

A screenshot of the IBM X-Force Red Red Portal. The interface has a dark header with the text "IBM X-Force Red" and navigation links for "Home", "Budget", and "Manage users". Below the header is a search bar with placeholder text "What are you looking for today?". On the left, there are two sections: "New requests (3)" and "Tests in progress (1)". Each section contains three items, each with a small icon, a title, a brief description, and a status indicator (e.g., "View detail", "Approved", "Scheduled"). To the right of these sections is a sidebar with filtering options: "Findings risk" (Critical, High checked, Medium, Low, Informational), "Test type" (Application penetration test, Manual static code review, Automated Application (Dynamic) Test, Automated network test, Hardware penetration test), and "Create date" (Last 7 days, Last 30 days, Last 3 months). A blue button labeled "New test request" is located at the top right of the sidebar.

X-Force Red

X Force Red is a global security testing team within IBM Security. The Red Portal is a communication and collaboration tool created by X-Force® Red's hackers that can be used in both cloud and on-premises settings.

Project Overview

Clients of X-Force Red Penetration Testing Services can log into the portal to schedule tests at their convenience, change what they want to test without having to sign new contracts, view findings and remediation recommendations, and see how much they have paid for their testing programs so far and how much is left over each month.

Role: UI/UX designer

Responsibilities: Research, Personas, Wireframing, Visual Design, Usability Testing.

Tools: Sketch, InVision, PPT

Objectives

The portal may act as a central repository for client vulnerability information. To choose which vulnerabilities to fix first, vulnerability management teams can look down into their highest risk networks and display a prioritized list of flaws and related attacks.

Goals

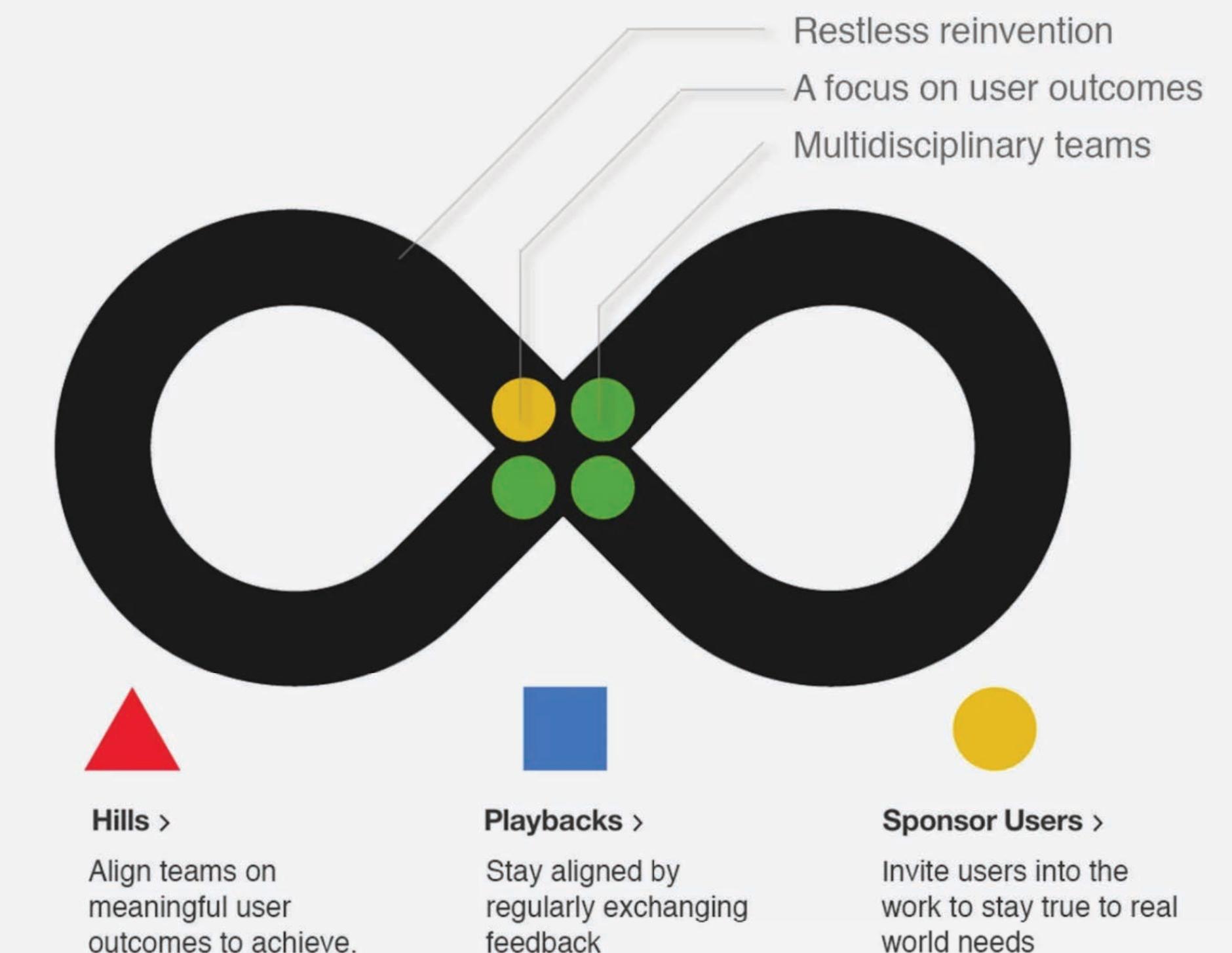
To choose which security holes to address first, vulnerability management teams may dive down into their highest risk networks and display a prioritized list of issues and related attacks.



IBM Design Thinking Process

IBM Design Thinking is a scalable framework to help teams understand and deliver-continuously. We begin by making a conscious commitment, as a team, to prioritise the users over other, sometimes competing, business concerns.

The Loop Observe | Reflect | Make



Business Challenges

- **Evolving Threat Landscape:** Businesses in the security testing industry must stay updated with the latest attack techniques.
- **Complexity of Systems and Technologies:** Security testing must evolve to meet the problems provided by cloud computing, the Internet of Things (IoT), mobile apps, and other new technologies as complex systems and technologies expand.
- **Rapid Technology Advancements:** Technology advancements occur at a rapid pace, introducing new tools, frameworks, and methodologies.

Product Users



Sam Samuel, 36



Martian Jacob, 28



Jenifer Guile, 32

X Force Red's services are often utilized by large enterprises with complex IT infrastructures and a significant need for robust security testing. These organizations operate in sectors such as finance, healthcare, technology, retail, or government.

X Force Red's products and services are designed to support IT and security teams within organizations. These teams are responsible for managing and securing the organization's systems, networks, applications, and data.

X Force Red also work with technology vendors that develop software, hardware, and other IT solutions. These vendors engage X Force Red to assess the security of their products before release or to identify vulnerabilities in their existing offerings.

Research

Gathering information and understanding the requirements, behaviours, and preferences of the product users. The detailed understanding of what they are targeting, acquired allowed me to create user-centred designs that meet their needs, preferences, and expectations.

- **User Interviews:** Conduct one-on-one interviews with users to gather qualitative data about their goals, motivations, pain points, and expectations related to the product or service being designed.
- **Contextual Inquiry:** Observe and interact with users in their natural environment to gain a deep understanding of their behaviours, workflows, and challenges.

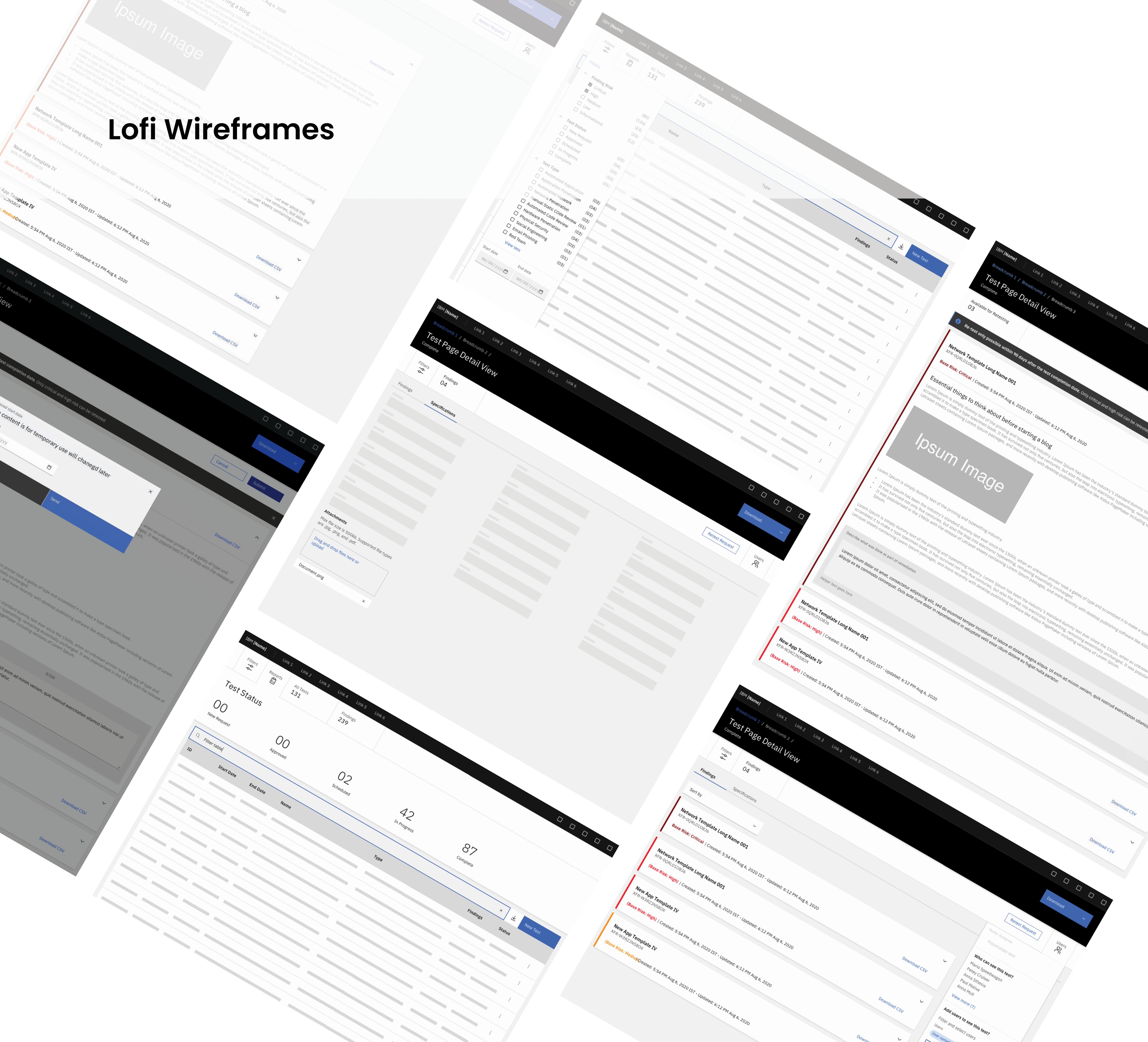
Pain Points

The screenshot shows the X-Force Red I Portal interface with several windows open:

- Main Dashboard:** Shows Total Tests (668), Total Findings (301), and Critical and High Risk (172).
- Test Status Pipeline:** Displays the progression of tests from New Request to Complete.
- Test Requests List:** A grid of test entries with columns for Start Day, End Day, Total Completed Days, and Actions (Export CSV, PDF Report).
- Test Details Modals:** Overlaid windows for various test requests like "REGRESSION_TRANSLATION_JP", "XPSReg - 2020.04.06", "Sanity test on B", etc., showing details like customer, findings, and status.
- PDF Report Modal:** A modal titled "TEST_REGRESSION_PDF" with sections for "Test Report" (CSV Excel, PDF Report) and "People" assigned to the test.

- Utilize the **IBM carbon designs**, which are likewise driven by the desire to innovate and differentiate products and services.
- The introduction of new design patterns, interactions, and visual aesthetics can create fresh and engaging experiences for users.
- Resistance to change within the organisation can impede product improvement efforts.

Lofi Wireframes



Hifi Mockups

The image displays a collection of wireframe and design mockups for a software application, likely a web-based platform for managing test requests and access. The mockups are arranged in a non-linear, overlapping fashion across the entire frame.

- Home Screen:** Shows a grid of recent test requests. Each card includes a thumbnail, title, date, and status (e.g., Approved, In progress, Complete). Examples include "XPSReg - 2020.07.23" (Automated application (dynamic) test), "XPS-Checks_2020.08.21" (Hardware penetration test), and "Regression_Login" (Manual Static Code Review).
- Request Details:** A detailed view of a specific test request, showing its status, findings, and associated artifacts like screenshots or logs.
- Test Request Management:** A table view of multiple test requests, allowing filtering by tags and viewing details for each entry.
- User Access Management:** A page for managing access, listing project members and their email addresses.
- New Test Request:** A step-by-step form for creating a new test request, including fields for contract selection, start date, and test type.
- Reporting and Analytics:** A chart showing the distribution of findings by severity (Critical, High, Medium, Low, Informational).
- Advanced Search:** A search interface with filters for date ranges (Last 7 days, Last 30 days, Last 3 months) and search terms.

An aerial photograph of a dense urban area at night, likely New York City, showing a grid of streets with glowing yellow and white lights from traffic and buildings. The city is filled with tall skyscrapers of various heights, their windows reflecting the surrounding lights. In the foreground, a large, modern building with a distinctive red and blue illuminated facade is visible. The overall scene is a vibrant, high-angle view of a bustling metropolis.

Thank You
for Watching