

User Experience Working Group

November 20, 2024

Participants

- Alec Summers
- Chris Coffin
- Jill Kamienski
- Rich Piazza
- Steven Christey
- Matthew Coles
- Matt DiVisconte
- Jessie Vaught
- John Keane
- Doug Nichols
- Paul Wortman
- Rae Powers
- Tori Mills

Agenda

- CWE Macro UX Design
- CVE User Survey
- CWE 4.16 Release
- Open Discussion

Meeting Summary

- **Usability and Macro Design Changes:** Chris introduced Jill Kamienski, a new UX design expert from MITRE, to discuss usability and macro design changes for the CWE site. Jill outlined four focus areas for improvement, starting with the home page redesign to make it more intuitive for new users.
- **Home Page Redesign:** Jill Kamienski proposed redesigning the CWE home page to group sections based on typical user actions such as learning about CWE, accessing content, and contributing to the site. Chris and Matthew suggested including root cause mapping and top 25 mappings as key elements.
- **New User Content:** Jill Kamienski plans to organize new user content to make it easier for first-time users to find information and understand CWE. Chris agreed that removing duplication and providing clear guidance would be beneficial.
- **Individual CWE Pages:** Jill and Chris discussed improving the structure and hierarchy of individual CWE pages to help users quickly find relevant information. Chris suggested creating higher-level containers to group related data and provide better guidance for users landing directly on CWE pages.
- **Search Functionality:** Jill aims to enhance the search functionality on the CWE website by introducing advanced search options and filters. Matthew suggested considering AI and chatbot approaches to improve the search experience.

- **CVE and CWE Survey:** Chris informed the group about an upcoming survey of CVE consumers, which may include questions specific to CWE. Matthew and Steven suggested including questions about the importance and usage of CWE information in CVE records. For example, how important is having a CWE identified within a CVE Record to a defender or a PSIRT team?
- **CWE 4.16 Release:** Chris announced the release of CWE version 4.16, which includes a new AI CWE for prompt injection and a new View for the top 25 for 2024. He highlighted the addition of visual aids to some CWE entry pages to improve understanding.
- **VulnCon 2025:** Chris reminded the group about the upcoming VulnCon 2025 event, hosted by CVE and FIRST, and encouraged participants to submit their talks during the call.

Action Items

1. **Homepage Redesign:** Look into integrating related projects like CAPEC or MITRE ATTACK into the homepage design. Consider including CWE Top 25 mappings and announcements at the top level of the homepage.
2. **New User Content:** Remove duplication and organize new user content to make it easier for users to find information.
3. **Search Functionality:** Explore the feasibility of implementing advanced search mechanisms, including filtering by specific fields and mappable CWEs. Investigate the possibility of incorporating AI and chatbot features for improved search and user interaction.
4. **Survey Questions:** Incorporate questions in the CVE survey addressing users' comprehension and application of CWE information related to vulnerabilities. Additionally, consider including questions about the significance and utilization of CWE information in CVE records.
5. **Meeting Notes and Transcripts:** Discuss the possibility of sharing meeting transcripts or recordings for better transparency and reference.

Meeting Notes

CWE Macro UX Design (Jill Kamienski)

- Home Page Redesign
 - Problem: lack of direction – especially for new users.
 - Proposed solution: focus on grouping sections by common user actions
 - Learn about CWE
 - Access Content
 - Contribute content and participation in working groups
 - Root Cause Mapping and Top 25 Mapping could be considered as well.
 - Steven Christey: there are different reasons why somebody might want to do root cause mapping, as Chris mentioned; but a different user would be a developer who wants to “access content” to learn about the weakness. The *kind* of content/data fields will vary on depending on who the user is.
 - CHAT QUESTIONS
 - Are the existing views going to be incorporated in these “content stories”? Or just grouped together as “views”?

- Are there any metrics on the server that would show which parts of the site are used most?
 - Steven C: we don't track metrics closely but can do some analyses. A huge number of users reach the CWE website by external vulnerability reports, then clicking on links to individual CWE web pages. Others find it with Google searches. The contents (individual web pages) are the most heavily used.
- Reorganize New User Content
 - Problem: new user content is in multiple places
 - Proposed solution: reorganize new user content
 - Remove duplication
 - Tie together pieces from different places
 - Specific information focused on different types of users
- New User Guidance on CWE Entry Pages
 - Problem: many users access the CWE website through a link to a specific CWE weakness page. No clear guidance without taking the time to read through all the new user info
 - Proposed solution: add some content and structure to the CWE pages
- Improve Search
 - Problem: search is a generic option that searches the whole website, without the ability to focus in on keys items of interest.

CVE User Survey

- The CVE and CWE Programs are closely related.
 - More related recently with the RCM WG.
- The team is planning to conduct a survey of the CVE consumer community.
- Focus will be on both security solution providers and the end users who use those solutions.
- What questions should we ask about the use of CVE?
 - How do they use CVE data in their day-to-day life?
 - What data is most important to them?
 - Is there anything missing in the current schema?
 - Should we include any specific questions regarding CWE?

CWE 4.16 Release

- This 11/19 release includes the second installment of major usability improvements that are underway to enhance the understandability, navigability and usability of CWE content.
 - 14 CWE Entry pages have been updated and upgraded; will now include a concise summary.

NEXT MEETING 12/18