AN INVESTIGATION INTO ATMs: A USER-CENTERED STUDY FOR THE DEVELOPMENT OF INCREASED SECURITY & USABILITY BASED ON USER BEHAVIOUR.

INTRODUCTION

The first Automated Teller Machine was introduced to the Irish landscape by Bank of Ireland in 1980, aiming to make the lives easier for its customers by establishing the fundamental foundations of the self-service banking industry. It has since then become a ubiquitous and simple piece of technology in that context and not only benefit the whole world. Financial institutions continue to battle by the growing consumer trends toward self-service banking. These days, their customers are demanding greater control over their financial information, and they’re looking for additional solutions to solve their financial needs. ATM’s have become an essential part of our lives. They coincide with our local banking branch, creating a relationship and community that goes beyond self-service banking. These days, their customers are demanding greater control over their financial information, and they’re looking for additional solutions to solve their financial needs.

ATMs have become an essential part of our lives. They coincide with our local banking branch, creating a relationship and community that goes beyond self-service banking. These days, their customers are demanding greater control over their financial information, and they’re looking for additional solutions to solve their financial needs.

Opinion, Attitudes informed and usability issues

2. Negative user behaviour leads to security problems and issues. With this knowledge solutions can be developed to help

LITERATURE REVIEW

The key findings from the literature review at the ATM Channel context was an increase in physical confrontations and financial engineering incidents amongst users due to a pake attack EMM compromise was creating. The main emerging conclusions were that older aged adults and older colonnuser were increasingly becoming the targets of these incidents (2012 & Hayes, 2014). The Banking and Payment Federation (BPFI) 2005 & Lockton 2012 helped understand that no operation, communication and collecting in key to tackling this problem.

Throughout the process of e-safety and e-handling the framework was created to organise the research that was collected to store the situation. The objective of this research framework is to validate user, behaviour, security and usability.

PROCESS

1. Validated findings of Literature Review
2. Interview: Payment fraud crime /

LITERATURE REVIEW

1. Validated findings of Literature Review
2. Interview: Payment fraud crime /

INTERVIEW

1. Semistructured interviews were conducted with Detective Sergeant Mark Marmion of the Garda Síochána / Bureau of Fraud Investigation & Crime Prevention National Police Force. The interviews are based on the theme of ATM fraud in Ireland and validated many of the conclusions that were already known.

The key conclusions were that older adults were the increased threat of physical engineering events and financial engineering incidents amongst users. It was also validated that older adults were potentially becoming the largest threat of these incidents.

OBSERVATIONAL STUDIES

1. A study involved undergraduate students from IT Carlow and NUI Galway. The objective was to conduct an observational research of ATMs, used, and analysing within a Ff8810 casts. The aim of the research framework was to validate the site’s conclusion as it could be used appropriately validated conclusion.

The key goal of the observational study was to gather qualitative and quantitative data relating to user behaviour while interacting with the ATM Channel. This study becomes a common piece of technology that is used by many users interacting daily. Dr. Dan Lockton makes the point that each user embodies different attributes that they bring to the ATM channel.

To analyse the data that was gathered, an inferential diagram was created to identify user scenarios and to validate user, behaviour, security and usability.

VALIDATION STACK

The purpose of the validation stack is to verify that behaviour habits of users, both good and bad affect on the usability and security of the ATM Channel. By reading each other, the relationships and interaction points that share the approach. The objective of this approach is to use qualitative and quantitative research to validate, define and better improve the project using visual analysis.

The change in the literature phase allowed the research framework that was designed during the literature review.

‘SOCIAL ENGINEERING IS THE BIGGEST THREAT TO THE ATM CHANNEL’

‘SOCIAL ENGINEERING IS THE BIGGEST THREAT TO THE ATM CHANNEL’

‘SOCIAL ENGINEERING IS THE BIGGEST THREAT TO THE ATM CHANNEL’

‘SOCIAL ENGINEERING IS THE BIGGEST THREAT TO THE ATM CHANNEL’

DESIGN INTERVENTION

DESIGN INTERVENTION

DESIGN INTERVENTION

DESIGN INTERVENTION

‘DESIGN INTERVENTION THAT KEEPS OLDER AGED ADULTS INFORMED & EDUCATED WITHIN THE BANKING COMMUNITY’

‘DESIGN INTERVENTION THAT KEEPS OLDER AGED ADULTS INFORMED & EDUCATED WITHIN THE BANKING COMMUNITY’

‘DESIGN INTERVENTION THAT KEEPS OLDER AGED ADULTS INFORMED & EDUCATED WITHIN THE BANKING COMMUNITY’

‘DESIGN INTERVENTION THAT KEEPS OLDER AGED ADULTS INFORMED & EDUCATED WITHIN THE BANKING COMMUNITY’

Perspectives

The human face was the key focus of the validation stack. The objective was to develop a design framework that was validated by the design intervention that validated the design framework. The focus of the research was to examine the design framework that was validated by the design intervention.

The research framework created from the literature review was used to structure the validation stack that was used to frame the objective of the design framework. The framework was validated by the design intervention.

The second phase of the framework was to validate the design framework that was created to validate the design framework. The second phase of the framework was to validate the design framework that was created to validate the design framework.

The design validation stack was designed to validate the design framework. The objective was to develop a design framework that was validated by the design intervention that validated the design framework. The focus of the research was to examine the design framework that was validated by the design intervention.

The focus of the research was to examine the design framework that was validated by the design intervention that validated the design framework. The focus of the research was to examine the design framework that was validated by the design intervention that validated the design framework. The focus of the research was to examine the design framework that was validated by the design intervention that validated the design framework. The focus of the research was to examine the design framework that was validated by the design intervention that validated the design framework.