

## **A small, post-completion error exercise**

Frank Ritter, 9 jan 2013

1. Diagram using a task analysis method two ATM machines, (a) one that returns the card before the money and (b) one that returns the card after the money. If you need inspiration, visit an ATM and record your actions.
2. Compare these two diagrams, writing approximately a paragraph.
3. Comment on what limitations this exercise highlights in task analysis methods, taking approximately a paragraph.
4. Comment on what limitations this exercise highlights in interface design, taking approximately a paragraph.