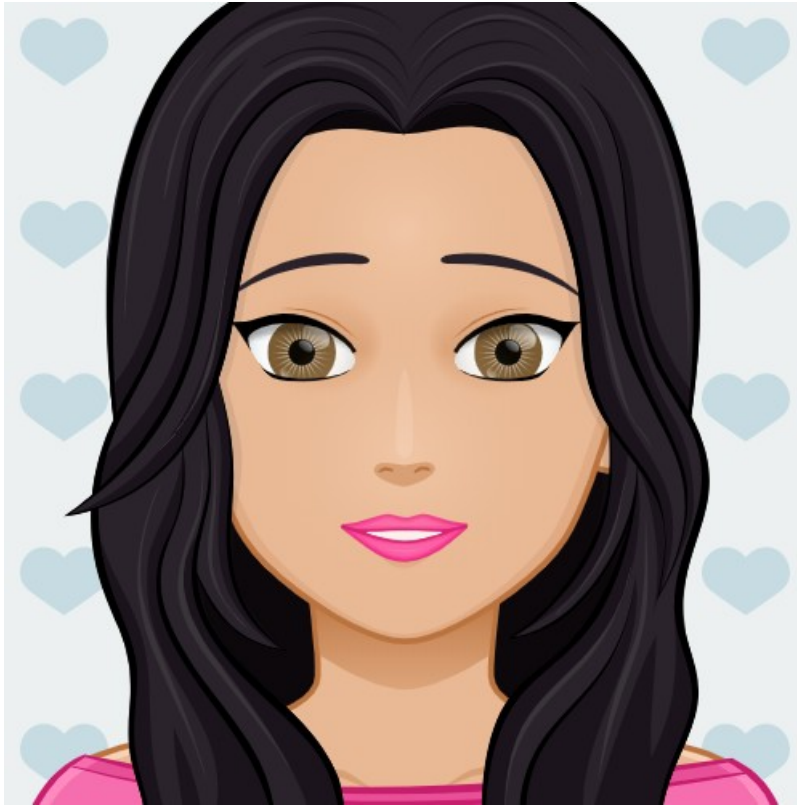


ICS 499: Capstone - Persona Catalog

Team Name _____

Appendix A - Example for an ATM

Adriana the ATM Customer

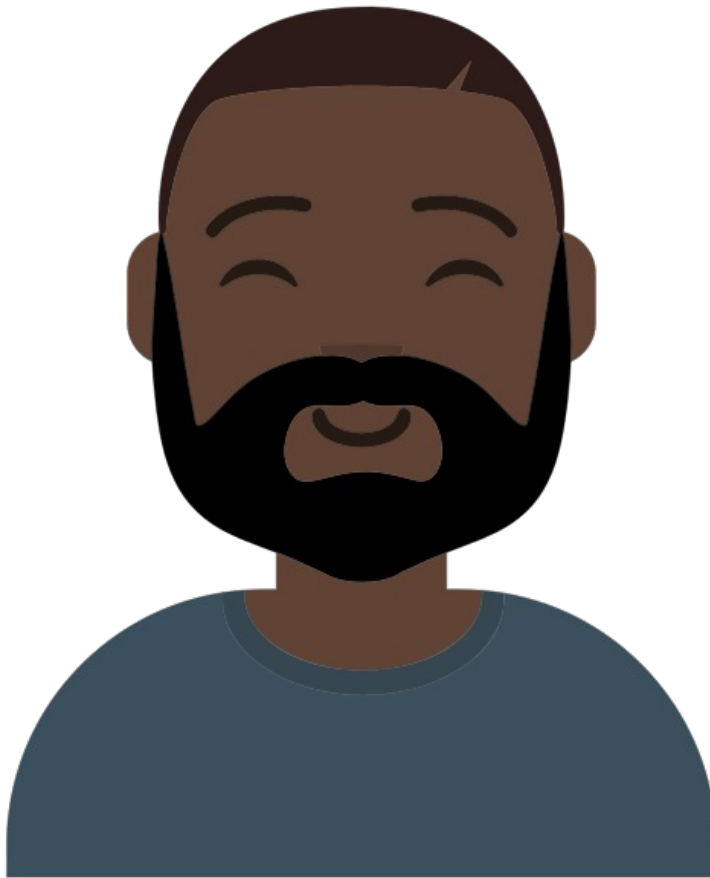


Adriana uses the system on an as-needed basis for her routine banking transactions – such as depositing money, withdrawing money, transfers, and balance inquiries.

Adriana values::

- Speed
- Ease of use
- Security
- Accuracy
- Availability

Adam the ATM Technician



Adam uses the system on an as-needed basis to service the ATM – for example: powering up or down¹, diagnostics, adding paper, and clearing out the deposit slot.

Adam values:

- Security
- Speed
- Ease of use
- Clear diagnostic messages

¹ Hint: start-up / shut down are usually valid, but often overlooked use cases.