Context of Use

# User

Cognitive Characteristics:

* The software system shall be made usable to any user, without any need of special cognitive abilities

Education:

* The software system shall be made usable by people with high or low levels of education.

Physical Characteristics:

* The machine shall be made available to people of any height
* And for people in wheelchairs
  + The machine shall be manufactured with enough leg room as well as a good viewing angle for an average person sitting in a wheelchair

Experience

* The software system should be intuitive
* The software system should not require any prior experience with any TVMs in order for the user to use it.
* In addition to the previous button characteristics, the buttons should also provided clear and unremovable markings/engravings as well as color coded buttons for functions keys, for example:
  + Green: enter
  + Red: Cancel
  + Clear/return: Yellow

# Task

Criticality

* The software system shall have a fast response time
* The system should allow card renewals and purchasing standalone tickets
  + The system provides both debit and credit payment methods
  + The system provides a cash payment method
    - The system is expected to return the correct amount of change to the user

Safety

* The software system should not compromise a user’s personal information(i.e payment methods)

Complexity

* The software system should be easy to use and intuitive

Choice in system use

* The software system should be made available in languages appropriate to the region.

# Demands

* The system shall provide the ability for refill cards
* The system shall provide the ability to purchase tickets
* The system is expected to provide different tariffs for each method

# Environment

Technical environment

* The software system shall be made available to both technical and non-technical users

Social environment

* The machine will be made available publicly

Physical environment

* The machine will be made usable during any time of day
* The machine will made usable under any weather conditions

