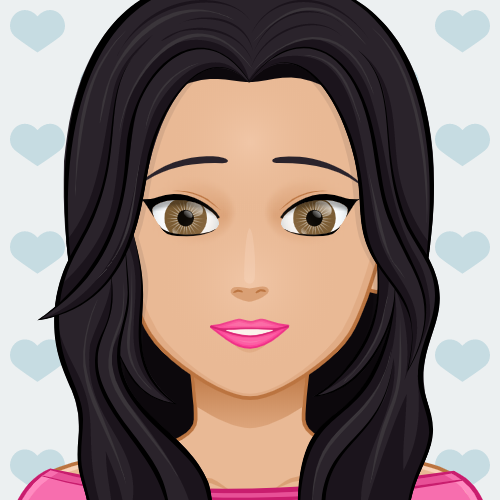
ICS 499: Capstone - Persona Catalog

Team Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Appendix A - Example for an ATM

### Adriana the ATM Customer

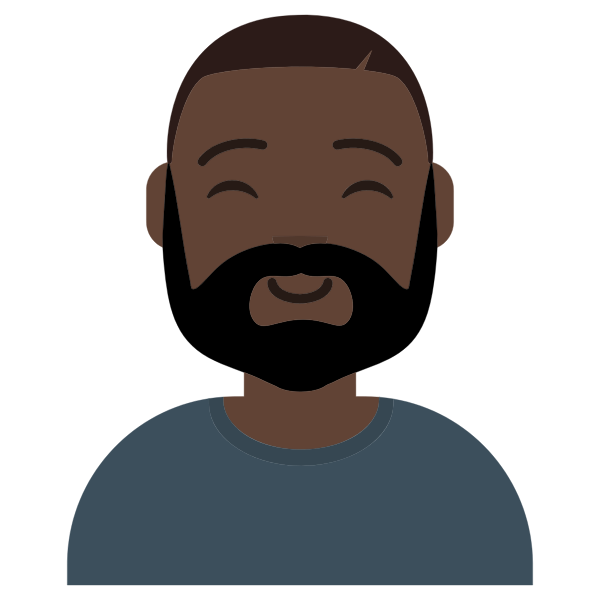


Adriana uses the system on an as-needed basis for her routine banking transactions – such as depositing money, withdrawing money, transfers, and balance inquiries.

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 down[[1]](#footnote-1), 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. [↑](#footnote-ref-1)