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Due Date and time: 10/07/2021 11:59pm 2 points

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.

1. Discover at least 4 ambiguities or omissions in the requirements for part of a ticket-issuing system. 1 pt.
   1. What happens if a customer wants to purchase more than one ticket? For example, a child who doesn’t have money.
   2. Can a customer pay with paper money or coins? Cards are the only specified payment type.
   3. What if customer would like to refund? What is the process involved? Is there any sort of receipt system?
   4. Can a customer cancel a transaction before a purchase is final?
2. Write at least 4 non-functional requirements for the ticket-issuing system, setting out its expected reliability and response time. 1 pt.
   1. The entire processes performance from start to finish should be very efficient and fast, with the card swiping process taking no more than a second to occur.
   2. The ticket system must be operating for almost the entire day, except when processing updates.
   3. The system must be very user friendly and easy to use. The text must be large enough to compensate for people with bad vision.
   4. The database system must be very secure to ensure that the credit card information isn’t compromised.