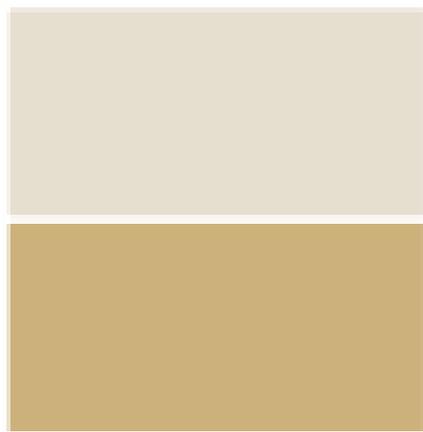
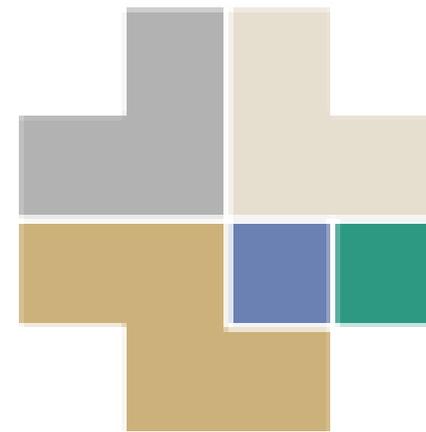
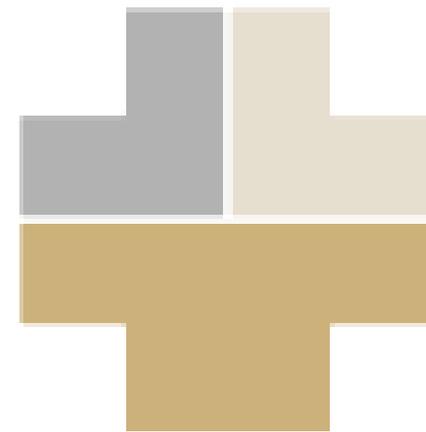
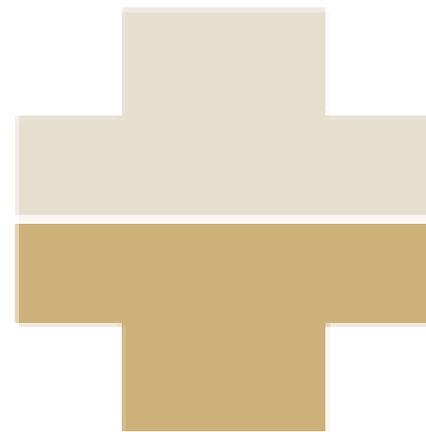


MENTAL MODEL

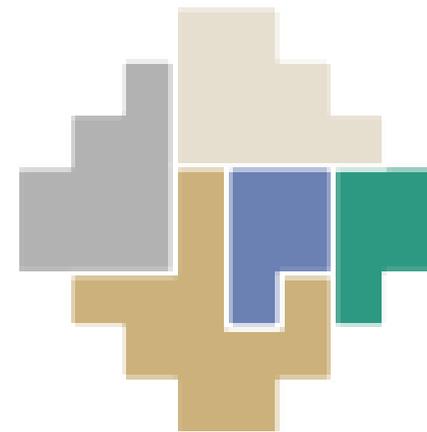


Reflects user's vision

REPRESENTED MODELS



IMPLEMENTATION MODEL



Reflects technology



Better

Worse