

CSCE 742 - Stakeholder Concern Activity

Name(s):

You have been asked to develop a new automated parking system at the CAE airport.

In this new system, a user can simply insert their credit or debit card into the card reader at the ramp entrance. This will record the time they entered airport parking. They then can use the same credit or debit card to pay at an exit lane. The system should be fully automated; there is no waiting in line for a cashier. The system should also support ticketed parking: where the user receives a ticket and pays either by credit card or cash on exiting.

The system needs to interact with a number of entities and systems, including:

- Customers parking in the ramp
- Airport police and emergency responders
- Ramp managers
- External systems for validating credit card details and submitting payments
- The airport's accounting system
- External physical gate systems with basic controllers (raise / lower)
- External physical systems for signage
- An existing personnel system for staffing exit kiosks

1. **Who are the stakeholders?**

2. **What questions should you ask them?**

3. What information is missing?

4. What are their architectural concerns?