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Usable Security at Stonesoft

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Agenda

- Stonesoft in brief
- Usability development at Stonesoft
- Design examples
- Demo

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… in brief

Who are we, and what
do we produce?

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Stonesoft

- Network Security Company
- Founded in 1990
- Number of employees: 201
- Products
  - StoneGate Firewall/VPN
  - StoGate IPS
  - StoneGate SSL VPN
  - StonGate Management Center

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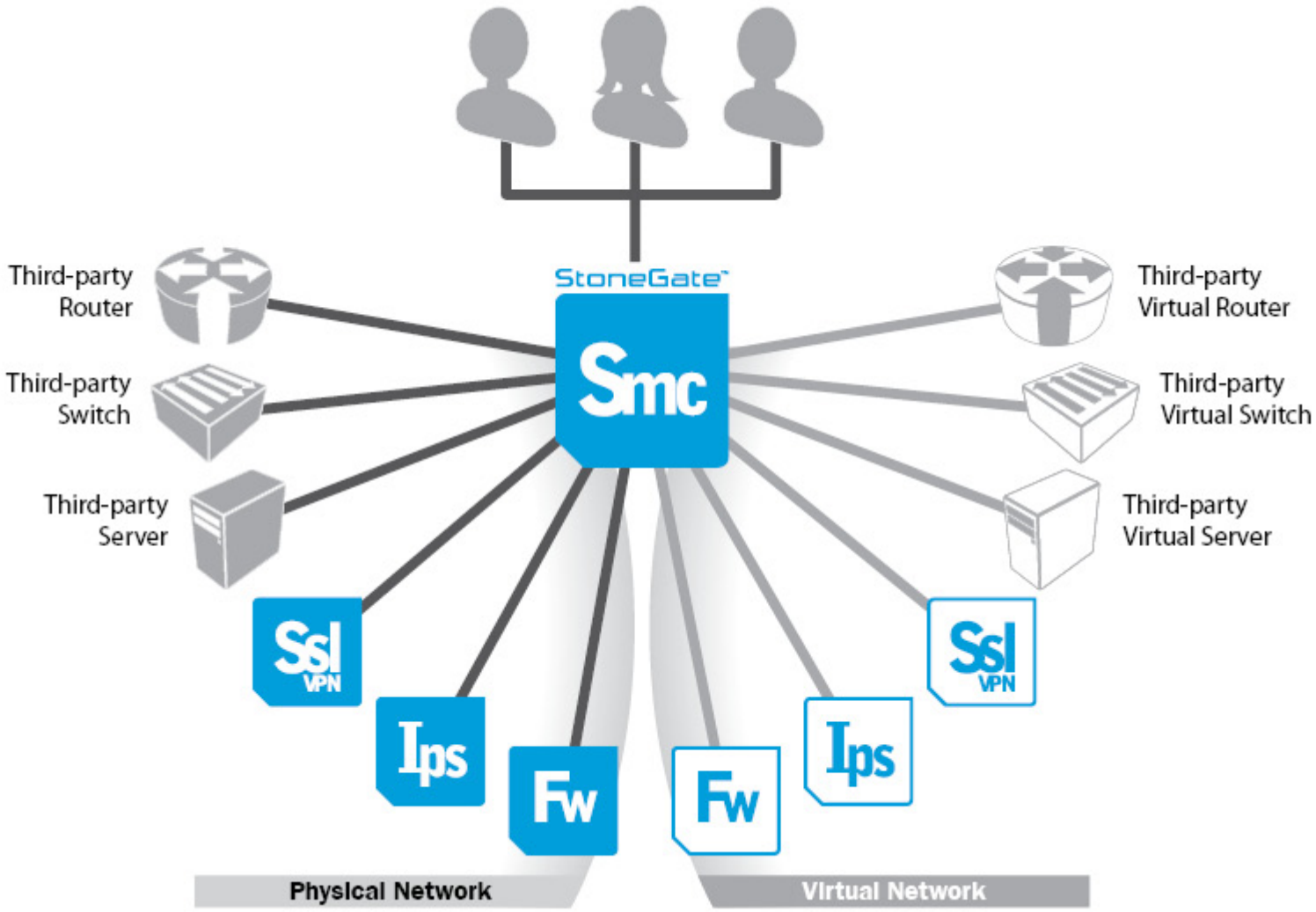

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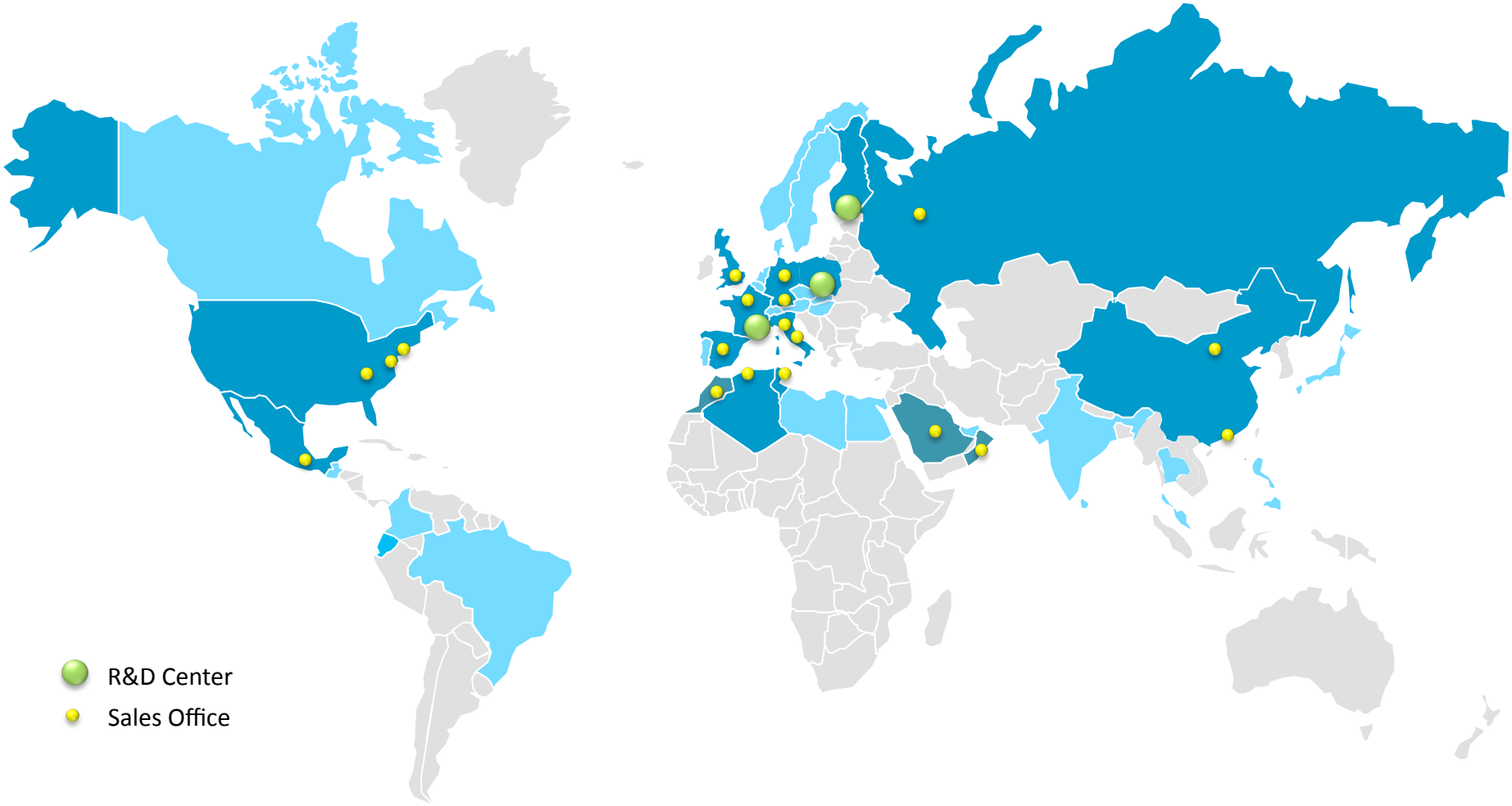
Geographical Coverage



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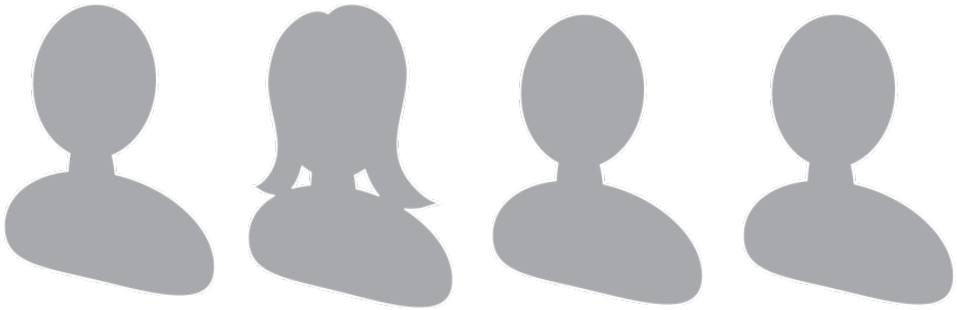
Who are our customers?

- Managed Security Service Providers (MSSP)
- Large enterprises operating in geographically distributed environments
- Organizations that have high security needs

Customers we serve

Who are our end-users?

- Technical administrators that have strong knowledge of IP networks and security
  - StoneGate end users are really busy people and there are not that many end users in the first place (compared to consumer products)



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Usability Development at Stonesoft

How is usability taken into account in daily product development?

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Motivation

- The user experience of StoneGate Management Center is very often the key differentiator that makes the customer to select Stonesoft as security vendor!

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Minimize TCO

- With StoneGate Management Center the customer can manage more devices with less people in a centralized way

  ⇒ Lower Total Cost of Ownership

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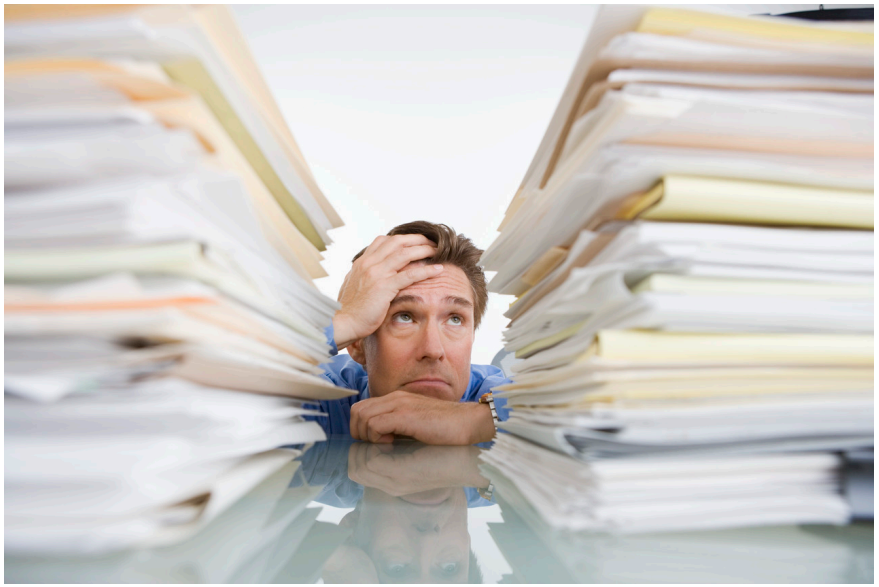
What do the customers appreciate?

- Remove routine work and automate tasks as much as possible
- Provide smooth workflows especially for the most common tasks



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Interesting reading…

Gartner®

- Protecting the Enterprise: A Security Solution Is Only Effective If It Can Be Managed

  (Gartner Research Paper written by Bob Walder ID Number: G00210354)

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User-Centered Design Methods

- Interviews
- Observations
- Usability test tasks
- Questionnaires
- Heuristic evaluation

Typical customer feedback meeting is a combination of interview and observation

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Design principles

1. Visibility of system status
2. Match between system and the real world
3. User control and freedom
4. Consistency and standards
5. Error prevention
6. Recognition rather than recall
7. Flexibility and efficiency of use
8. Aesthetic and minimalist design
9. Help users recognize, diagnose, and recover from errors
10. Help and documentation

Jacob Nielsen

http://www.useit.com/papers/heuristic/heuristic_list.html

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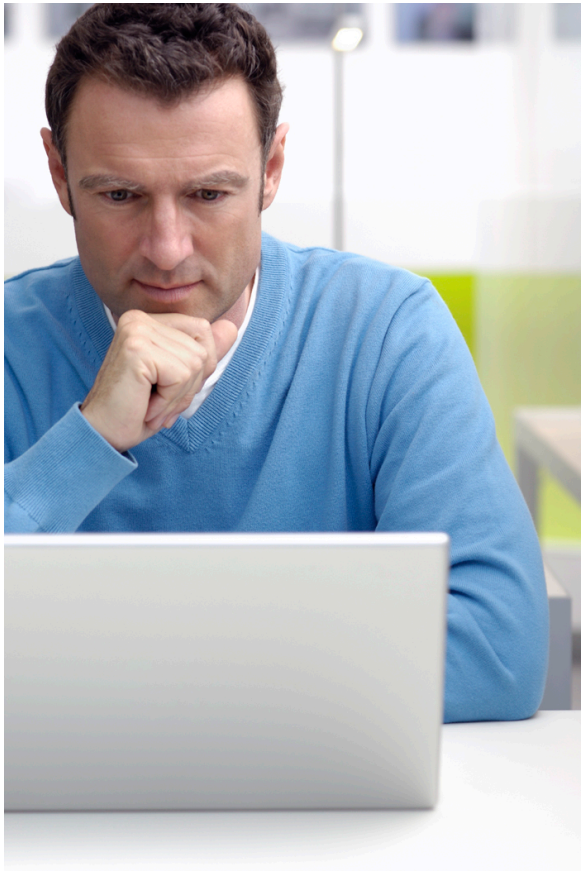
User-driven mindset

- Stonesoft R&D attends regularly to customer feedback meetings
  - E.g. Customer Technology Advisory Board
- GUI developers also conduct usability tests

⇒Each GUI developer should be aware of end users' needs and the context of use



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Framework & consistency

- Try to avoid pixel-tuning as far as possible
- With a decent GUI framework you can decrease the coding effort and keep the GUI consistent
  - Increase the abstraction layer → just select which widget, sub-routine or dialog type to use
- GUI framework makes it possible to deploy big changes throughout the GUI quickly

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Biggest challenges (1/5)

- Intuitivity
  - Since the StoneGate Management Center is very versatile and flexible product, it is a big challenge to make it easy to use for novice users
  - At the same time we should make sure that experienced users do not get disturbed
  - We have also noticed that the end users don't actively try to find new shortcuts and features. They use the product like they have always used.

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Biggest challenges (2/5)

- Continuous development
  - We are developing a product that has existed already 10 years
  - We must keep all the existing features up and working all the time (also with old engine versions)
  - Migrations are sometimes quite tricky…

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Biggest challenges (3/5)

- How to emphasize the most important pieces of data (especially in statistics)
  - The data amount can be huge
  - We should find a way to emphasize the relevant information to help administrators in decision-making or troubleshooting tasks

Biggest challenges (4/5)

- How to help administrators to keep the security policies and other parts of the management system understandable
  - Multiple administrators make modifications simultaneously
  - Some administrators may have left the company already
  - Making mistakes may stop the traffic for business critical systems

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Biggest challenges (5/5)

- How to keep the GUI responsive
  - This is something that is taken for granted by the end-users
  - Not an easy task when managing massive amount of configuration, log and run-time data in high latency environments
  - Keeping the GUI responsive often means that information needs to be cached in the client side extensively

Design examples

How is usability present in Stonesoft's products

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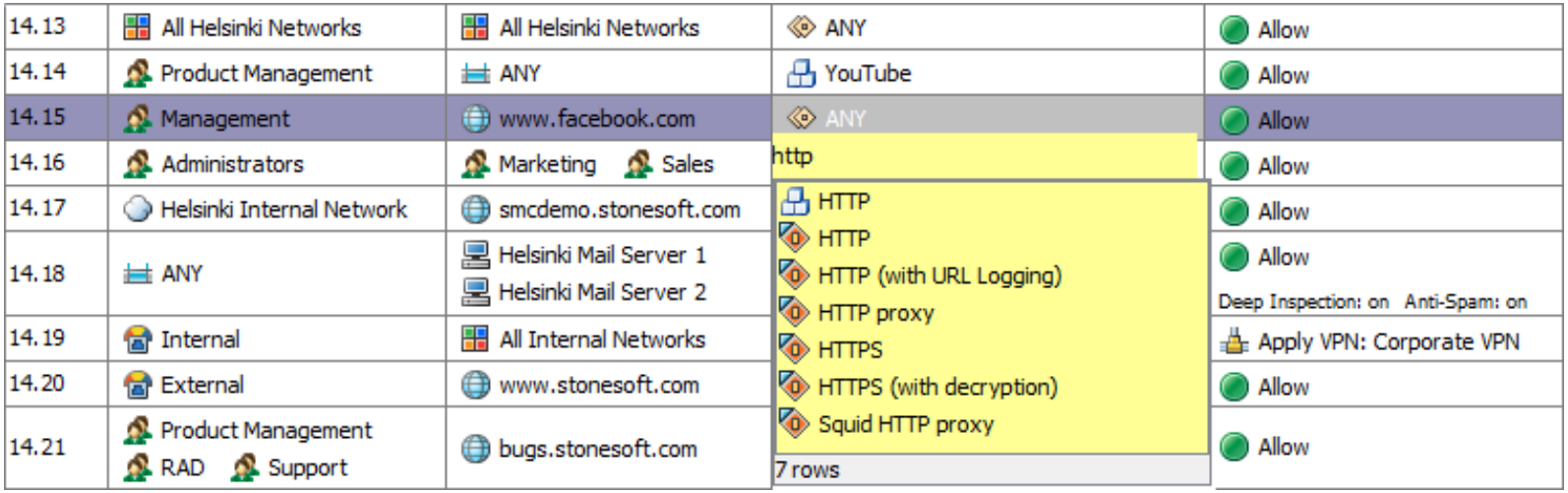
Type-Ahead Search

- Quickly find the correct elements in all contexts



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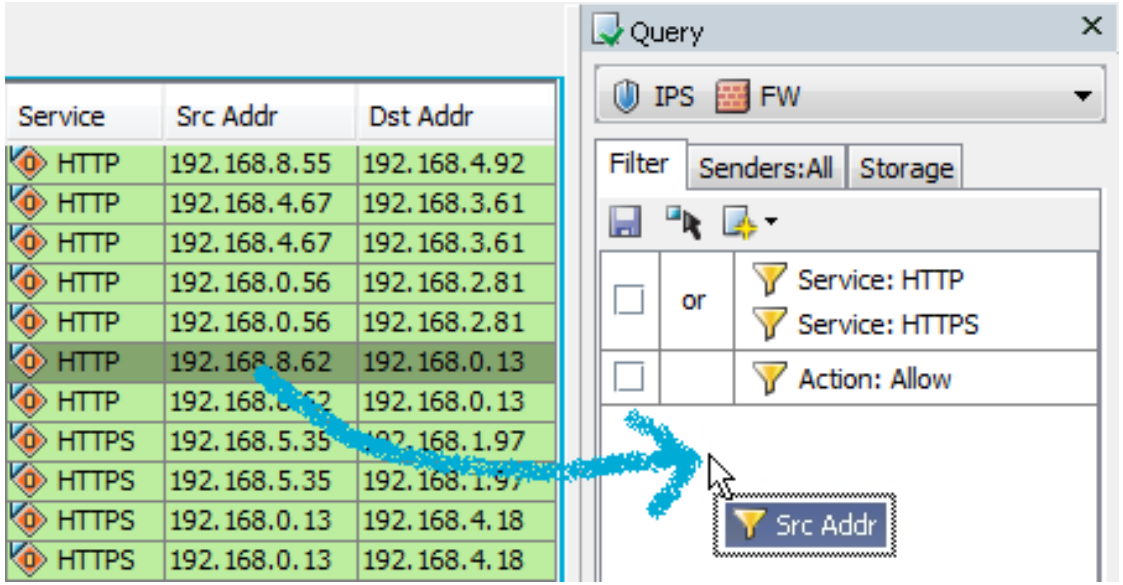
Drag & Drop Filtering

- You can troubleshoot the logs efficiently in drag & drop style



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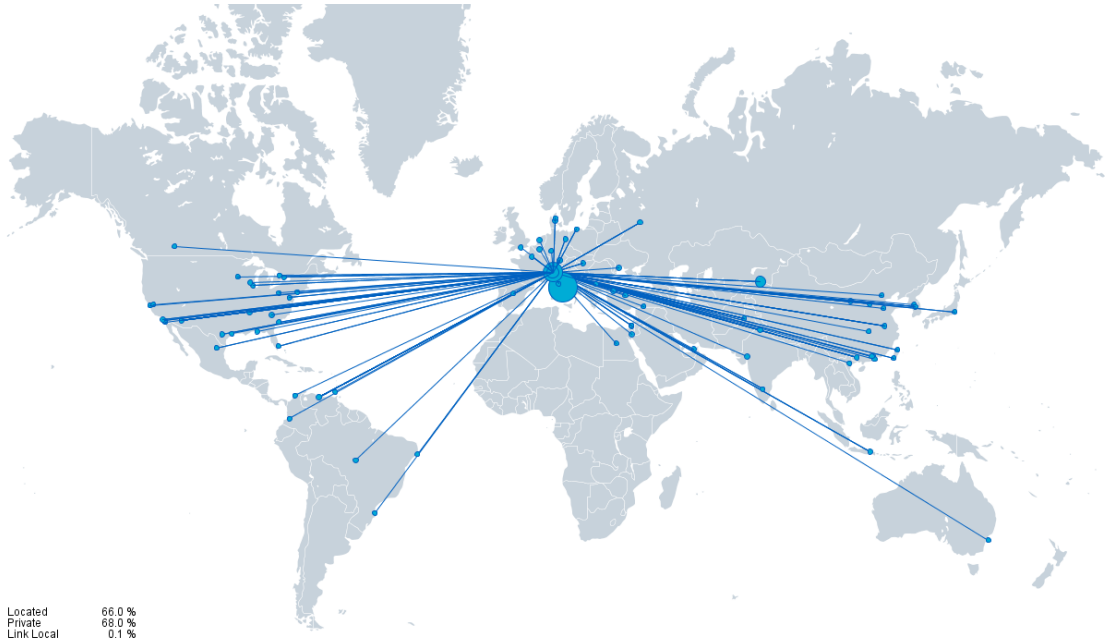
Log Visualizations

- Visualize the logs to help administrators with anomaly detection and troubleshooting tasks



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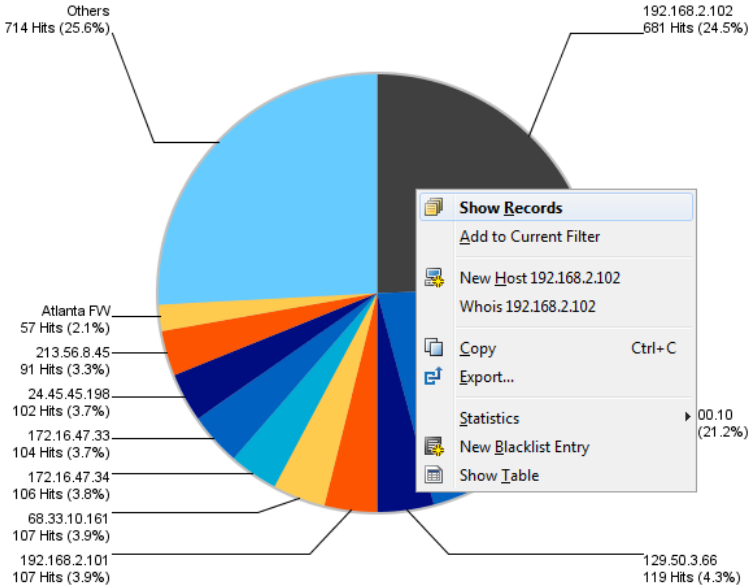
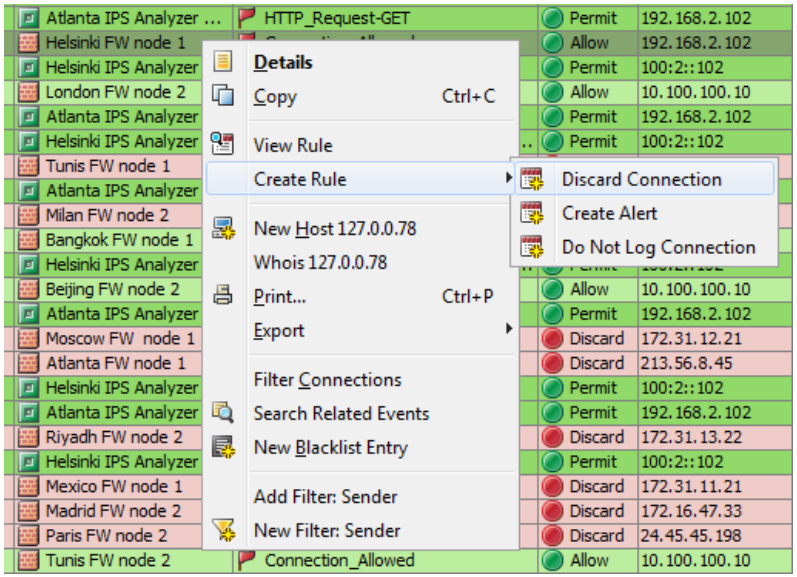
Drill-In Actions

- Move efficiently between status monitoring, policies, logs, statistics and reports!





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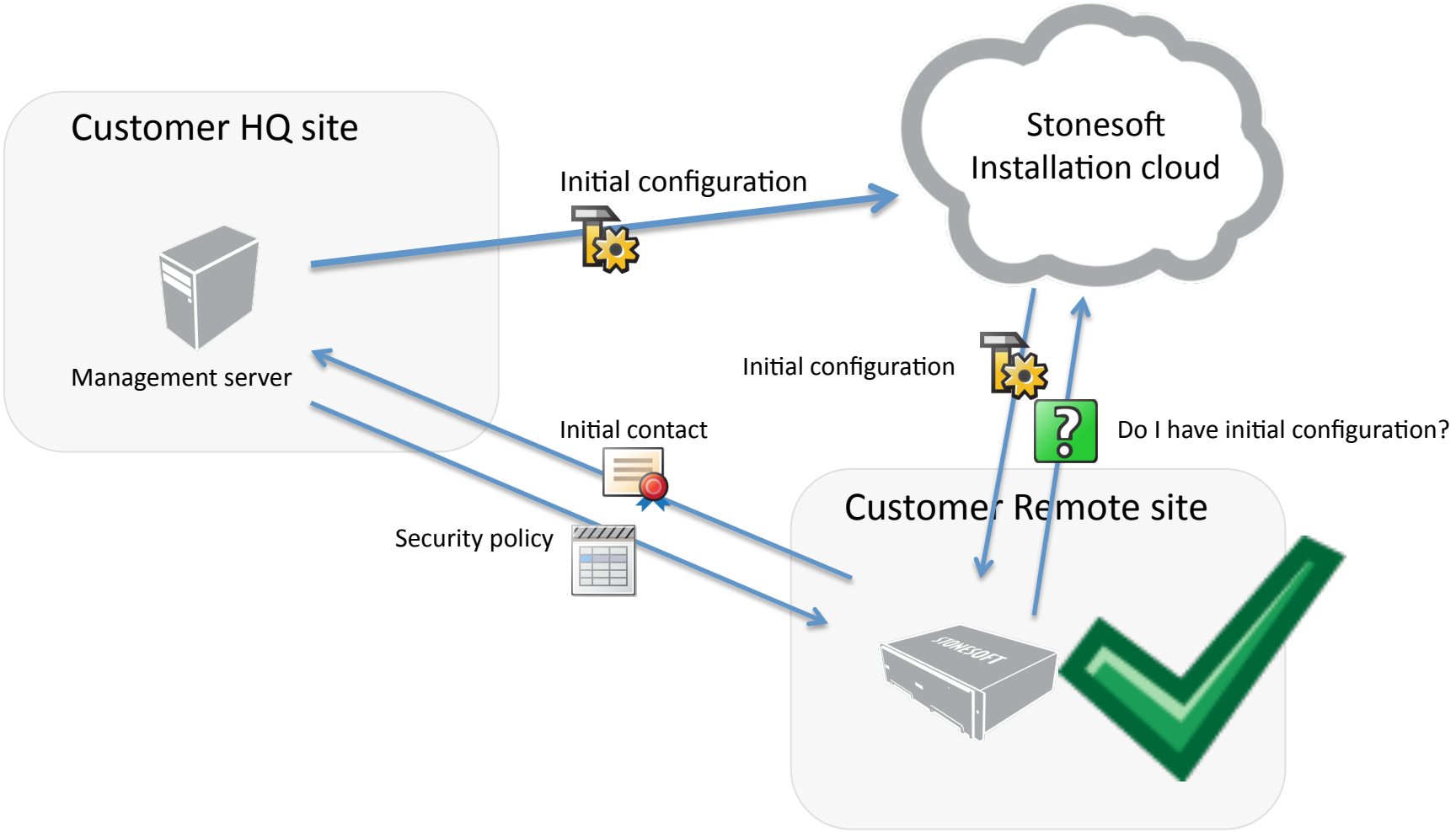
Plug and Play Installation



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Ergonomic Authentication

- Security is never compromised
- Still solutions can be usable!

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Demo time!

StoneGate Management Center

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