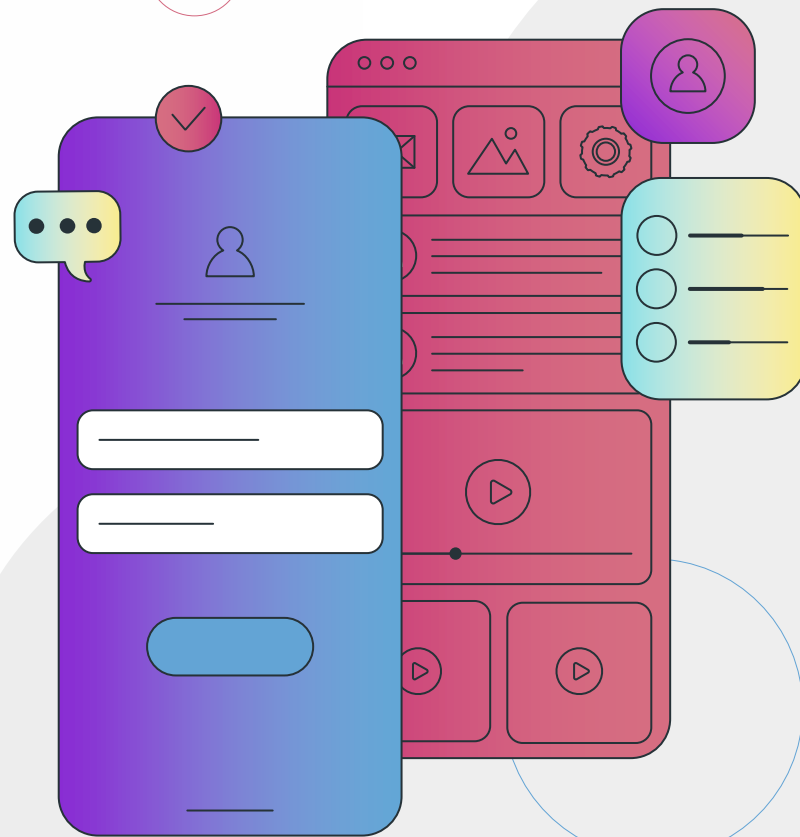# slido

Do you use documentation?

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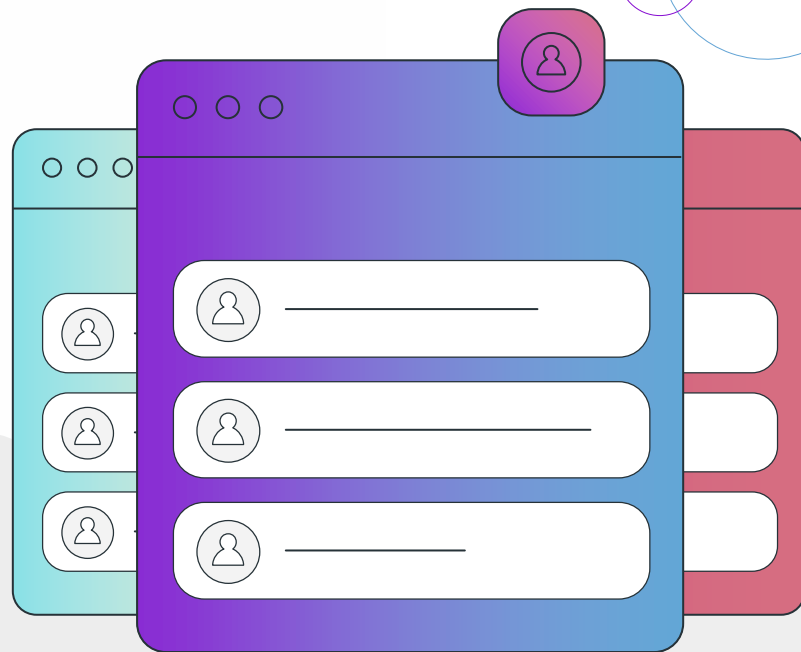
How Designers can use these templates

01

Why Templates?

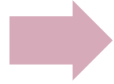Benefits of templates in the UX process

UX Process

Engagement of trio teams through the feature implementation process

UX Process

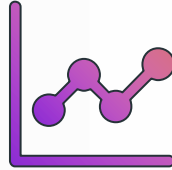PRFAQ/GitHub Meta or Proposal

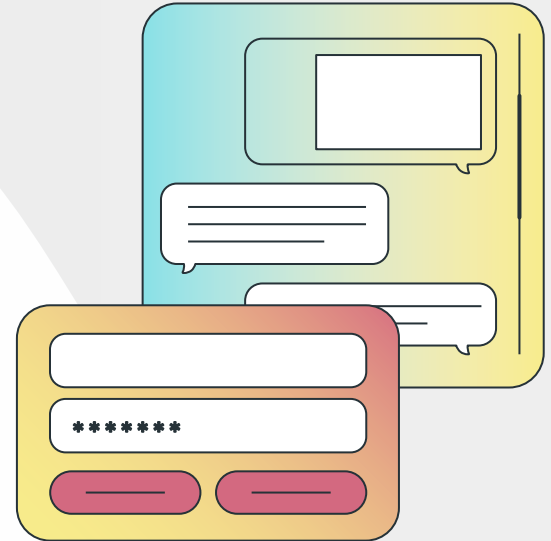Iterative ideation

Launch

Why Templates?

Repetitive Process

Time consuming
Process structure
Checklist for
Workshops

Creative Patterns

Clear problem
identification
Process to assist
creative problem
solving

LIST OF TEMPLATE KITS FOR DESIGN

High-fidelity Templates
- Keynotopia
- PSD UI Kits
- Android UI Design Kit
- Sketch.app UI templates
- Mobile templates for Sketch

Low-fidelity Templates
- Mockups To Go
- Yahoo Design Pattern Library Stencils

Sketch Templates
- Konigi Graph Paper
- EightShapes Unify
- Interactive Sketching Notation
- ZURB responsive sketchsheets
- SneakPeekIt
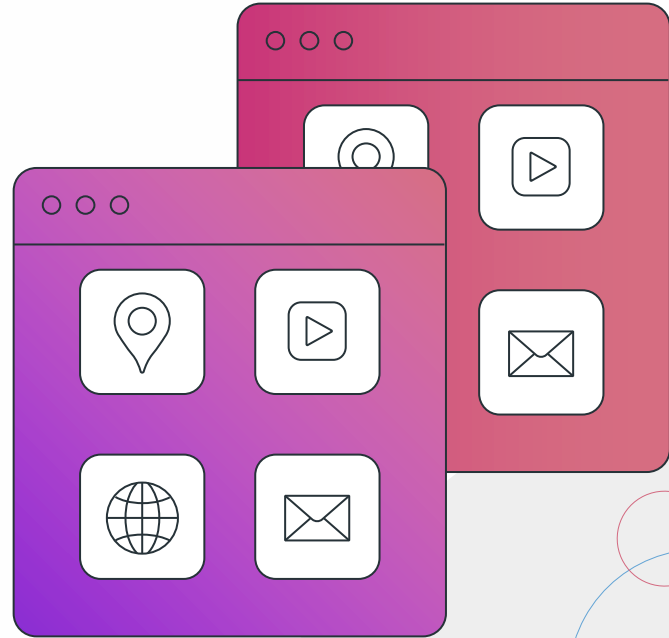
02
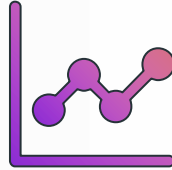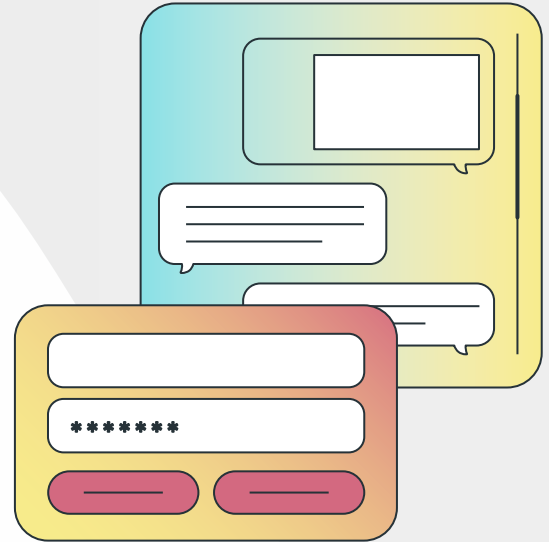
Value of Documentation

Research useful for Designers

UX Process

PRFAQ/GitHub Meta or Proposal

Iterative ideation

Launch

UXR Process

PRFAQ/GitHub Meta or Proposal

- Exploratory studies
- Qualitative
- Persona work
- JTBD
- Contextual Inquiry
- Mind Maps
- Segmentation Studies

Iterative ideation

- User Testing
- Click Test
- Heat Maps
- IA
- Tree Tests
- Jargon Testing
- End Point Testing (Alpha tests)

Launch

- In tool survey
- Usability study
- Accessibility study
- UX Health Metrics
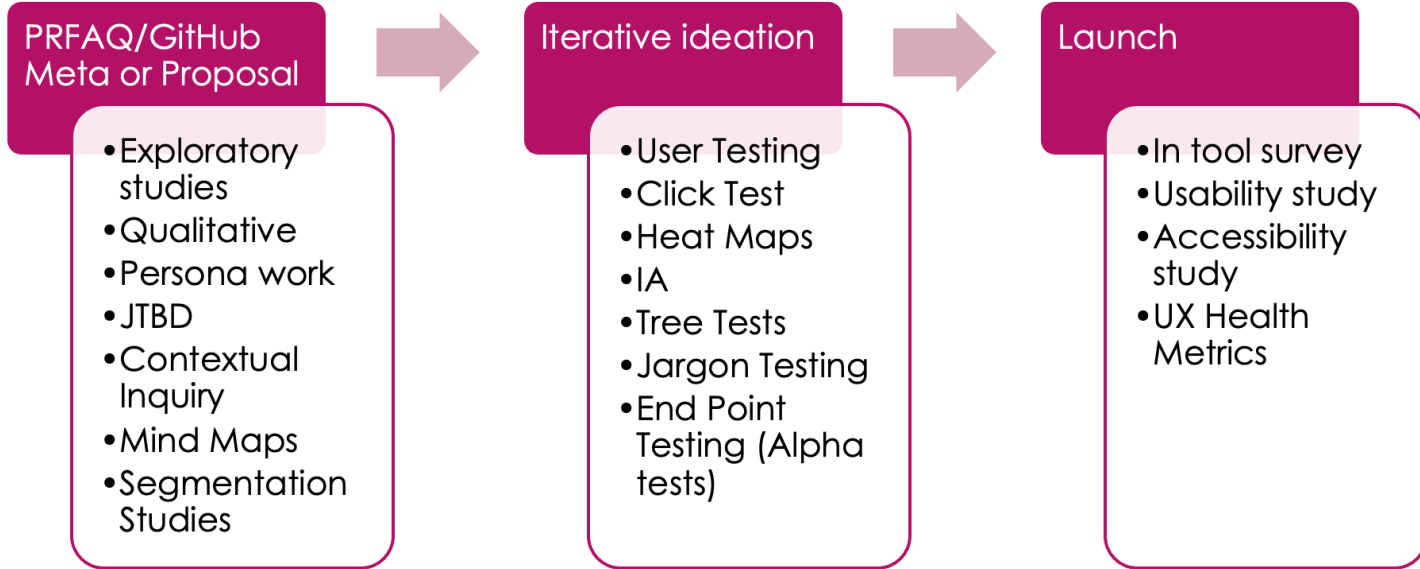
Templates and Documentation

LIMITATIONS FOR DESIGNERS

Trained in Design

Researchers have years of training in understanding user behavior, emotions and thought process

Logistics of Design

Designers need to balance and coordinate with PM and Dev progress
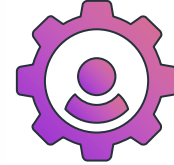
Dive Deep Demands

Time consuming, needs user and community connections, specialized tooling

03

Examples and Demo

Figma, YouTube and OpenSearch

Situation

Micro Flow

UX wanted to develop a micro flow and test if it works with the user

Existing Process

We had multiple examples of micro and macro flows for the user that we designed for

Mini Templates

Design led creation of templates for immediate action

Scale Solution

Templatize to help team and community designers

Xenia Tupitsyna

Blog Posts & Articles by Xenia Tupitsyna

Most Recent Blog Posts

COMMUNITY UPDATE

Using documentation for usability studies

Mon, Apr 01, 2024

FEATURE

Building custom threat detection rules with OpenSearch Security Analytics

Tue, Nov 21, 2023

Xenia Tupitsyna is a UX Designer at OpenSearch. She is working on user experiences across Machine Learning (ML), Alerting, and Security Analytics solutions.

Xenia Tupitsyna's Roles

Author

Other Blog Posts

13 Jul 2023   Correlating security events across different log sources

Approach

UXDR workshop

- Discuss best practices
- Share examples
- Works to train on best practices in the process

Coaching

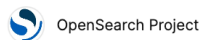- Office hours
- UserZoom (Study) oversight
- Course Correction

UXD templates

- Designer creates templates
- Socialize templates
- Use and reuse of templates

FIGMA

Template for Users

OpenSearch Project

OpenSearch UXR: Usability study kit

Design file • ♡ • 3 • 👤 24 users

Open in Figma

OpenSearch

OpenSearch UXR
Usability study toolkit

Last Updated:
March 25, 2024

`v1.0`

About

Is the product you develop usable for your users?
This is what a usability study is designed to test. A usability study is a technique used to determine if users are able to use what you have elaborately conceptualized. OpenSearch UXR provides the essential tools to help you run a usability test. Use these Figma templates to think through your study.

Category

Design tools

⚇ Task completion

Task	User 1	User 2	User 3	User 4	User 5	Total	Effectiveness
Task 1 ...task name	😐	🙂	😐	🙂	🙂	5/5	100%
Task 2 ...task name	☹️	🙂	😐	🙂	🙂	5/5	100%
Task 3 ...task name	☹️	🙂	😐	🙂	🙂	5/5	100%
Task 4 ...task name	☹️	🙂	😐	🙂	🙂	5/5	100%
Task 5 ...task name	☹️	🙂	😐	🙂	🙂	5/5	100%

🕐 Time on task

Task	User 1	User 2	User 3	User 4	User 5	Avg.time
Task 1 ...task name	00″	00″	00″	00″	00″	00″
Task 2 ...task name	00″	00″	00″	00″	00″	00″
Task 3 ...task name	00″	00″	00″	00″	00″	00″
Task 4 ...task name	00″	00″	00″	00″	00″	00″
Task 5 ...task name	00″	00″	00″	00″	00″	00″

Screener questions

1. [Type your screener question here] (Select all that apply)

[Type answer 1 here]	✅ *May select*
[Type answer 2 here]	❌ *Disqualify*
[Type answer 3 here]	❌ *Disqualify*
[Type answer 4 here]	✅ *May select*
[Type answer 5 here]	✅ *May select*

2. [Type your screener question here] (Select all that apply)

[Type answer 1 here]	✅ *May select*
[Type answer 2 here]	❌ *Disqualify*
[Type answer 3 here]	❌ *Disqualify*
[Type answer 4 here]	✅ *May select*
[Type answer 5 here]	✅ *May select*

Initial Questionnaire

1. [Type a question here]

   ○ Option 1
   ○ Option 2
   ○ Option 3

2. [Type a question here]

   ☐ Option 1
   ☐ Option 2
   ☐ Option 3
   ☐ Option 4
   ☐ Option 5
   ☐ Option 6

3. [Type a question here]

   ```
   ...
   ```

[Example]: OpenSearch usability study questionnaire

Screener questions

1. Which of the tasks below describe your role in the organization? (Select all that apply)

Manage security teams	✅ *May select*
Set up and manage infrastructure	✅ *May select*
Set up and manage software	✅ *May select*
Monitor system logs, application logs, network events logs	✅ *May select*
Document security incidents and responses, compile security reports	✅ *May select*
Investigate security alerts and incidents	✅ *May select*
Determine the root cause of the incidents and take remediation steps	✅ *May select*
Analyze log or security data	✅ *May select*
None of the above	❌ *Disqualify*

Initial Questionnaire

1. Did you use OpenSearch dashboards before?

   ○ Yes
   ○ No
   ○ Not sure

2. From the list below select the tasks that you performed before. Leave the answer blank if you haven't performed any of these tasks.

   ☐ Data ingestion
   ☐ Log analytics
   ☐ Observability
   ☐ Setting up alerts and anomaly detection
   ☐ Setting up threat detectors
   ☐ Investigate security alerts

3. If you use log data help us understand what are the log types you are interested in monitoring?
   (Leave it blank if you don't work with log data).

   ```
   ...
   ```

[Example]: OpenSearch usability study tasks

Task	Objective	Scenario	Success criteria	Assets
Task 1 Create a threat detector	**User should be able to** navigate to the Security Analytics functionality and find the entry point for creating detector.	Login with admin/admin > Select Global tenant > Go to Security Analytics plugin > Create a detector for index windows (Windows log type) Fill other fields as you see fit. 🗣️ Think out loud as you navigate the pages. Click Success 🟢 once you're done or Abandon 🔴 if you can't complete the task. 🖼️ https://opensearch.org/docs/latest/security-analytics/sec-analytics-config/detectors-config	Threat detector created	**URL: OpenSearch Dashboards log in page**
Task 1 Create alert on finding	**User should be able to** discover setting alerting trigger for an existing finding	Navigate to Findings under Security Analytics > Create alert on any finding in the table. Fill any fields as you see fit. 🗣️ Think out loud as you navigate the pages. Click Success🟢 once you complete the task or Abandon🔴 if you can't complete the task. 🖼️ Refer to the documentation if you have questions: https://opensearch.org/docs/latest/security-analytics/usage/index/	User saved an alert trigger	**Pick up where left off**
Task 1 Configure detection rule	**User should be able to** discover create detection rule functionality and create a basic rule.	Navigate to "Detection rules" > Create a detection rule for windows log type with Selection_1 using event_uid for key and 2000 for value > Add Selection_1 as Condition. Fill other fields as you see fit. 🗣️ Think out loud as you navigate the pages. Click Success🟢 or Abandon🔴 if you can't complete the task. 🖼️ https://opensearch.org/docs/latest/security-analytics/usage/rules/	Detection rule created	**Pick up where left off**
Task 1 Create correlation rule	**User should be able to** discover create correlation rule functionality and create a basic rule.	Go to Correlation Rules > Create a rule with 2 queries: 1. index: windows, log type: windows, field: event_uid, value: 2000 2. index: ad_logs, log type: ad_ldap, field: azure.signinlogs.properties.user_id, value: JOHN Fill other fields as you see fit 🖼️ https://opensearch.org/docs/latest/security-analytics/sec-analytics-config/correlation-config/ Click Success 🟢 once you're done or Abandon🔴 if you can't complete the task.	Correlation rule created	**Pick up where left off**
Task 1 Review correlations	**User should be able to** navigate to the Correlations page and to understand the interactions for the graph.	Go to Correlations > Filter the graph to show only High and Low severity findings > Review the remaining findings. 🖼️ https://opensearch.org/docs/latest/security-analytics/usage/correlation-graph/ 🗣️ Think out loud! Click "Success"🟢 when you done or "Abandon"🔴 if you can't complete the task.	The Correlations visualization filtered to display a portion of the findings.	**Pick up where left off**

✍️ Your usability study tasks

Task	Objective	Scenario	Success criteria	Assets
Task 1 ...task name	**User should be able to** ... describe the objective	...describe a scenario for user to follow	Threat detector created	**https://figma.com/proto/...flow1**
Task 2 ...task name	**User should be able to** ... describe the objective	...describe a scenario for user to follow	Threat detector created	**https://figma.com/proto/...flow1**
Task 3 ...task name	**User should be able to** ... describe the objective	...describe a scenario for user to follow	Threat detector created	**https://figma.com/proto/...flow1**
Task 4 ...task name	**User should be able to** ... describe the objective	...describe a scenario for user to follow	Threat detector created	**https://figma.com/proto/...flow1**
Task 5 ...task name	**User should be able to** ... describe the objective	...describe a scenario for user to follow	Threat detector created	**https://figma.com/proto/...flow1**
Task 6 ...task name	**User should be able to** ... describe the objective	...describe a scenario for user to follow	Threat detector created	**https://figma.com/proto/...flow1**
Task 7 ...task name	**User should be able to** ... describe the objective	...describe a scenario for user to follow	Threat detector created	**https://figma.com/proto/...flow1**
Task 8 ...task name	**User should be able to** ... describe the objective	...describe a scenario for user to follow	Threat detector created	**https://figma.com/proto/...flow1**

Need more tasks?
There are some extra rows hidden
in the table

[Example]: Recruitment email

Hello!

I am reaching out from the [name of the team] UX team. We're looking for users like you to give the feedback on the [type of experience] experience in [app/website]. We want to ensure that first time user has an optimal experience.

The session will take between 20-30 minutes, and you will be asked to answer a couple of questions and then complete tasks using a web interface.
We are hoping to validate or invalidate hypotheses as well as uncover unexpected pain points or gaps in a given user experience, and help prioritize fixes or updates that will improve overall experience.

If you're interested in influencing the user experience and have 20-30 minutes to test the solution we're building, please [respond to this email/use this link to access the study/use this link to schedule the research session].

Best,
[your name]

OPENSEARCH USER RESEARCH

Usability Study Plan

What is this research about?

The usability study goal was to evaluate existing user flow in OpenSearch Security Analytics UI to identify the points of friction and usability issues.

Methodology and recruitment

Unmoderated, evaluative usability study. Each participant was offered a sequence of five consecutive tasks using an instance of OpenSearch Dashboards v.2.9.
The sample of participants who completed the study consisted of X technology and operations professionals (managers and analysts) recruited through Y.

Tasks

See the ☑ **Tasks** page

Prototype

https://playground.opensearch.org/

Questionnaire

See the 🎨 **Questionnaire** page

OpenSearch usability study toolkit

Is the product you develop usable for your users?

This is what a usability study is designed to test. A usability study is a technique used to determine if users are able to use what you have elaborately conceptualized. OpenSearch UXR provides the essential tools to help you run a usability test. Use these Figma templates to think through your study.

Updates

Future releases of the OpenSearch usability study toolkit will be made available through the OpenSearch project community page. You can download new versions and publish them locally.

Typefaces

Open sans (Download)

Support and Feedback

If you have questions, identify bugs, or would like to propose an improvement, please reach out to us:
Github: github.com/opensearch-project/UX.

Using documentation for usability studies

Mon, Apr 01, 2024 · *Aparna Sundar, Xenia Tupitsyna*

Is your product usable? Are your users able to navigate it seamlessly? Do they find your UX options intuitive? This is what a usability study is designed to evaluate. In this blog post, we offer some best practices for running a usability study, including some essential tools. We also provide Figma templates that can help you conceptualize a usability study.

When do you need a usability study?

User testing can be extremely helpful in influencing design decisions because it validates assumptions in the software development process. While there are many tests that designers can utilize, a usability study enables designers to evaluative user behavior and flow. A usability study is best executed when a complete workflow has been designed and is available to the user. This could be a clickable prototype (pre-development) or an active endpoint. A usability study validates a workflow that you have created based on persona knowledge and tasks to be performed. Persona studies are usually conducted prior to design and UX development. See this blog post for information about using Figma templates for your persona research.

Planning your study

To plan your study, you first need to choose participants, who should resemble the actual user profile or persona for which you have designed the experience. Then you need to draft questions either to validate the sample or for the study participant's use case. When framing questions for tasks, refrain from telling the study participant what to do. Instead, frame the question with the task end goal in mind. As an example, instead of telling the user to "Find **File** on the menu bar and click on **Open file**", frame the task question as "Navigate around to show us how you would open a file".

The **Tasks** page, shown in the following image, is intended to capture the details of each task sequentially.

Aparna Sundar

Aparna Sundar is a Lead UX Researcher at OpenSearch Project. She has over 20 years of experience in the field of research and design and actively publishes in the cognitive science domain.

 asundartweets

 apasun

 aparnasundar

Xenia Tupitsyna

Xenia Tupitsyna is a UX Designer at OpenSearch. She is working on user experiences across Machine Learning (ML), Alerting, and Security Analytics solutions.

 xeniatup

 xenia-tupitsyna

YouTube

Documentation on How to Use Templates

OS - Community Files / OpenSearch UXR: Usability study kit

Share

104%

Design Prototype

Page

002A3A   100%

Local variables

Local styles

Export

Layers Assets Cover

Pages

Cover
Instructions
Usability study plan
Tasks
Questionnaire
Track the study
Usability study report

Components

Cover

Cover

OpenSearch

OpenSearch UXR
Usability study toolkit

Last Updated:

March 25, 2024

v1.0

04

Benefit to Open Source Community

How Designers can use these templates
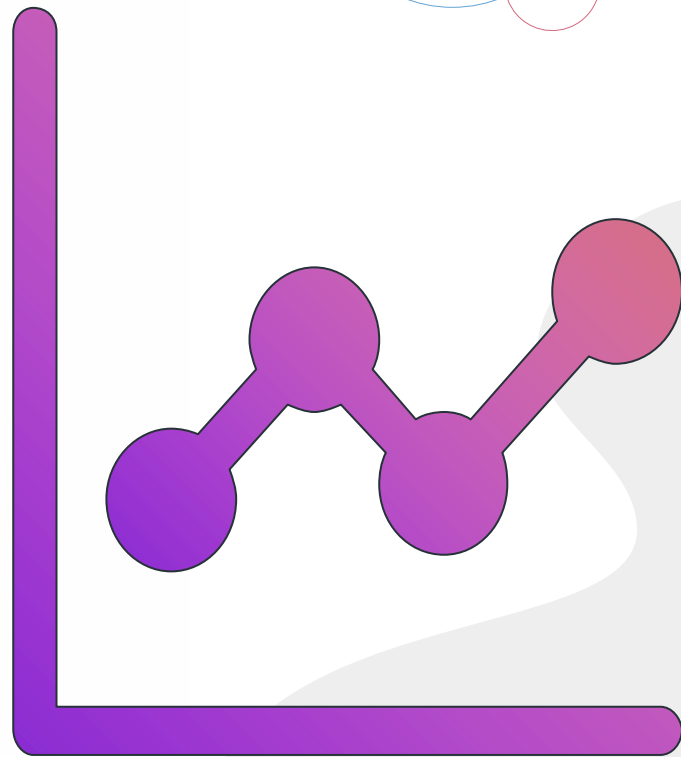
Community Benefits

- Quality control
- Automation
- Time savings
- Training on research
- Credibility with team
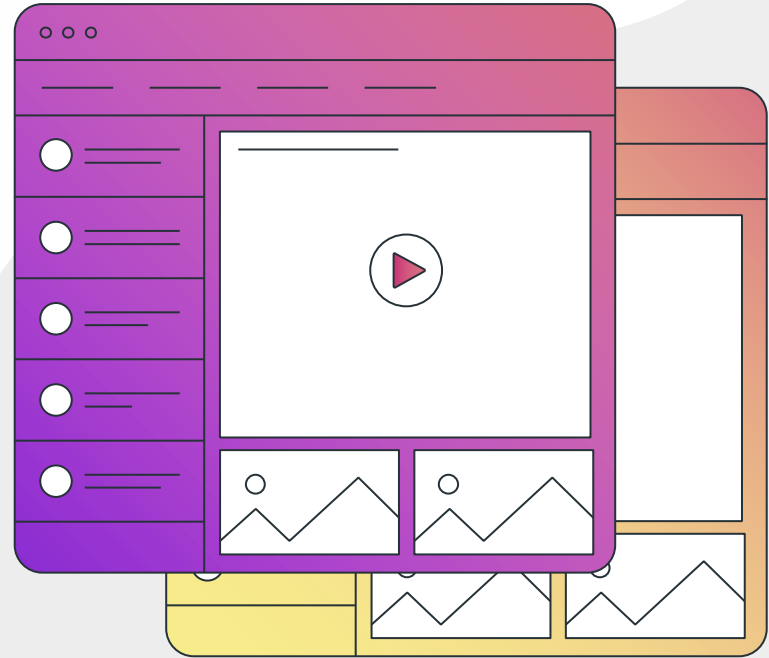
RESOURCES

Did you like the resources on this template? Get them for free at OpenSearch GitHub and other sites noted below

Slides on GitHub

- https://github.com/opensearch-project/community/tree/main/slides

References

- Sunar, A. and Tupitsyna, X. (2024). Using documentation for usability studies. https://opensearch.org/blog/UsingDocumentationForUsabilityStudies/

Figma Template

- https://www.figma.com/community/file/1354537053014589491

YouTube

- https://www.youtube.com/watch?v=06o1yActr7M
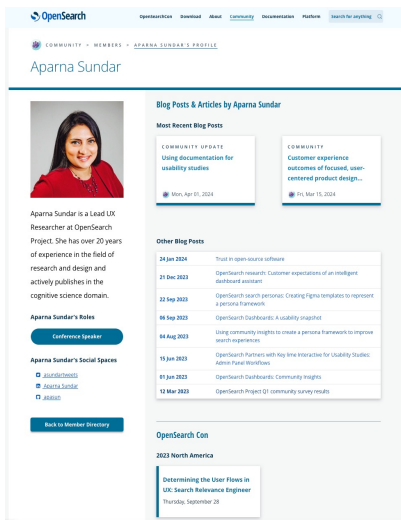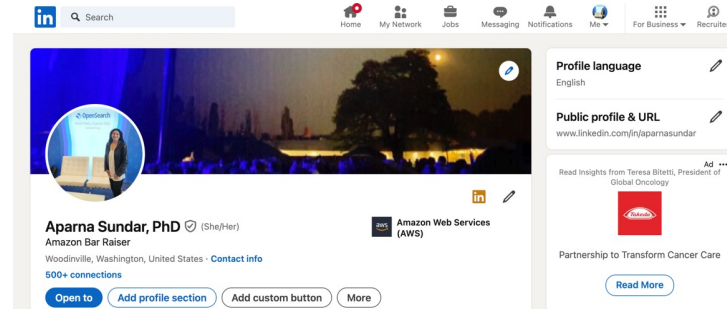
Let's Continue the Conversation in open source

slido

Please provide feedback on this talk here

ⓘ Start presenting to display the poll results on this slide.