

Week 3 Essay Question

CSE-682 SOFTWARE ENGINEERING

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Question

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

An automated ticket machine 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 and the type of ticket required. Once a destination has been selected, the ticket price is displayed, and customers are asked to input their credit card. Its validity is checked, and the user is then asked to input his or her personal identifier (PIN). When the credit transaction has been validated, the ticket is issued.

- There are two sentences that do not make sense:
 - 1) “Users select their destination and input a credit card and a personal identification number.”
 - 2) “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...”

Why is the user inputting their target destination twice? Does the first destination refer to where they currently are?

- What happens if the credit card or personal identification number (PIN) are declined? Does the machine inform the user?
- What if the user made a mistake and wants to cancel their transaction?
- What if the user wants to buy multiple tickets?
- Can the user navigate to a previous step in the process to make a change?
- Can the customer process other transactions, such as a refund if a train were cancelled?
- Why is the user being asked to input their credit card and PIN twice?