Stakeholders:
1. Students on campus using the ATM - Would like the ATM to be secure so their money is not stolen
2. Terre Haute locals using the ATM downtown - Would like the ATM to be secure so their money isn't stolen
3. People whose banks don't have ATMs in the area, and have decided the fee is worth it to get cash - They would like the ATMs to be in convenient locations so they can access their money wherever they are.
4. Service men who maintain the ATM - They would like the diagnostic tools to work well, so their job is easier
5. Software Developers working on the ATM Software - They just want it to work
6. Banks the ATM's contact - Banks would like the ATM to be secure, so attackers cannot gain access to a bank's private network via the ATM (This has actually happened)
7. Credit Card companies that issue the cards that work with the ATMs - Same issue as the banks
8. People who are responsible for the locations where the ATM's are - They would like the ATM to be easy to set up and maintain, so they don't have to spend as much time working with them
9. Business's dependant on people having cash from ATM's to make purchases - They would like the ATMs to remain working so their customers can continue to shop at their stores
10. Hackers trying to break into the ATM - They want the ATM software to be written poorly, so they can steal people's money

Problem Statement:

Element	Description
The problem of needing convenient access to your money. As well as a more secure and reliable system of banking	In order to stay competitive with other banks "Bank de Rose" must open ATMs in locations near their customers with a more secure and reliable interface
This problem affects all customers of the "Bank de Rose"	
And results in their customers not having the money they need	
ATM's will allow for customers of "Bank de Rose" to make withdrawals from their bank accounts wherever an ATM is located. They will also allow customers to have a face to face conversation with a teller through a video conferencing system in the ATM	

Elevator Statement:

Currently the customers of "Bank de Rose" are looking for an easy and convent way to

withdraw money from their bank accounts, that does not expose them to identity theft. These ATMs will allow them to do just that, as well have a face to face conversation with a teller from a remote location.

Constraints:

Source	Constraint	Rationale
Operations	Must be FDIC + PCI compliant	The ATM must be as secure, otherwise the client will be forced to reimburse the customer whose money was stolen
Operations	Must connect to the bank directly, no intermediary steps	This is part of the PCI standard, it will help to ensure the system remains unbreached
Personal Budget	Must be able to be maintained by their IT staff	The client does not have the resources to hire a new staff member to maintain the system
Technology Mandate	Must run on the XFS file system on a unix platform	This will allow for a more stable product and a better user experience
Technology Mandate	Must have a remote and local diagnostic utility	This will safe the client's IT staff a great deal of time, when an issue does arise with an ATM
Technology Mandate	Must be simple to add new features from a remote location	This will allow for the system to stay current, as well as make it easy to patch security holes in the system