created, cannot be changed by the staff member):

- Full name *
- Limits for working hours per week **
- Preferred name (optional, to be filled out by the staff member if they like)
- Phone number *
- Home address + email *

Staff user should be able

- change password
- see their profile
- see their shift allocation history – *nice to have*
- indicate in the calendar when they are available to take shifts - very important
- receive notifications when a shift is allocated to them (message on the front page of the app very important; email – important, but can be implemented a bit later)
- accept / reject the shift allocation
- cancel their allocation a shift in the case of personal emergency (manager should receive an email notification for this and of the cancelation happens within 2h of the shift start, they also should receive a text message)

Profile of shift manager should include mobile number + full name + email

Users cannot register by their own, this should be done only by shift managers

Staff should not see working limits and allocations of each other.

Passwords should be exactly 8 characters, including upper and lower case letters, digits and at least one special character out of !, \$, *, &, +, ?

Would be amazing to have, if the time allows: If a shift has to be allocated 2h before its start, the system should check whether it's possible to travel to the shift location (from staff's home, if no shifts are allocated to them for that day, otherwise from the location of the previous shift).

Standard duration of a shift is 4h, but the staff manager should be able to change the duration if necessary. The duration can be changed only before a shift is allocated to a staff member.

It would be good to have some visual representation of workload for the current week / months: for each staff member and overall.