Ford Tang – 46564602

November 16, 2013

Informatics 43

Small Assignment 4

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| **Jennifer Chang**   * 24 year old female * Certified Financial Planner * Recent graduate | * Jennifer recently graduated and started working for a large financial company * After graduating, Jennifer moved near downtown and close to work. * She feels that she is finally independent * While still paying off her school loans, she is enjoying the freedom to buy the “finer things” in life. * Jennifer tries to make it a goal to eat a new restaurant every week. * Jennifer likes shopping at ABC since they carry a wide range of items. * Like everyone else, Jennifer is frustrated at crowded parking lots with too little parking space. |

Parking Scenario (Jennifer Chang):

1. Jennifer pulls up to the automated parking ticket machine.
2. Jennifer pushes the ticket button and the parking ticket machine ejects a ticket for Jennifer, and she takes the ticket.
3. The parking entrance gate opens and Jennifer proceeds inside.
4. Jennifer spots the parking billboard that informs her how many parking spaces are available on each level.
5. Jennifer makes her way to a level that has an available parking space.
6. Jennifer locates an empty space with the help of parking indicator lights.
7. Jennifer parks and places her ticket on her dashboard as indicated by the parking ticket.
8. Jennifer leaves her car and proceeds to shop.
9. Parking patrol comes by and verifies her parking ticket, indicating she is a valid shopper for that day.
10. Jennifer makes her purchase, and the sales associate informs her to give her receipt to the parking attendant at the exit booth.
11. Jennifer returns to her car and proceeds to the exit booth.
12. At the exit booth, the attendant request for Jennifer’s ticket and receipt if she has one.
13. She provides both to the booth attendant.
14. The booth attendant verifies her parking ticket and the receipt. The receipt waves her fee for the day.
15. The attendant hands back Jennifer’s receipt and opens the gate.
16. Jennifer takes her receipt and leaves the parking structure.

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| **Elizabeth Reed**   * 32 year old female * Store Manager * Has worked at ABC Inc. for 4 years. | * Elizabeth is married with 2 children. * She is in a healthy relationship, but wishes she had more time with her family. * Elizabeth started taking Yoga classes with her friend and really enjoys it. * She loves cooking, and is trying to instill that passion in her children. * She does not like cleaning dishes. * Elizabeth likes to make sure that she is not late for appointments, and does not like coming to work late. * She cannot stand having to waste time looking for parking when she should be in the store working. |

Parking Scenario (Elizabeth Reed):

1. Elizabeth pulls up to the automated parking ticket machine.
2. She scans her employee ID badge and the parking ticket machine ejects a special parking ticket for employees, she takes the ticket.
3. The parking entrance gate opens and Elizabeth proceeds inside.
4. Elizabeth proceeds to the special employee parking area.
5. Elizabeth locates an empty space with the help of parking indicator lights.
6. Elizabeth parks and places her ticket on her dashboard as indicated by the parking ticket.
7. Elizabeth leaves her car and proceeds to the store to start her shift.
8. Parking patrol comes by and verifies her employee parking ticket, indicating that she can park there.
9. Elizabeth finishes her shift and returns to her car.
10. Back in her car, she proceeds to the exit booth.
11. At the exit booth, the attendant request for Elizabeth’s ticket and receipt if she has one.
12. Elizabeth provides her special employee parking ticket.
13. The booth attendant verifies her parking ticket. The employee parking ticket waves her fee for the day.
14. The attendant opens the gate.
15. Elizabeth leaves the parking structure.