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Usabilty expert review FileSender

30 august 2010

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Assignment

Assignment
Perform *expert review* on usability of FileSender

Goal
To find usability weakness in current version of FileSender and give advise on improvements for future releases

Principal
SURFnet, Rogier Spoor

Reviewed version
Version Beta 0.1.15 @ filesender.surfnet.nl

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About an UX expert review

An expert walks through the application and focus on:

- **Application concept** – How is the functionality disclosed and does this fit with the presumed expectations and tasks of the user.
- **Navigation –** How can the user navigate trough the application and does this fit with his/her tasks.
- **Interaction** – How well does the application respond to users behavior (feed back, like error messages; or feed forward, like hovers; are the used controls right for the task to perform)
- **Information & Lay-out** – Is the information complete and logically organized
- **Visual design** – How are colors, fonts, icon's and foto's used and do they contribute to the usability and/or the identity of the application
- **Inline Text** - Is the used terminology consistent and clear.

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Assumptions on FileSender

Goal: Share (very) large files in a secure and trusted environment

Target users: employees of research and education institutes who have to share very large datafiles in a intra-organizational setting

Unique selling points:

- Files are temporarily stored and managed by a familiar and trusted party. FileSender is provided under an open source license
- Ability to share very large files (bigger than two Giga bytes)
- Use of organizational accounts (federative authentication). So, Filesender is trusted and its use can be ad-hoc.

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Summary of findings

1. In most user scenario's the number of e-mails sent is excessive and the e-mail addressing attributes "From", "To" and "CC" are not correctly used. This does not help the receiver with a correct interpretation of the message.

   Advise: Implement given guidelines for e-mail flow

2. On a detail level the provided information is sometimes redundant and some times missing. Error messages and online text are not always helpful.

   Advise: Implement given suggestions and work out visual design

3. The basic concept (sending coded e-mail links to download or to up load a file) is suitable for a limited set of sharing scenario's and causes the need for all kind of difficult to understand or misleading artifacts, like "Vouchers" or "My files" when one wants to expand this set.

   Advise: Choose if you want to stick with sending files or expand to other scenario' s. if so, switch to location based/object oriented model

1) Feed back on mailflow

From address is sender, this does not match content of the mail and also can trigger spamfilters. Use system name: FileSender@surfnet.nl

CC field is not used. Addressees can be confused about this. Place receiver in " to" and sender in " cc" .

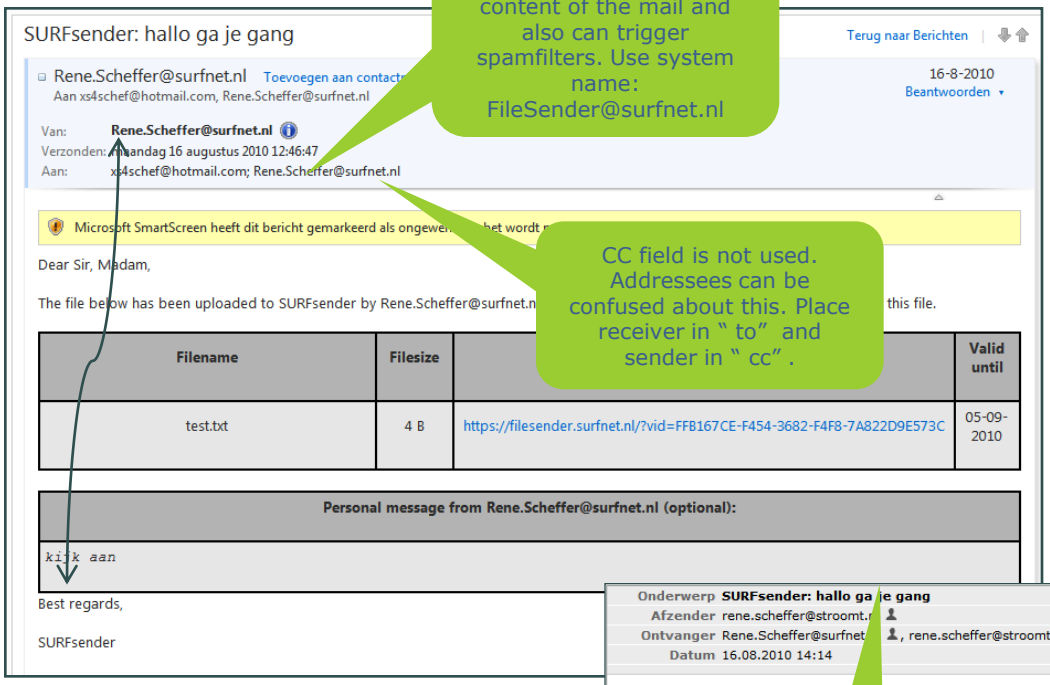
1 Send a link (voucher/download)

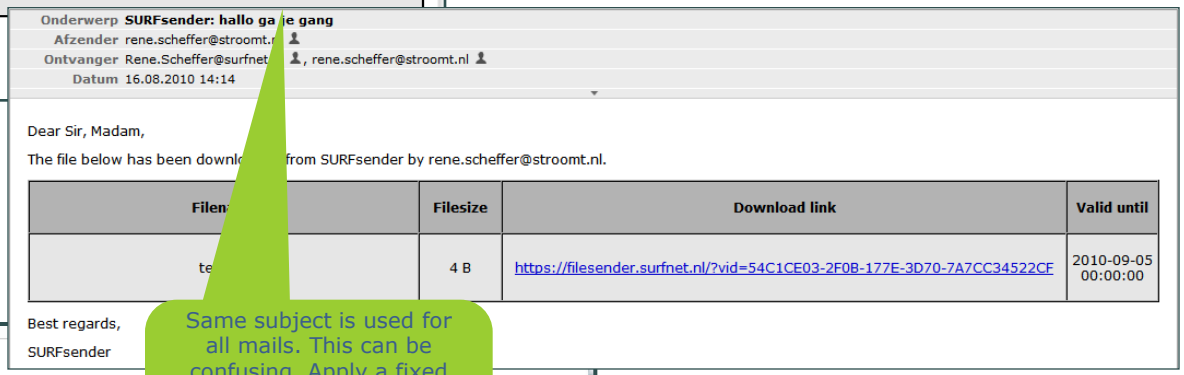
Action taker (Sender, receiver) receives also a copy of the mail sent to the other party. This can cause a explosion of mails. When vouchers are used the user receives a BCC of all mail. Make receiving "(b)cc" optional.

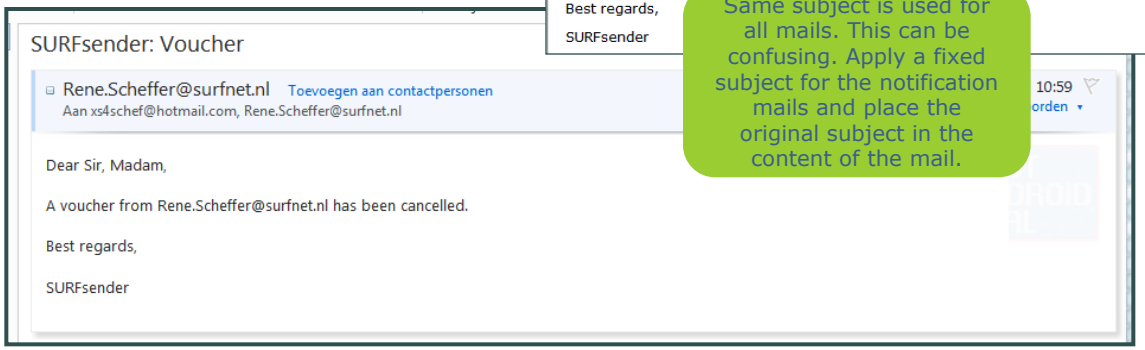
2 Notify of use download link

Same subject is used for all mails. This can be confusing. Apply a fixed subject for the notification mails and place the original subject in the content of the mail.

3 Notify of Cancelation of link (voucher/download)





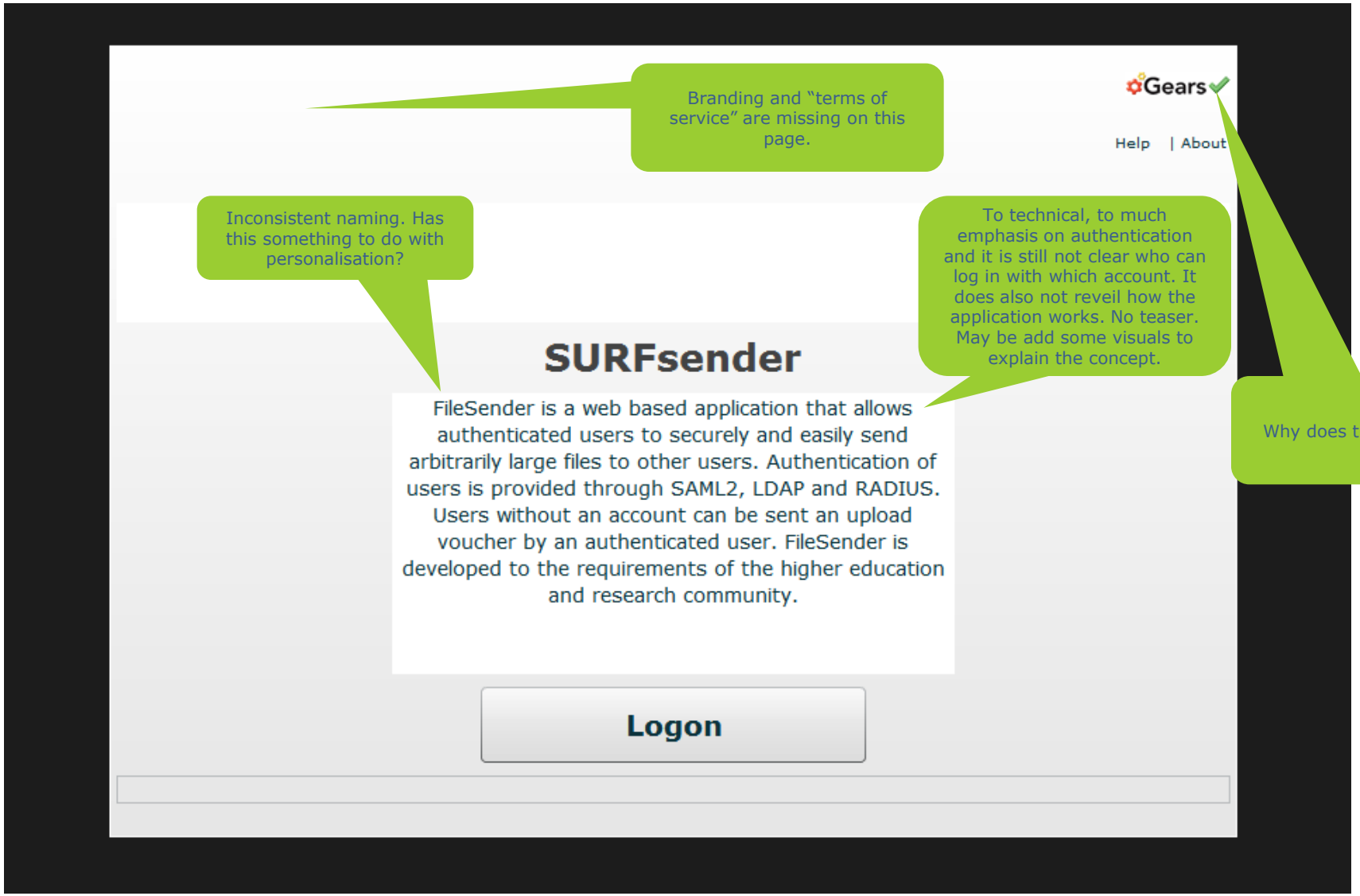


1) Feed back on mailflow | Guidelines for mail

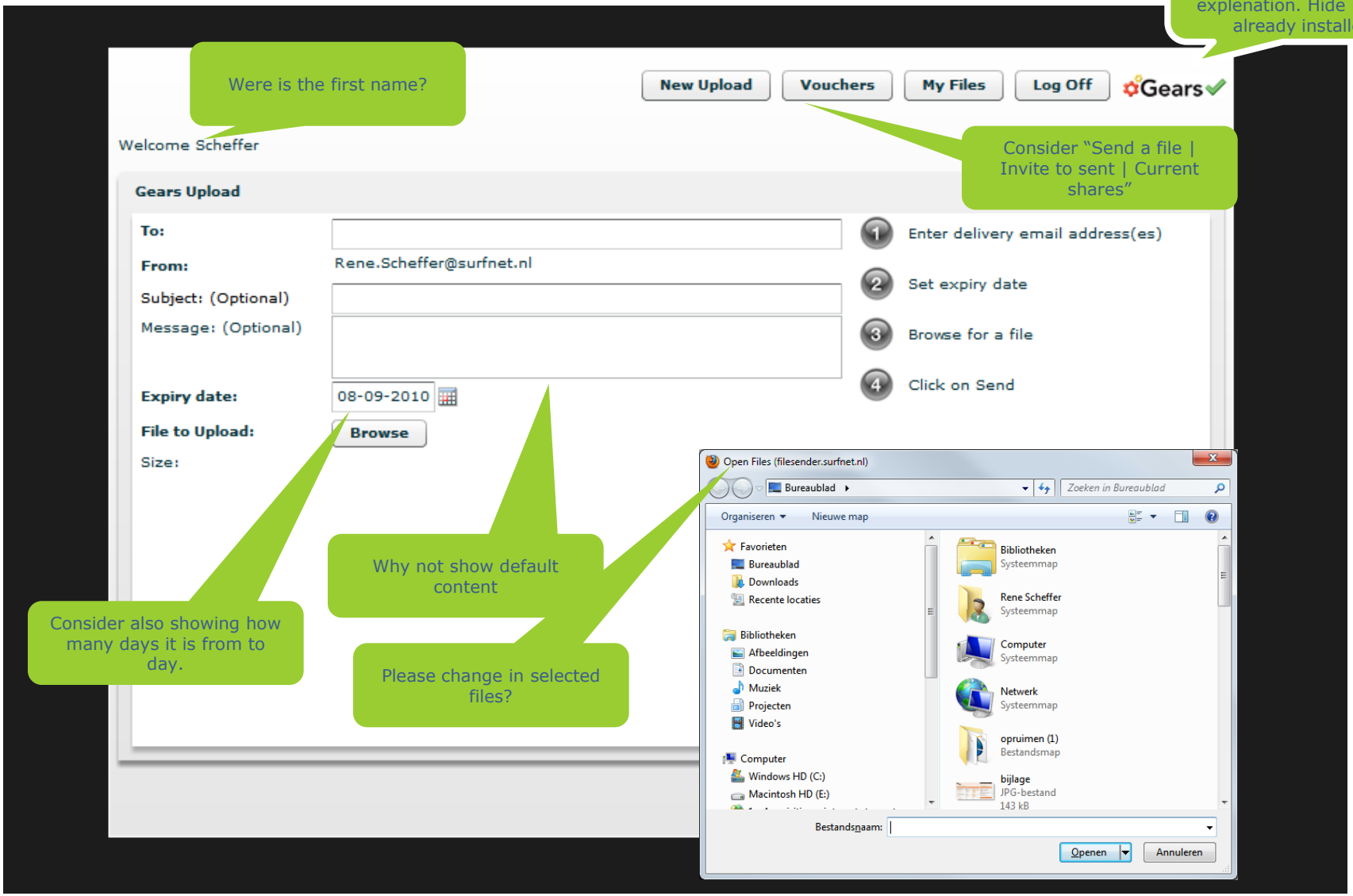
Mail	From	To	CC (optional)	Subject
Download link	System address	Receiver address	Sender address; User address*	Default (invited to download) or customized
Voucher link	System address	Guest sender address	User address	Default (invited to send a file) or customized
Notification of download	System address	Sender address;	Receiver address; User address*	File is downloaded
Notification of revocation download link	System address	Receiver address	Sender address; User address*	Download link is cancelled
Notification of revocation voucher	System address	Guest sender address	User address	Voucher is cancelled

* = Only if user address is different from sender and/or receiver address

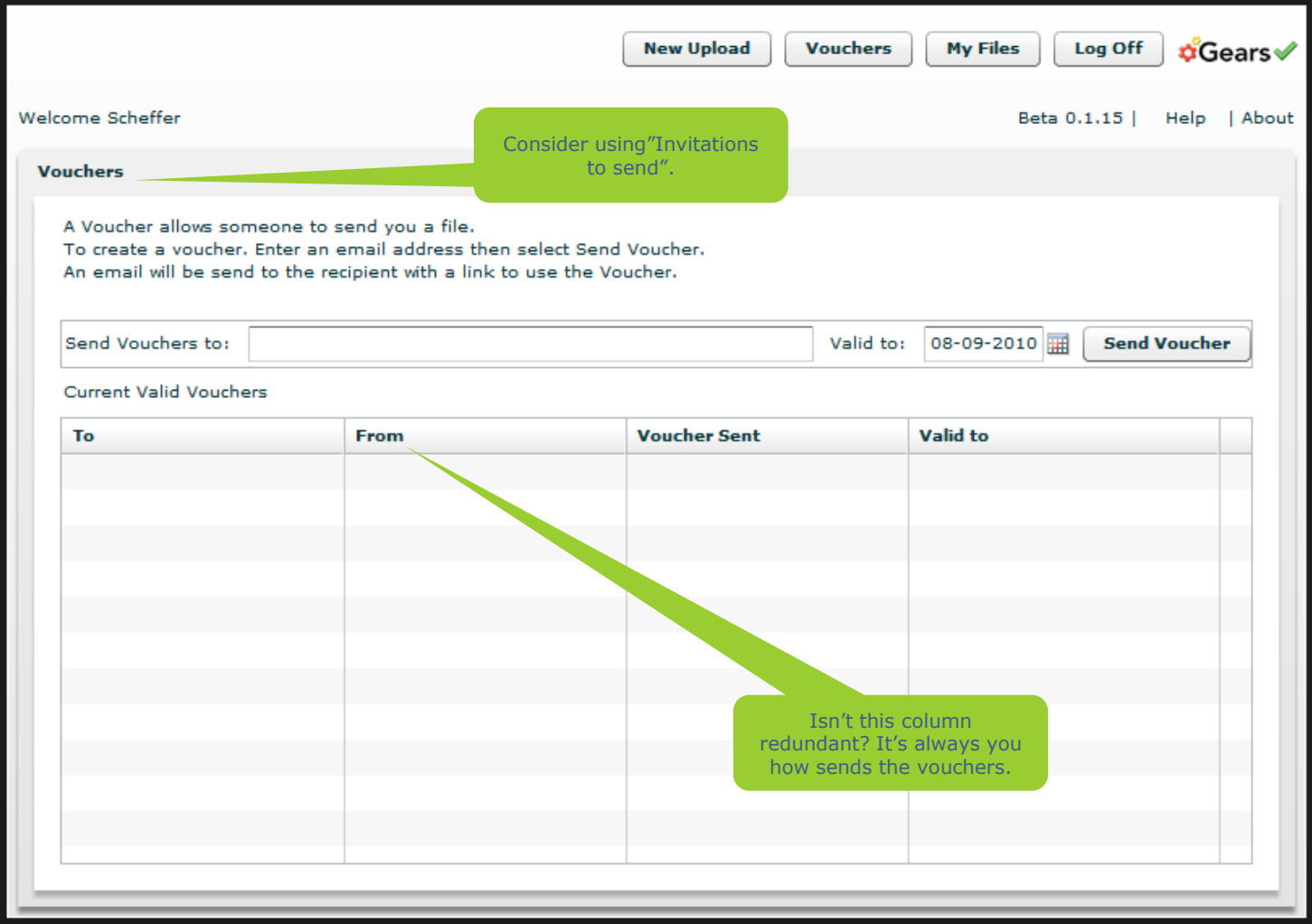
2) Detailed feedback | Login page



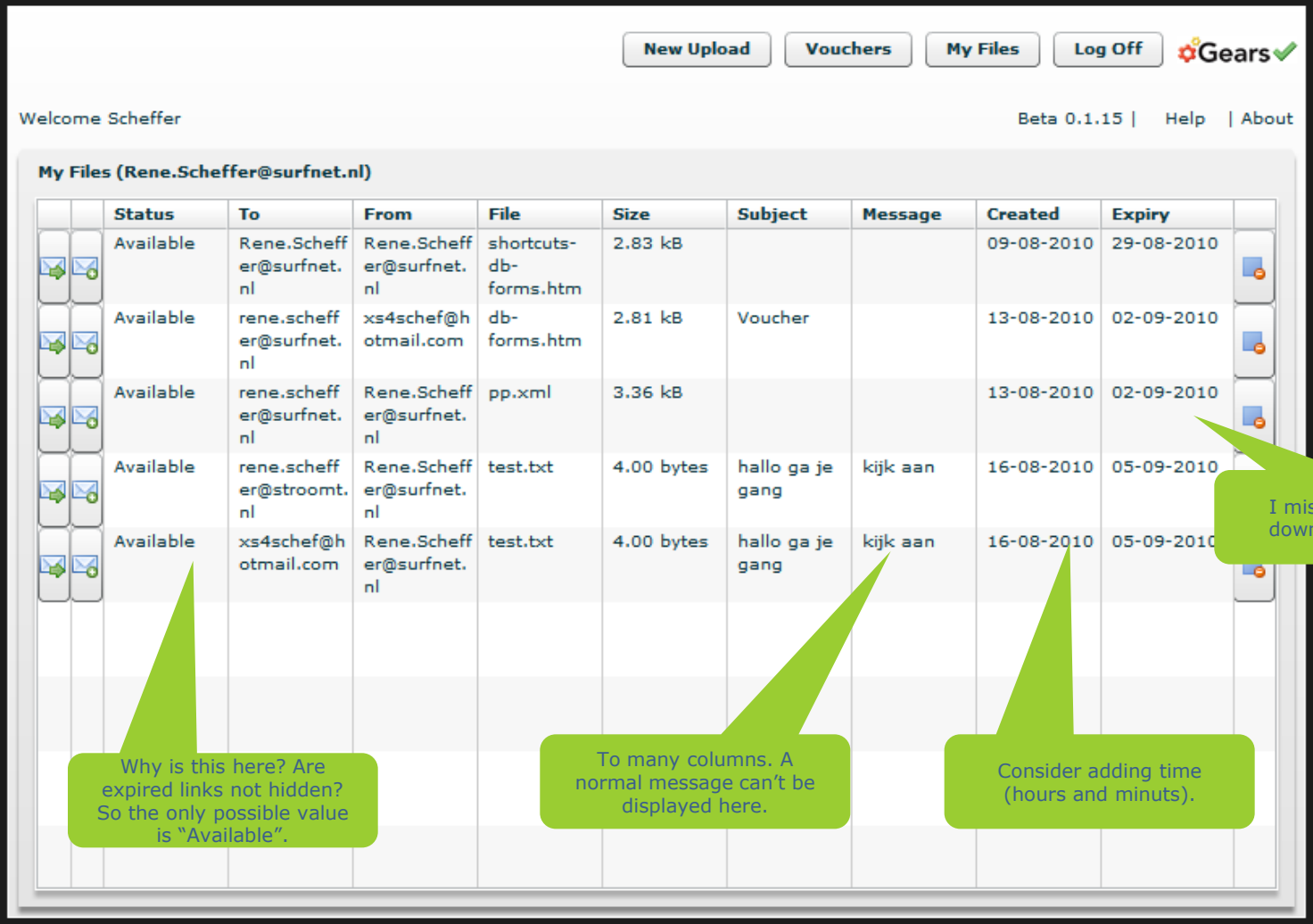
2) Detailed feedback | New upload



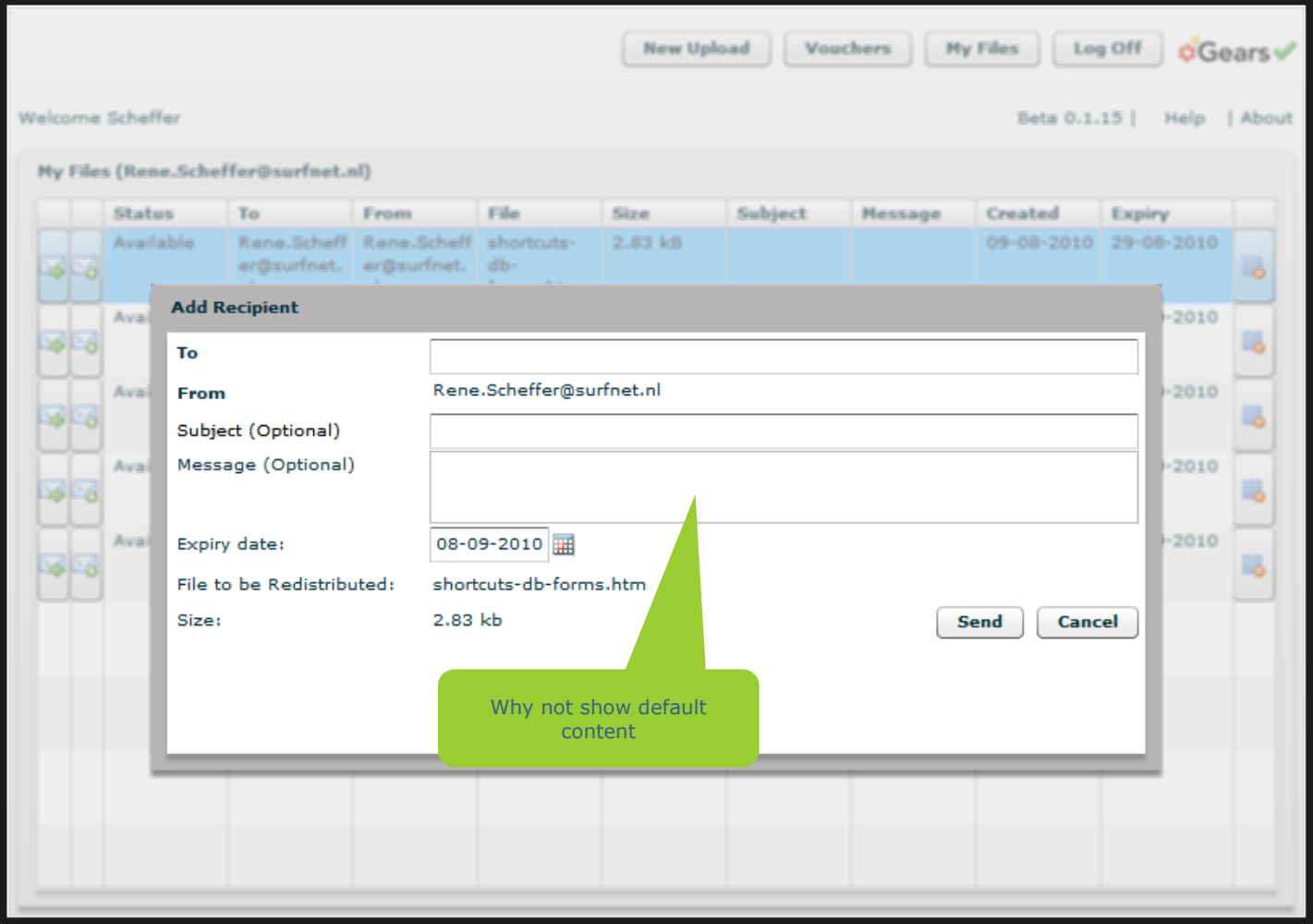
2) Detailed feedback | Vouchers page



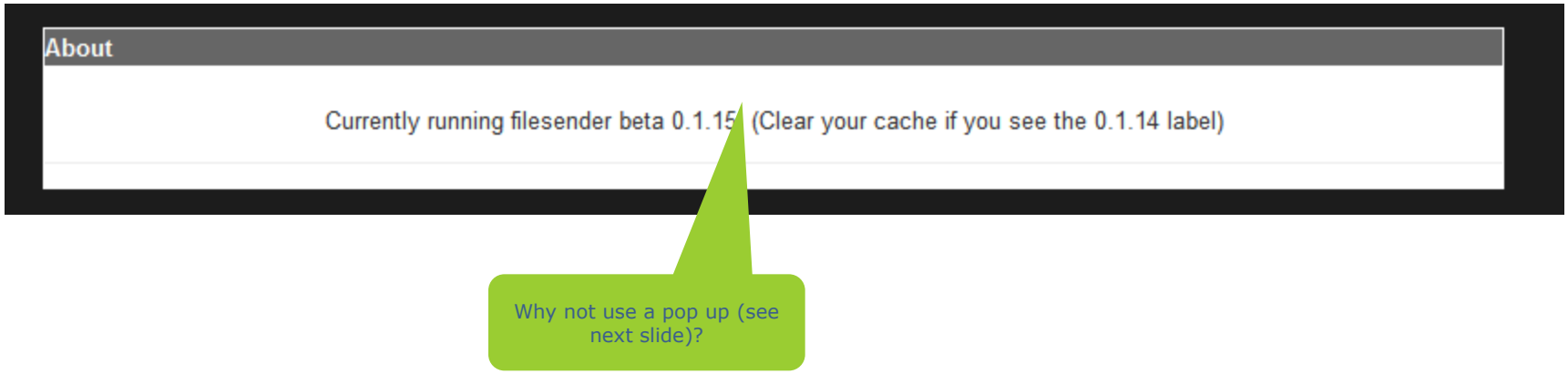
2) Detailed feedback | My files page



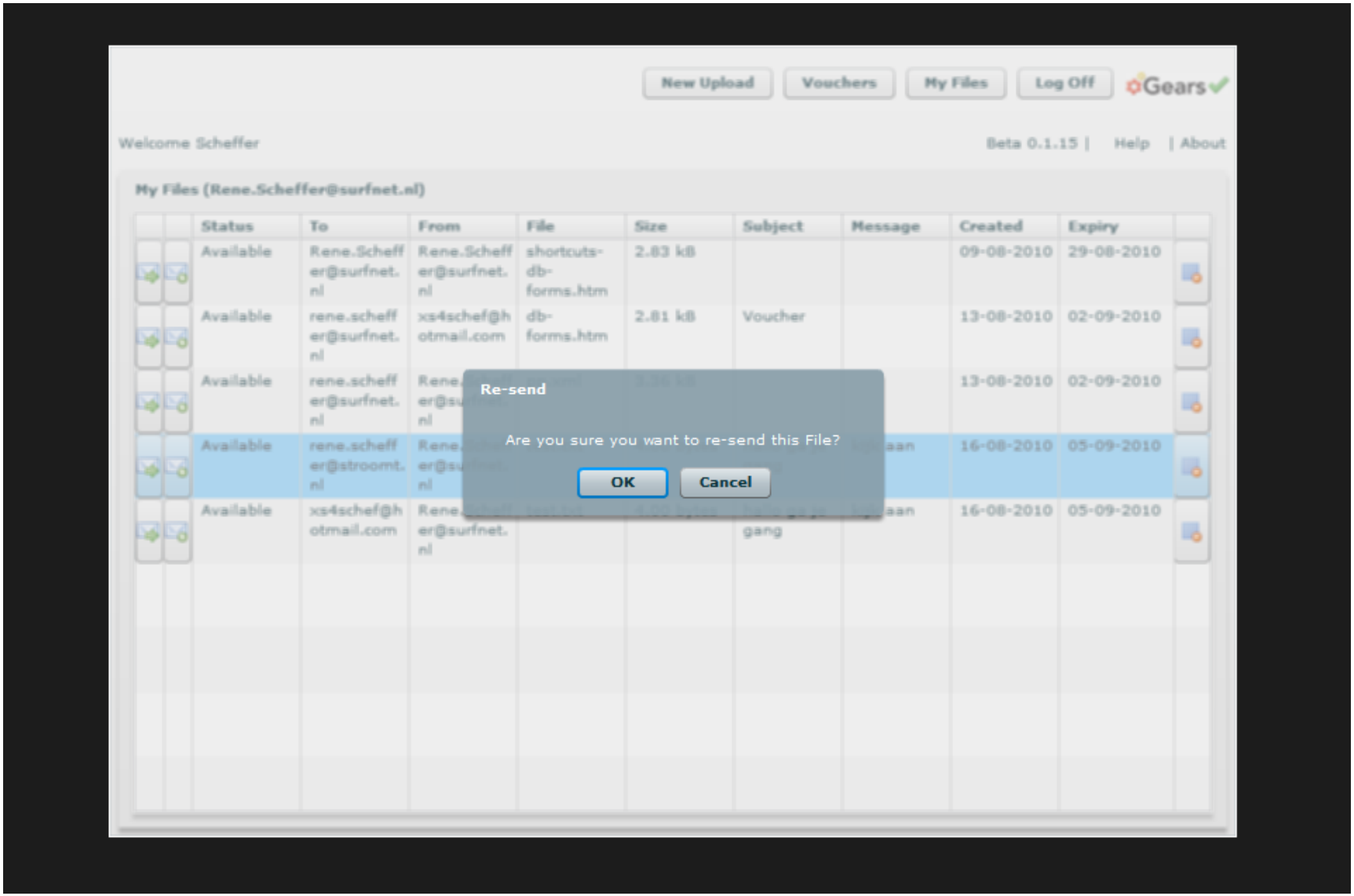
2) Detailed feedback | Add Recipient dialog



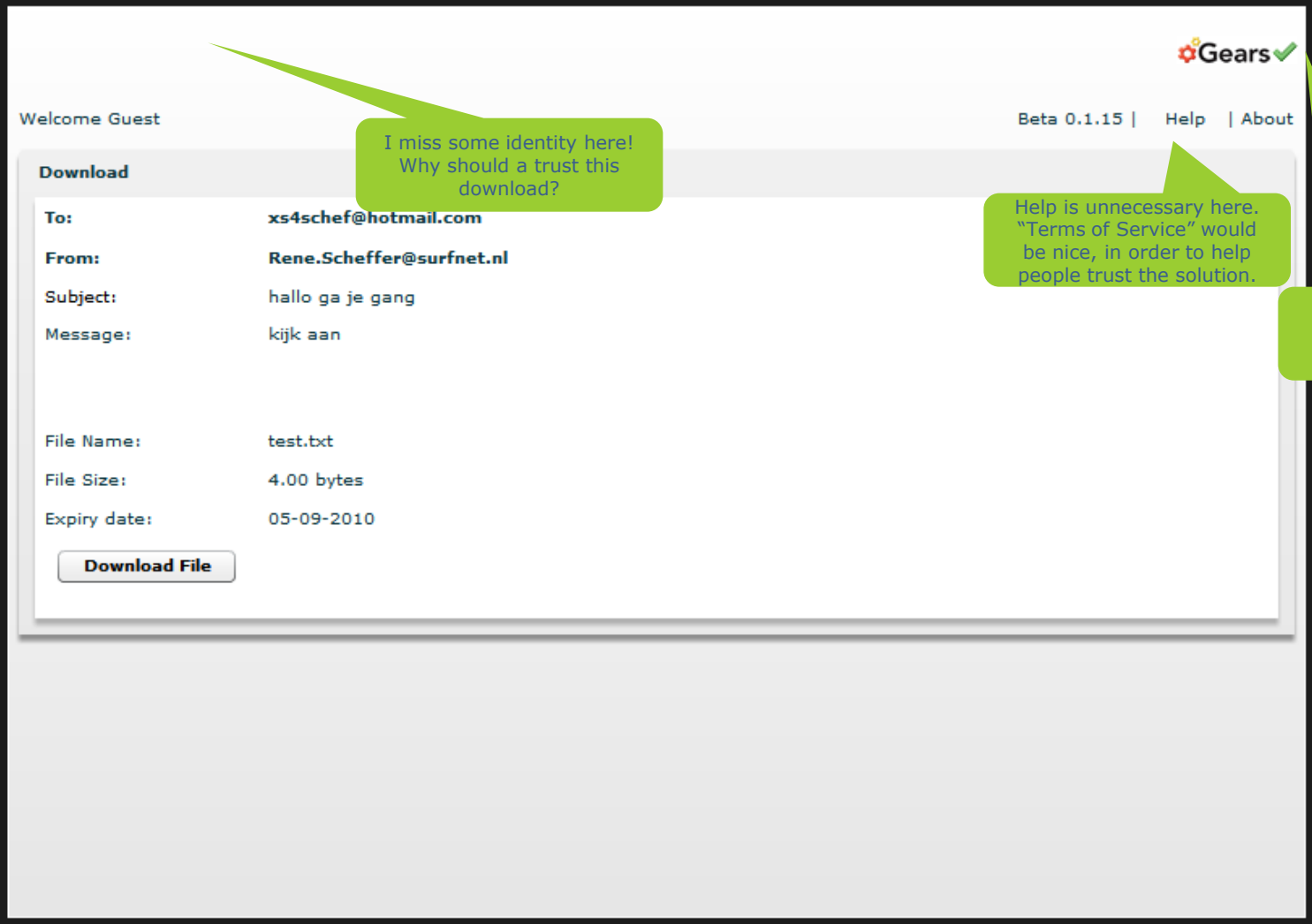
2) Detailed feedback | About dialog



2) Detailed feedback | Recent dialog



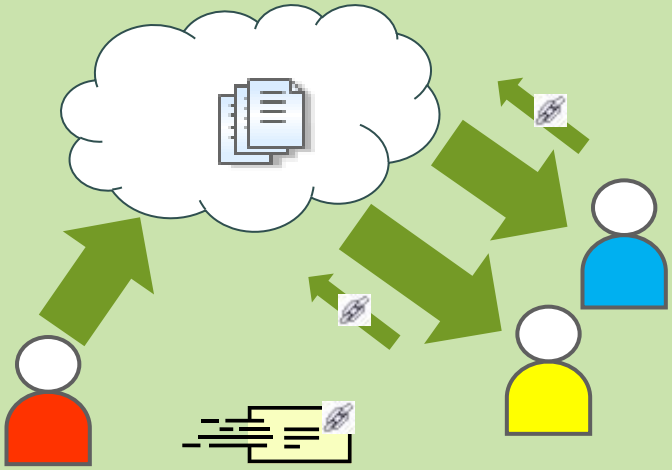
2) Detailed feedback | Download page



2) Detailed feedback | Example wireframe of improved "log in"page

SURF NET **FileSender**

Welkom Guest
Log-in



FileSender is a secure way to share large files with anyone! FileSender is available for all students and employees of organizations affiliated with SURFnet. They can also invite anyone to sent files to them.

Log-in to upload your files or invite people! You will be re-directed to the log-in page of your own organization.

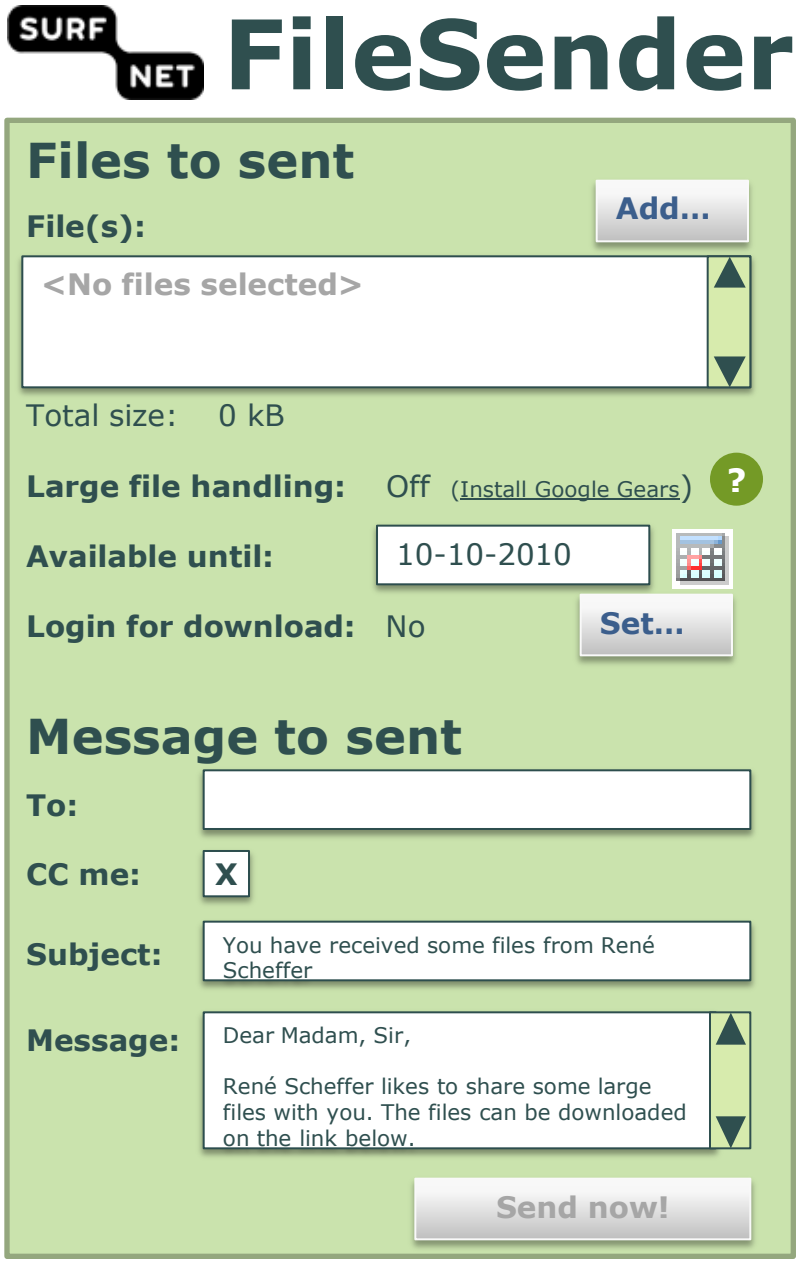
Log-in now!!

FileSender is powered by SURFnet. Read the Terms of Service

Sending large files has never been that easy!

1) Select the files you like to sent
2) Optionally edit the default message to the receivers
3) Press "Send now!" to upload the files and mail the message with a download link to the receivers

2) Detailed feedback | Example wireframe of improved "download page"



Welkom René Scheffer
Log-out | Files sent | Invite to sent

Sending large files has never been that easy!

1) Select the files you like to sent
2) Optionally edit the default message to the receivers
3) Press "Send now!" to upload the files and mail the message with a download link to the receivers

2) Detailed feedback | Example wireframe of improved “My files” page

SURF NET **FileSender**

Welkom René Scheffer
Log-out | Files sent| Invite to sent

Files sent

The following files have been sent by you or by anyone you have invited.

People	Message	Files	
To: Roger.rabit@universityof carrottown.cu **Sender: You**	**Send-time:** Today, 10:15 PM **Subject:** Rene Scheffer has send you some files **Message:** Show	• This-file-with the long-name.-v2.pdf (850 kB) • That-other-file.dmg (120 Mb) **Available until** 10/25/2010 (Tomorow)	Re-send Re-use Delete files Download
To: You **Sender:** Roger.rabit @universityof carrottown.cu	**Send-time:** Yesterday, 10:15 PM **Subject:** Rene Scheffer has send you some files **Message:** Show	•That-other-file.dmg (120 Mb) **Available until** 10/24/2010 (Today)	Re-send Re-use Delete files Download
To: Roger.rabit@universityof carrottown.cu **Sender: You**	**Send-time:** 10/13/2010, 10:15 PM **Subject:** Files from the repository **Message:** Show	• Some-file1.dat (10 Mb) • Some-file2.dat (10 Mb) • Some-file3.dat (10 Mb) • Some-file4.dat (10 Mb) • Some-file5.dat (10 Mb) And 20 others (total 26 Gb) **Available until** 10/30/2010 (6 days)	Re-send Re-use Delete files Download

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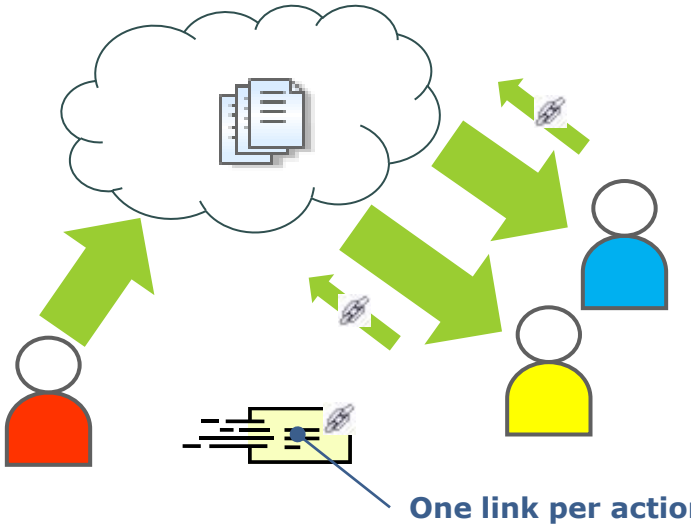
3) Change concept | Current concept



Action oriented model -> simple but not flexible.

Competators that use same model:
- **www.yousendit.com**
- **www.sendthisfile.com**
- **www.Transferbigfiles.com (free version)**

Omitted important features:
- **Upload multiple files**
- **Password/federative authentication on downloading (since this is a Unique Selling Point).**

- Basic (essential) use case:

  Users can upload a file. The system sents a e-mail with a temporal complex download link to one or more recipient. When the file is downloaded the sender gets a notification.
- Extensions of model:
  - Grant others temporarly access to to create download link (voucher)
  - Resent an existing link
  - Sent an existing download link to other recipient
  - Revoke download link
  - Revoke granted wrights

3) Change concept | Supported scenario's current concept

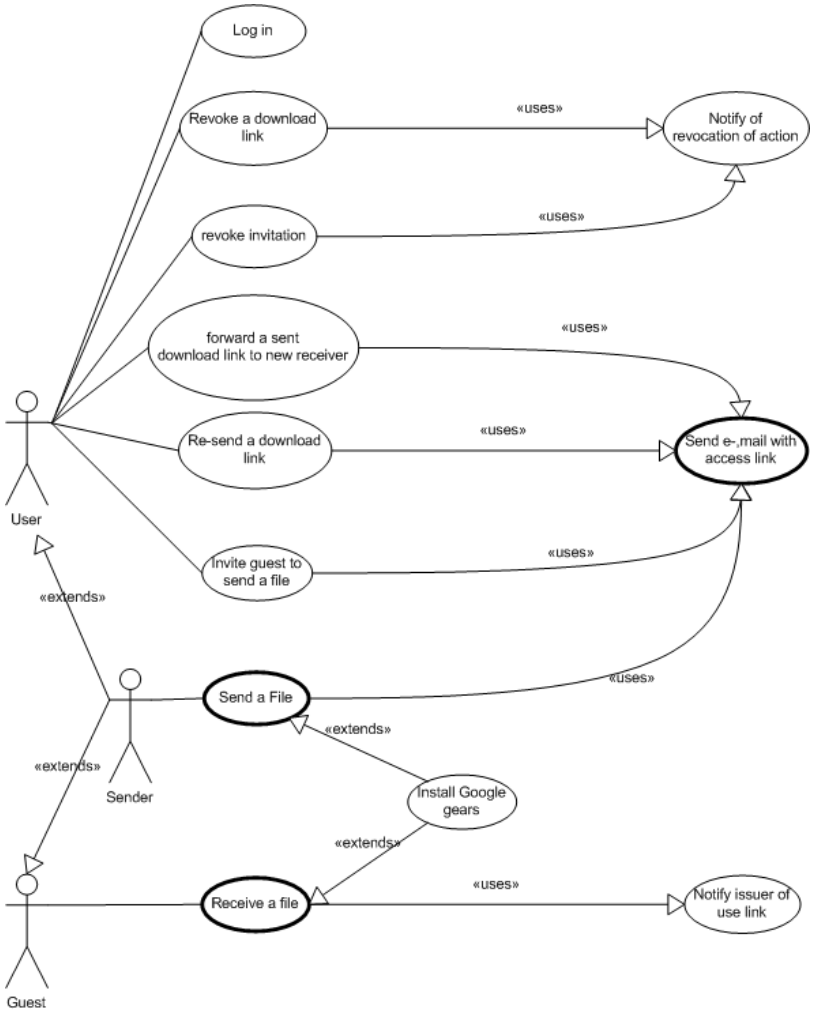
Well supported sharing scenario:

- Send a definitive (set of) file(s) to one or more recipients

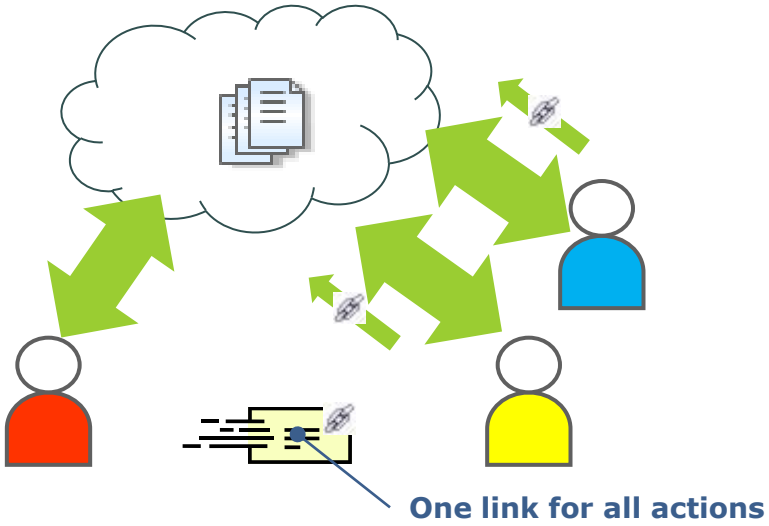
Not well supported typical sharing scenario's*:

- Share a file with your self on other computers/devices
- Create a collection of files together with others.
- Update a (set of) earlier uploaded file(s) or the comments with that file, so every body can have the latest version available during a short project.
- Share a file by not using e-mail, for instance when spam filters obstruct proper use.

Use case diagram of current functionality:



3) Change concept | Alternative concept



Object oriented model -> More flexible, sometimes less straight forward to users

Basic (essential) use case:
Users can create a temporal on-line drop box to upload and download files. The drop box can be shared with invited persons. One URL and one UI for all actions.

Competators that use same model:
- Drop.io
- www.Transferbigfiles.com (payed version)
- www.dropbox.com (not in browser)

- Advize: consider adopting a more flexible model of temporal drop boxes were all (invited) users can share documents during short period of time.

3) Change concept | pro's and con's of alternative concept

- Pro's
  - More flexible. More user scenario's supported without adding all kind of artifacts
- Con's
  - Less straight forward UI
  - Danger of adding more and more features that actually belong to permanent file storage/document management

Typical Use case diagram:

3) Change conept | wireframe of (new) drop box for authenticated user (admin)

SURF NET **FileShare**

Welkom René Scheffer
Log-out | Your locations | New location

Shared files

File(s): Add...

Dataset-01-02-2011.dat X

Total size: 110 Mb

Large file upload: Off (Install Google gears) ?

Drop box

Location: <No name>

Address: fileshare.surfnet.nl/rt6ewqdvcgdschga

Available until: 10-10-2010

Advanced settings

Invited people

Invite...

E-mail	Rights	
You	Download, Add, Update, Delete, Administrate location	
Guests(not authenticated)	Download	x
Roger.rabit@universityof carrottown.cu	Download, Upload, Update	x

FileShare is powered by SURFnet. Read our Terms of Service

File sharing has never been that easy!

- Just start uploading your files and/or invite others to do so!!! FileShare will create a dropbox on the unique address for you.
- FileShare will send a receipt with a link to the location to you and all invitated people. You can also find your locations behind the link in the upper right corner.
- Your dropbox is by default available for download without login, but it can be made e-mail+ password protected or require federated authentication.
- Your share location will be available for a maximum of 3 months or any specified time earlier.

3) Change conept | wireframe drop box for authenticated guest

SURF NET **FileShare**

Welkom Roger Rabit
Log-out | Your locations | New location

Shared files

File(s): Add...

Dataset-01-02-2011.dat

Total size: 110 Mb

Large file upload: Off (Install Google gears)

Drop box

Location: Voor Roger

Address: fileshare.surfnet.nl/rt6ewqdvcgdschga

Available until: 10-10-2010

Owner: Rene.scheffer@surfnet.nl

Invited people

E-mail	Rights	
Rene Scheffer	Download, Add, Update, Delete, Administrate location	
Guests(not athenticated)	Download	
You	Download, Upload, Update	

FileShare is powered by SURFnet. Read our Terms of Service

File sharing has never been that easy!

- René Scheffer likes to share files with you. Click on the links in the list to download the available files.
- If René Scheffer has authorized you, you can also add new or update existing files and share them with the invited people.
- If you are logged in with valide federated account you can create your own drop box by clicking on the links in the upper right corner

FileShare

Shared files

File(s):

Dataset-01-02-2011.dat

Total size: 110 Mb

Drop box

Location: Voor Rogier

Address: fileshare.surfnet.nl/rt6ewqdvcgdschga

Available until: 10-10-2010

Owner: Rene.scheffer@surfnet.nl

Invited people

Log-in to upload your files or invite people! You will be re-directed to the log-in page of your own organisation.

Log-in now!!

FileShare is powered by SURFnet. Read our Terms of Service

Welkom Guest
Log-in

File sharing has never been that easy!

- Rene Scheffer likes to share some files with you. Click on the links to download the listed files.
- If you have received an invitation to upload files, please log-on to do so.

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How to move on

- Fix mailflow and minor UI findings
- Choose future direction:
    1. File sending only
    2. Broader support of file exchange scenario's.
- Ellaborate functionalty/requirements in story boarding sessions (only when choosing 2)
- Make visual re-design of UI on basis of wireframes (html/CSS)
- Change/rebuild back-end code

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About Stroomt

Stroomt designs and consults on complex, digital issues. From intranets to metadata, from web applications to search engines, Stroomt opens doors between communication and technology.

Mission: Information has to be accessible and findable

Applications have to be user friendly.

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Design according to Stroomt

Design according to Stroomt is:

- … translation of requirements to an simple as possible solution
- … focusing on the perspective of the user (user centered)
- … a continuous process of analyzing, specifying, verifying and refining that starts with a product definition and does not stop until system enrollment.
- … not a standard process, but applying the right toolset with standard activities, that fit with the clients corporate culture, organization and development tradition.

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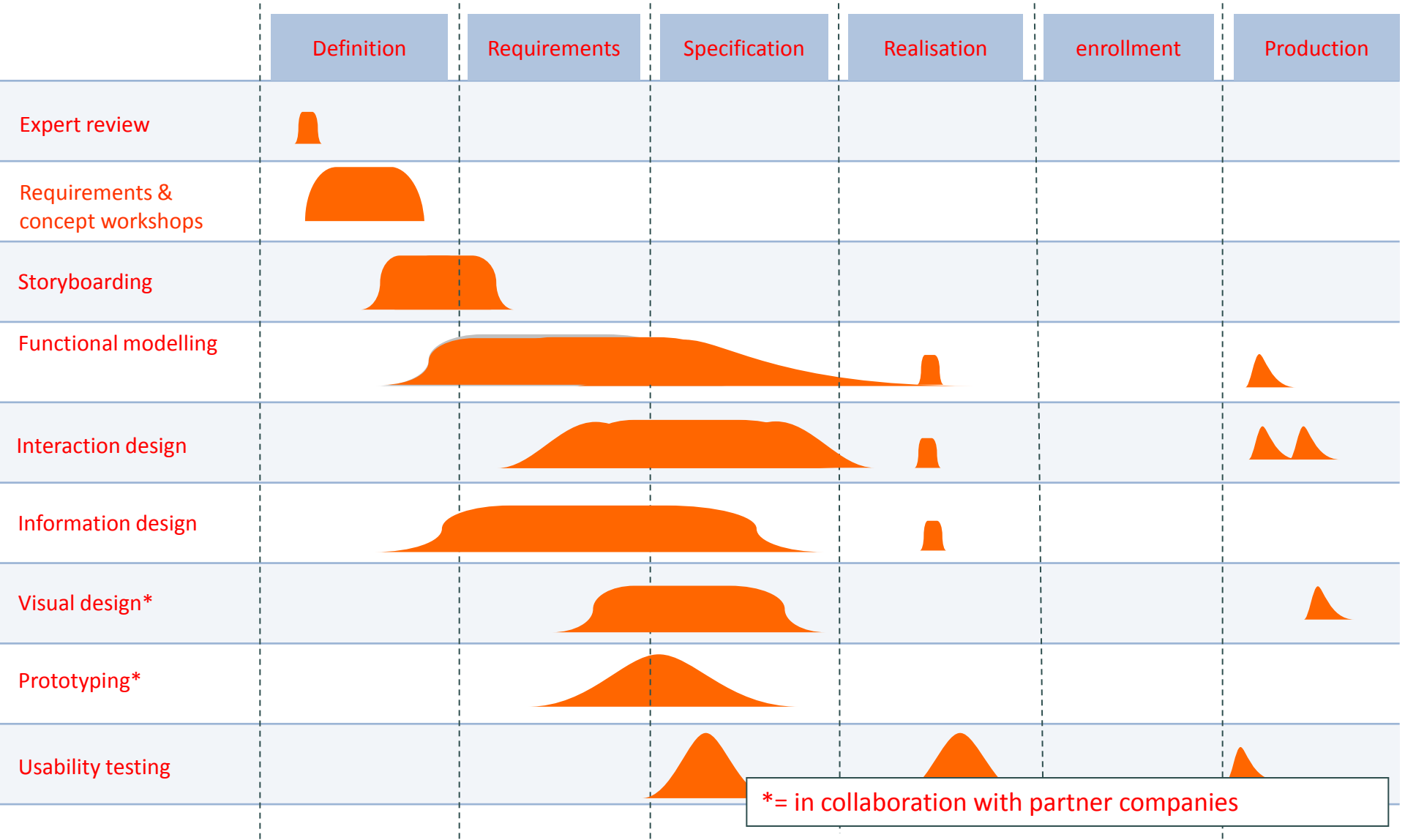
Stroomt's toolkit (plotted in RUP model)



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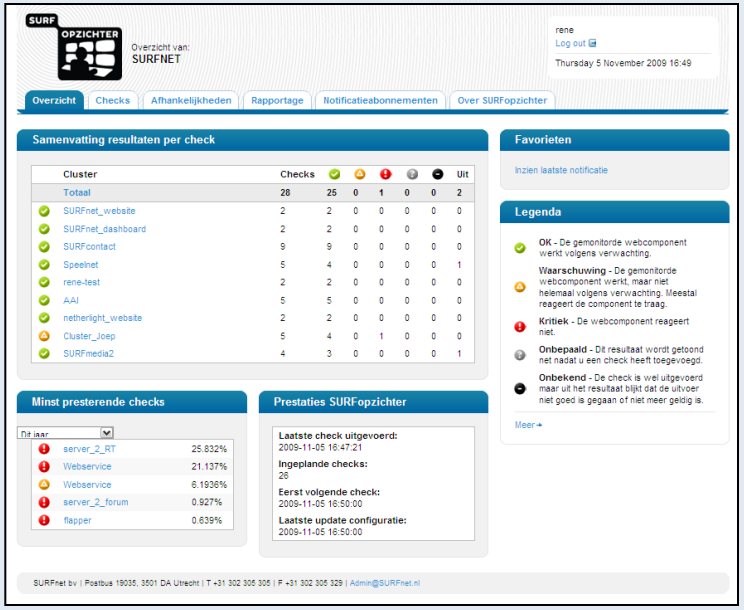
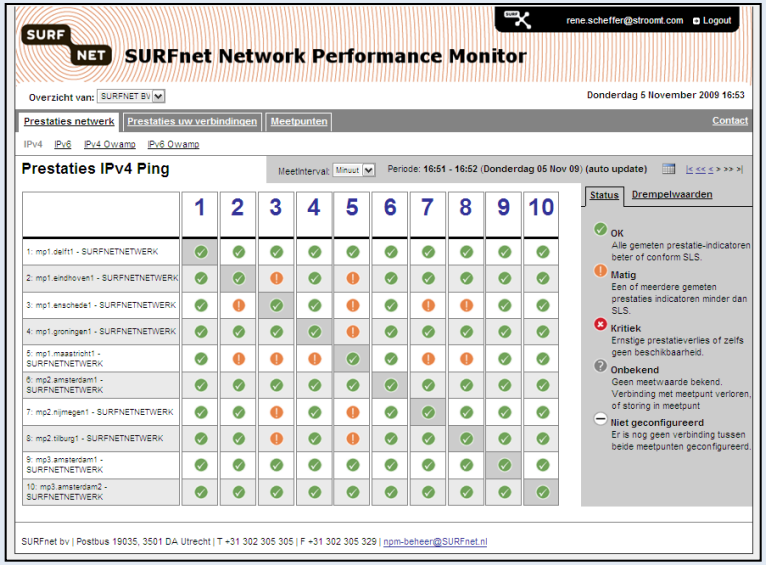
Some examples

Webcomponent monitoring



- Requirements/conceptual modeling
- Functional modeling
- Interaction design
- Visual design

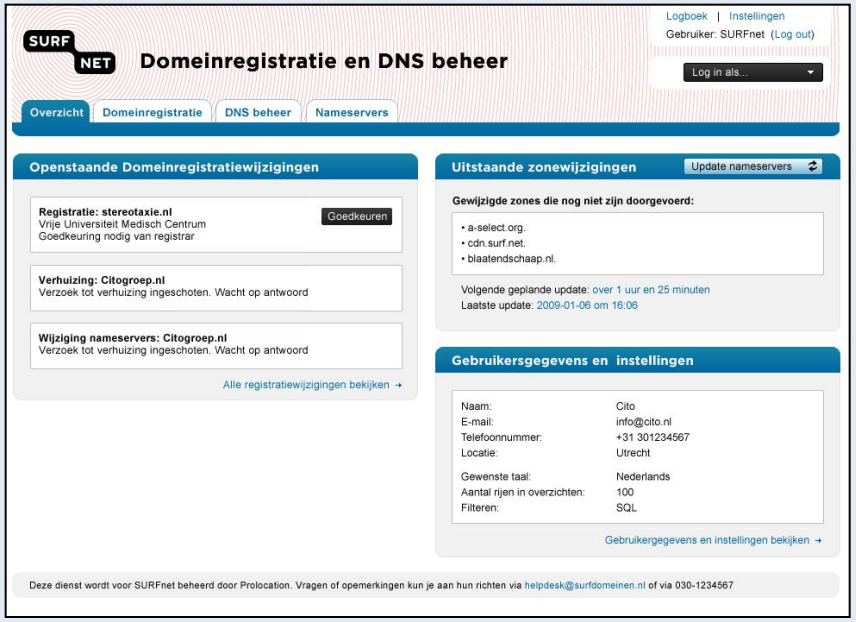
Network monitoring



- Requirements/conceptual modeling
- Low-fi prototyping
- Functional modeling
- Interaction design

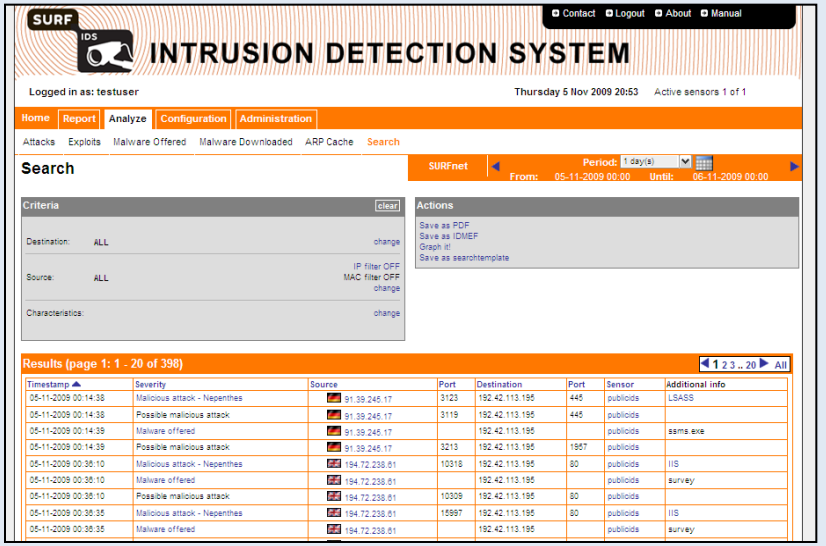
Some examples

DNS Management



- Conceptual modeling
- Story board
- Low-fi prototyping/specification
- Visual design

SURFIDS



- Expert review
- Conceptual modeling
- Story board
- Testing and advise during development