**BIBLIOGRAPHY**

**Milestone 2:**

* S. Blomkvist (2002), Extract from The User as a Personality (accessed 14/10/19).
* G. Gaffney (2000), "Scenarios", Usability Technique Series, Infodesign (accessed 14/10/19).

**Milestone 4:**

* Stevens, P. & Pooley, R.J., 2006. Using UML software engineering with objects and components 2nd ed., Harlow: Addison-Wesley.