**Fiserv DNA – A Convoluted Nightmare for Bank Tellers**

Fiserv DNA is a program that I use as a bank teller to conduct transactions, print documents, and update member information. While this program can be used to accomplish a wide variety of tasks, it is not an intuitive system nor is it easy to navigate. To the inexperienced user, the interface appears cluttered by excessive amounts of irrelevant information. There are menus with drop downs that lead to a never-ending supply of more menus with more drop downs. Visual contrast is lacking entirely, leading the eye to frantically search for a focal point that does not exist. The program is intimidating, overcomplicated, and makes very little sense intuitively.

As someone who did not have previous teller experience, this system was especially difficult to comprehend. I had no notion of how such a system should look or work. On my first attempt to accomplish a simple transaction, I was at a loss for how to proceed, and it took many months of exposure to the system before I was able to grasp the basics. The more I have come to master the system, the more I’ve realized that it is unnecessarily complicated. A transfer between accounts should be a simple process -- a step or two at most. Instead, several steps must be taken in order to accomplish this task (designate a withdrawal, write a description for the withdrawal, designate a deposit, and finally write a description for the deposit). All major transactions consist of manual sub-steps that could (and should) be automatized. The program would vastly benefit from streamlining excessive steps.

This system would also be improved considerably by emphasizing crucial tools and deemphasizing aspects that are relatively unimportant. For example, the heavily used ‘transaction journal’ should be much more accessible and visually prominent than the rarely utilized ‘Canadian currency conversion calculator’. Components which are seldom used should be placed discretely under submenus, not clutter the primary interface. Visually, design principles (contrast, proximity, and repetition, alignment) should be more heavily utilized in order to guide navigation effectively. Many overcomplicated materials should be refined in order to streamline the general experience. Several “grandfathered” tools which are no longer usable should also be removed entirely. The program is rarely updated and would benefit greatly from small, consistent improvements within these areas.