Q1. Write down how you think an ATM (automatic teller machine) works. Answer the following according to your own understanding:

- how much money are you allowed to take out?

How ever much is specified for the ATM. Daily, however much is specified by your account settings for the daily withdrawal.

- if you took this amount out and went to another machine and tried to withdraw the same amount what would happen?

If the daily withdrawal amount is not met, the withdrawal will be successful, however if the withdrawal amount is met, it will be declined.

- what is on your card?

RFID that can be scanned, along with credit card number that links to my account.

- how is the information used?

The information (numbers) is scanned, in which requests are sent to the bank.

- What happens if you enter the wrong number?

The transaction will be declined.

- Why are there pauses between the steps of a transaction?

Because the ATM is sending requests to the Bank.

- How long are the pauses?

Varies depending on the amount of time taken to communicate with the bank.

- What happens if you type ahead during the transaction?

Nothing.

- What happens to the card inside the machine?

Gets scanned.

- Do you count the money? Why/Why not?

Yes, to manually validate the correct amount is given. However, I know that the amount is very likely to be accurate, as it is distributed mechanically.

**Reflections:**

This exercise has given me consideration for the behind the scenes- processes that may be occurring for withdrawing money from ATMs.

Q2

**Goals:**

* Call Friend
* Find Friend’s phone number

**Operators**

* Unlock screen
* Go to phone’s address book
* Enter friend’s phone number
* Call Friend

**Methods**

As above from operators.

**Selection Rules**

The selection rule is to be using the phone to find the phone number. Additionally, the user can physically ask the friend for his/her number. The user can also resort to finding other notes of the phone number.

Is there anything you would change about it how works on your phone? Yes/No. Give reasons for your answer.

No. There are a multitude of obtaining unknown phone numbers. This system is very simple and does not require effort. The current approach is efficient enough.

Did you gain any other insights related to the design of interactive systems through this exercise? If so, what were they?

No. This is a very simple system and interaction.

What are the disadvantages of GOMS methods? (Do a quick research on the web if you are unsure of the answer)

Predictions are only valid for expert users who do not make mistakes.