User Testing

User Testing Video

The video for client user testing of the Prototype can be found here : Paper Prototype

To provide an outline of how common data processing steps can be carried out using our solution, we have modelled the following common use cases scenarios in our paper prototype.

Scenario	Motivation	Expected steps to completion
Edit a type	If updates are made to log formats or analytics platforms, there may arise a need to add a new type to a mapping.	1. Click on `**Edit Types**` 2. Add a new Type - `**EPOCH**` 3. Add the regex for `**EPOCH**`
Create an input format	It is nearly certain that the system will run into new log formats, either due • to the addition of new devices and software from vendors, or • as a result of vendors making changes to log file contents and formatting.	1. Create a new input format. 2. Upload a sample log file. 3. Create the mapping 4. Set `**src_ip**` type to be `**IPv4**` 5. Give the document a name 6. Predict the missing types 7. Update `**id**` to Fortinet_id 8. Submit the document
Validate an existing format document	In some cases, users of the system may need to validate an existing format document. For example, if may be discovered that a field's value has changed, which would require correction to produce the correct normalization	1. Edit `**Fortinet East-Aus**` 2. Validate the document 3. Get more information about format violation 4. Go back to the format document 5. Go Home

Create a normalization mapping	Prior to creating a normalization, an input data format needs to be mapped to a specific 3rd party integration, for example Splunk.	1. Create a mapping. 2. Select `**Fortinet east-aus**` as input 3. Select `**Splunk Out V2**` as output 4. Create the mapping 5. Map `**src_ip**` to `**source_address**` 6. Map `**src_port**` to `**source_address**` 7. Map `**logID**` to `**id**` 8. Map `**user_name**` to `**user**` 9. map `**time**` to `**dateTime**` 10. Save the mapping 11. Go Home
Edit an existing mapping	In some cases, users of the system may need to adjust an existing mapping - for example, if it is discovered that a field was incorrectly mapped due to human error, the mapping will need to be corrected.	1. Edit `**Fortinet East-Aus**` `**Splunk Out V2**` 2. Edit the mappings 3. Save Changes 4. Go Home

User Test - Paper Prototype

Process:

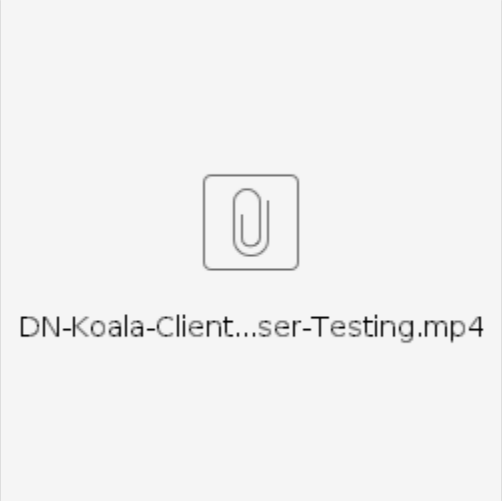
1. Brief the client on the scope and constraints of our solution.
2. Listen to feedback
3. Explain the user testing process
4. Present Paper Prototype
5. Each team members is assigned some User Scenarios and will implicitly instruct the user through the task
    a. Implicitly being, not telling the user exactly what to do
        i. Good : "Map src_ip to source_destination"
        ii. Bad : "Click the left box, and select src_ip"
6. Finally a review of any missed questions or thoughts from the user

Presenter	Scenario
Luke	Introduction, Scenario 1 Edit Types and Conclusion
Ishan	Create an Input Format
Daniel	Validate Existing format document and Create normalization mapping
Nikunj	Edit Existing Mapping

Client User Testing video

Full Meeting Video

To view just the prototype testing clip, refer to - Paper Prototype



Lessons Learnt:

- Displaying the information as tables is intuitive and a common approach.
- Having types and fields suggested is a massive help and very needed.
- Versioning of documents is not a significant requirement.
- The ability to clone and existing format document or mapping document would be very helpful as logs contain a similar structure.
- The apps ability to be expanded upon in the future fits well into Telstra culture of development.

Reflection on User Testing

Prior to showcasing and testing the prototype, we presented our thought process and understanding of the prototype requirements by referring the diagram below. The ideas and solution we presented were initially not well understood.

We then started the user testing and introduced our paper prototype, allowing the client to navigate through our solution. This led to a more coherent understanding of the true opportunities this solution presents. ***This has shown that having a simple prototype can add significant value when discussing requirements and functionality of products.***