

Usability expert review FileSender

30 august 2010

Rene.Scheffer@stroomt.nl

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

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 through 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.

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.

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

SURFsender: hallo ga je gang

Terug naar Berichten |

16-8-2010
Beantwoorden ▾

☐ Rene.Scheffer@surfnet.nl Toevoegen aan contactpersonen
Aan xs4schef@hotmail.com, Rene.Scheffer@surfnet.nl

Van: Rene.Scheffer@surfnet.nl
Verzonden: maandag 16 augustus 2010 12:46:47
Aan: xs4schef@hotmail.com; Rene.Scheffer@surfnet.nl

Microsoft SmartScreen heeft dit bericht gemarkeerd als ongewenst. Het wordt niet weergegeven.

Dear Sir, Madam,

The file below has been uploaded to SURFsender by Rene.Scheffer@surfnet.nl. You can download this file.

Filename	Filesize	Download link	Valid until
test.txt	4 B	https://filesender.surfnet.nl/?vid=FFB167CE-F454-3682-F4F8-7A822D9E573C	05-09-2010

Personal message from Rene.Scheffer@surfnet.nl (optional):

kijk aan

Best regards,
SURFsender

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

Onderwerp: SURFsender: hallo ga je gang

Afzender: rene.scheffer@stroomt.nl

Ontvanger: Rene.Scheffer@surfnet.nl , rene.scheffer@stroomt.nl

Datum: 16.08.2010 14:14

Dear Sir, Madam,

The file below has been downloaded from SURFsender by rene.scheffer@stroomt.nl.

Filename	Filesize	Download link	Valid until
test.txt	4 B	https://filesender.surfnet.nl/?vid=54C1CE03-2F0B-177E-3D70-7A7CC34522CF	2010-09-05 00:00:00

Best regards,
SURFsender

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 Cancellation of link (voucher/download)

SURFsender: Voucher

☐ Rene.Scheffer@surfnet.nl Toevoegen aan contactpersonen
Aan xs4schef@hotmail.com, Rene.Scheffer@surfnet.nl

Dear Sir, Madam,

A voucher from Rene.Scheffer@surfnet.nl has been cancelled.

Best regards,
SURFsender

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

The image shows a login page for 'SURFsender'. At the top right is the 'Gears' logo with a green checkmark, and links for 'Help' and 'About'. The main heading is 'SURFsender'. Below it is a text block describing the application: 'FileSender is a web based application that allows authenticated users to securely and easily send arbitrarily large files to other users. Authentication of users is provided through SAML2, LDAP and RADIUS. Users without an account can be sent an upload voucher by an authenticated user. FileSender is developed to the requirements of the higher education and research community.' Below this text is a 'Logon' button. At the bottom is a long, empty input field. Four green callout boxes provide feedback: one points to the top right corner, another to the 'SURFsender' heading, a third to the descriptive text, and a fourth to the 'Logon' button.

Branding and "terms of service" are missing on this page.

Help | About

SURFsender

FileSender is a web based application that allows authenticated users to securely and easily send arbitrarily large files to other users. Authentication of users is provided through SAML2, LDAP and RADIUS. Users without an account can be sent an upload voucher by an authenticated user. FileSender is developed to the requirements of the higher education and research community.

Logon

Inconsistent naming. Has this something to do with personalisation?

To technical, too much emphasis on authentication and it is still not clear who can log in with which account. It does also not reveal how the application works. No teaser. May be add some visuals to explain the concept.

Why does this help me here

2) Detailed feedback | New upload

Unclear why this is here.
Put it closer to file to
upload and provide an
explanation. Hide it when
already installed.

Where is the first name?

New Upload

Vouchers

My Files

Log Off

Gears

Welcome Scheffer

Gears Upload

To:

From:

Rene.Scheffer@surfnet.nl

Subject: (Optional)

Message: (Optional)

Expiry date:

08-09-2010

File to Upload:

Browse

Size:

1 Enter delivery email address(es)

2 Set expiry date

3 Browse for a file

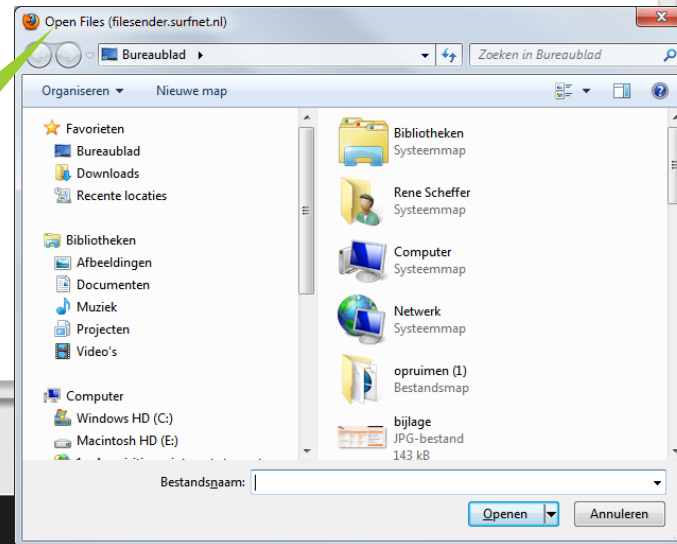
4 Click on Send

Consider "Send a file |
Invite to send | Current
shares"

Consider also showing how
many days it is from to
day.

Why not show default
content

Please change in selected
files?



The screenshot shows the "Vouchers" section of the Gears application interface. At the top right are navigation buttons: "New Upload", "Vouchers", "My Files", and "Log Off". The user is logged in as "Scheffer".

The "Vouchers" header has a green callout bubble pointing to it that says: "Consider using 'Invitations to send'".

Below the header, there is explanatory text: "A Voucher allows someone to send you a file. To create a voucher, Enter an email address then select Send Voucher. An email will be sent to the recipient with a link to use the Voucher."

A form below the text includes a "Send Vouchers to:" input field, a "Valid to:" date selector set to "08-09-2010", and a "Send Voucher" button.

Under the heading "Current Valid Vouchers", there is a table with four columns: "To", "From", "Voucher Sent", and "Valid to". A green arrow points from a callout bubble to the "From" column header. The bubble contains the text: "Isn't this column redundant? It's always you how sends the vouchers."

Isn't this column redundant? It's always you how sends the vouchers.

2) Detailed feedback | My files page

New Upload

Vouchers

My Files

Log Off

Gears

Welcome Scheffer

Beta 0.1.15 | [Help](#) | [About](#)

My Files (Rene.Scheffer@surfnet.nl)


	Status	To	From	File	Size	Subject	Message	Created	Expiry	
	Available	Rene.Scheffer@surfnet.nl	Rene.Scheffer@surfnet.nl	shortcuts-db-forms.htm	2.83 kB			09-08-2010	29-08-2010	
	Available	rene.scheffer@surfnet.nl	xs4schef@hotmail.com	db-forms.htm	2.81 kB	Voucher		13-08-2010	02-09-2010	
	Available	rene.scheffer@surfnet.nl	Rene.Scheffer@surfnet.nl	pp.xml	3.36 kB			13-08-2010	02-09-2010	
	Available	rene.scheffer@stroomt.nl	Rene.Scheffer@surfnet.nl	test.txt	4.00 bytes	hallo ga je gang	kijk aan	16-08-2010	05-09-2010	
	Available	xs4schef@hotmail.com	Rene.Scheffer@surfnet.nl	test.txt	4.00 bytes	hallo ga je gang	kijk aan	16-08-2010	05-09-2010	

Why is this here? Are expired links not hidden? So the only possible value is "Available".

To many columns. A normal message can't be displayed here.






Consider adding time (hours and minutes).

2) Detailed feedback | Add Recipient dialog

New Upload Vouchers My Files Log Off 

Welcome Scheffer Beta 0.1.15 | Help | About

My Files (Rene.Scheffer@surfnet.nl)

	Status	To	From	File	Size	Subject	Message	Created	Expiry
	Available	Rene.Scheffer@surfnet.nl	Rene.Scheffer@surfnet.nl	shortcuts-db-	2.83 kb			09-08-2010	29-08-2010
	Available								
	Available								
	Available								
	Available								


Add Recipient

To

From Rene.Scheffer@surfnet.nl

Subject (Optional)

Message (Optional)

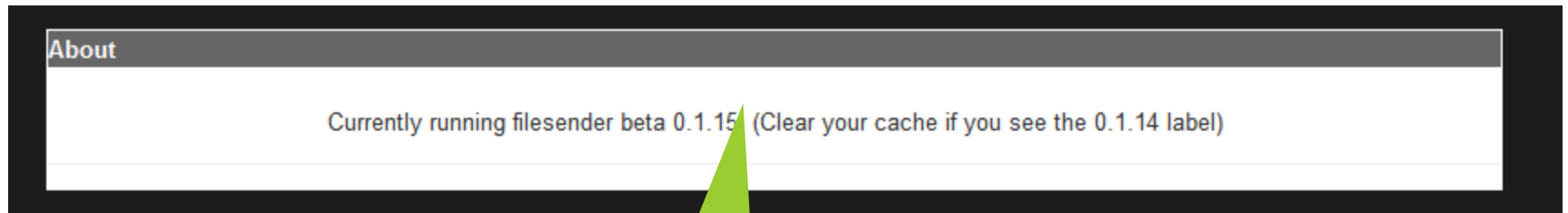
Expiry date: 08-09-2010 

File to be Redistributed: shortcuts-db-forms.htm

Size: 2.83 kb


Why not show default content

2) Detailed feedback | About dialog













Why not use a pop up (see next slide)?

2) Detailed feedback | Recent dialog

[New Upload](#) [Vouchers](#) [My Files](#) [Log Off](#) 

Welcome Scheffer Beta 0.1.15 | [Help](#) | [About](#)

My Files (Rene.Scheffer@surfnet.nl)

	Status	To	From	File	Size	Subject	Message	Created	Expiry	
	Available	Rene.Scheffer@surfnet.nl	Rene.Scheffer@surfnet.nl	shortcuts-db-forms.htm	2.83 kB			09-08-2010	29-08-2010	
	Available	rene.scheffer@surfnet.nl	xs4schef@hotmail.com	db-forms.htm	2.81 kB	Voucher		13-08-2010	02-09-2010	
	Available	rene.scheffer@surfnet.nl	Rene.Scheffer@surfnet.nl	shortcuts-db-forms.htm	2.83 kB			13-08-2010	02-09-2010	
	Available	rene.scheffer@stroomt.nl	Rene.Scheffer@surfnet.nl	shortcuts-db-forms.htm	2.83 kB		aan	16-08-2010	05-09-2010	
	Available	xs4schef@hotmail.com	Rene.Scheffer@surfnet.nl	shortcuts-db-forms.htm	2.83 kB	gang	aan	16-08-2010	05-09-2010	

Re-send

Are you sure you want to re-send this File?

[OK](#) [Cancel](#)

2) Detailed feedback | Download page



Welcome Guest

Beta 0.1.15 | [Help](#) | [About](#)

Download

I miss some identity here!
Why should a trust this
download?

Help is unnecessary here.
"Terms of Service" would
be nice, in order to help
people trust the solution.

Why is this here? You do
not need gears for down-
load, do you?

To: xs4schef@hotmail.com
From: Rene.Scheffer@surfnet.nl
Subject: hallo ga je gang
Message: kijk aan

File Name: test.txt
File Size: 4.00 bytes
Expiry date: 05-09-2010

[Download File](#)



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 send 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!!

Sending large files has never been that easy!

- 1) **Select the files you like to send**
- 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**



Welkom René Scheffer
[Log-out](#) | [Files sent](#) | [Invite to sent](#)

Files to sent

File(s):

<No files selected>

Total size: 0 kB

Large file handling: Off [\(Install Google Gears\)](#)

Available until:

Login for download: No

Message to sent

To:

CC me: ☒

Subject:

Message:

Dear Madam, Sir,
René Scheffer likes to share some large files with you. The files can be downloaded on the link below.

Sending large files has never been that easy!

- 1) Select the files you like to send
- 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



FileSender

Welkom René Scheffer

[Log-out](#) | [Files sent](#) | [Invite to sent](#)

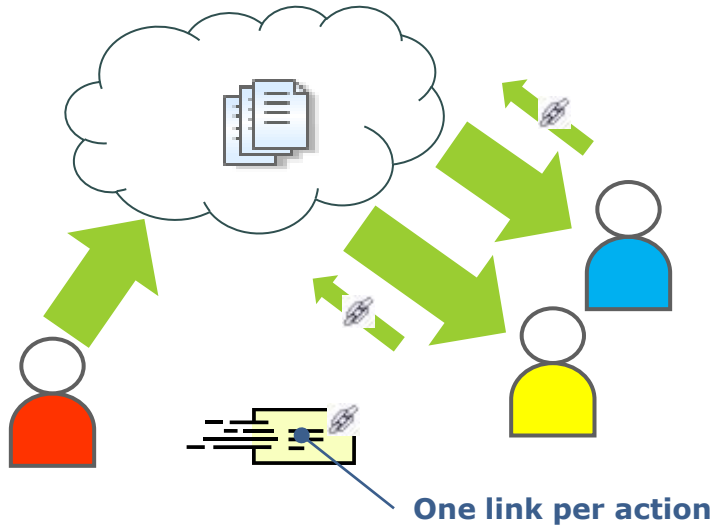
Files sent

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

People	Message	Files	
To: Roger.rabit@universityofcarrotown.cu Sender: You	Send-time: Today, 10:15 PM Subject: Rene Scheffer has send you some files Message: Show	<ul style="list-style-type: none">• This-file-with the long-name.-v2.pdf (850 kB)• That-other-file.dmg (120 Mb) Available until 10/25/2010 (Tomorrow)	Re-send Re-use Delete files Download
To: You Sender: Roger.rabit@universityofcarrotown.cu	Send-time: Yesterday, 10:15 PM Subject: Rene Scheffer has send you some files Message: Show	<ul style="list-style-type: none">• That-other-file.dmg (120 Mb) Available until 10/24/2010 (Today)	Re-send Re-use Delete files Download
To: Roger.rabit@universityofcarrotown.cu Sender: You	Send-time: 10/13/2010, 10:15 PM Subject: Files from the repository Message: Show	<ul style="list-style-type: none">• 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

FileSender is powered by [SURFnet](#). Read our [Terms of Service](#)

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 sends 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 temporarily 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

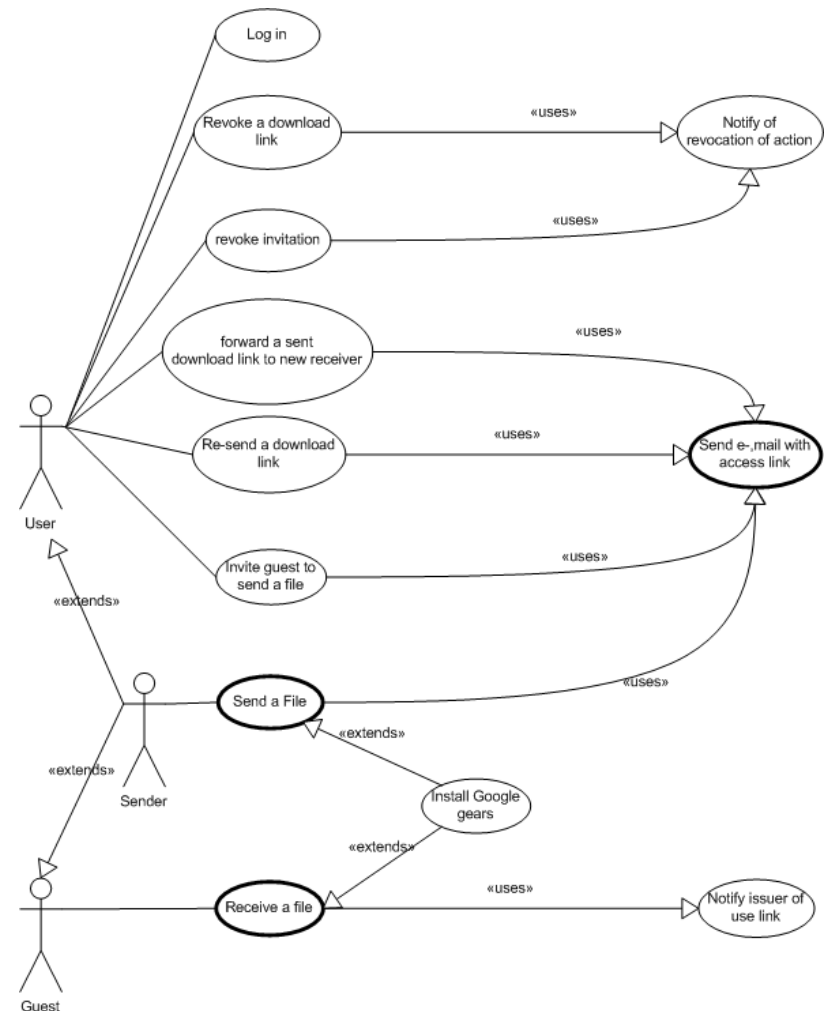
Well supported sharing scenario:

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

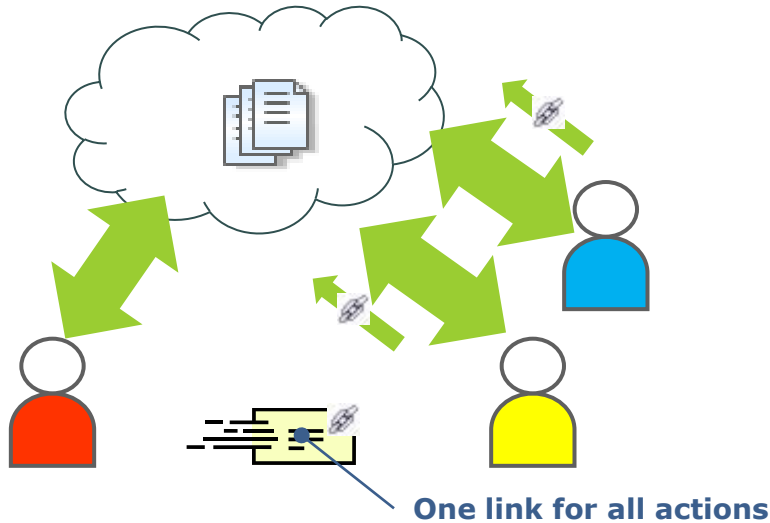
Not well supported typical sharing scenario's*:

- 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 concept | wireframe of (new) drop box for authenticated user (admin)



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/rt6ewqdvcdschga

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@universityofcarrotown.cu	Download, Upload, Update	X

Welkom René Scheffer

[Log-out](#) | [Your locations](#) | [New location](#)

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 invited 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.



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/rt6ewqdvcdschga

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 authenticated)	Download	
You	Download, Upload, Update	

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



Welkom Guest
[Log-in](#)

Shared files

File(s):

[Dataset-01-02-2011.dat](#)

Total size: 110 Mb

Drop box

Location: Voor Rogier

Address: fileshare.surfnet.nl/rt6ewqdvcdschga

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!!

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.

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.
- Elaborate functionality/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

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**.

Het web moet makkelijk te bedienen zijn.
Informatie moet makkelijk vindbaar zijn.

Stroomt
INFORMATIEHUISHOUDING



Over Stroomt

Stroomt bestaat uit mensen die streven naar eenvoud op het web. Betrokkenheid, kwaliteit, integriteit en vrijheid zijn bij ons Groot Goed. We koppelen dit graag aan de gedrevenheid om onze klanten op de best mogelijke manier te helpen. [Lees meer over Stroomt.](#)

In de praktijk

Stroomt ontwerpt, adviseert en begeleidt bij complexe, digitale vraagstukken. Van intranetten tot metadata, van web-applicaties tot zoekmachines. Stroomt opent de sluizen tussen communicatie en technologie. [Bekijk onze praktijkvoorbeelden](#) en lees meer over onze diensten.

Bekijk ook ons experiment www.fotostroom.nl

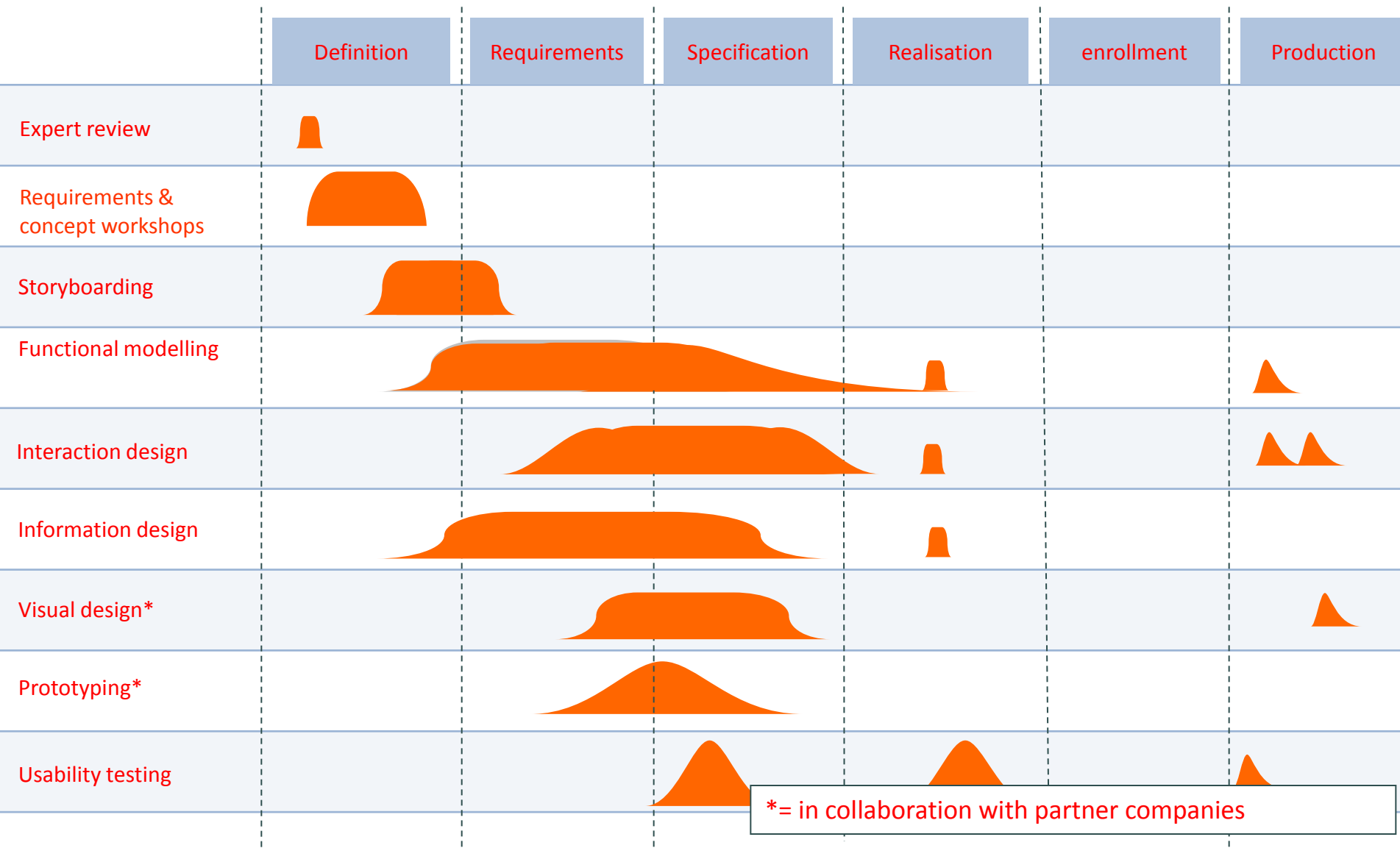
Design according to Stroomt

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.

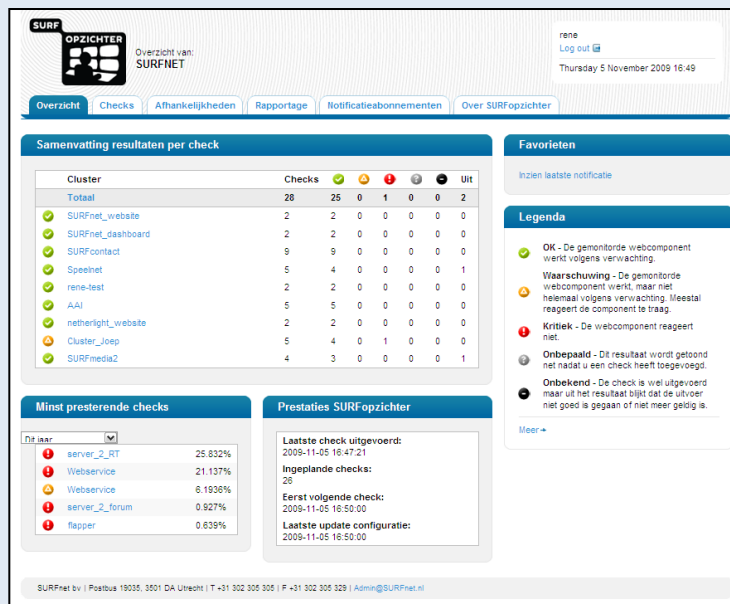


Stroomt's toolkit (plotted in RUP model)



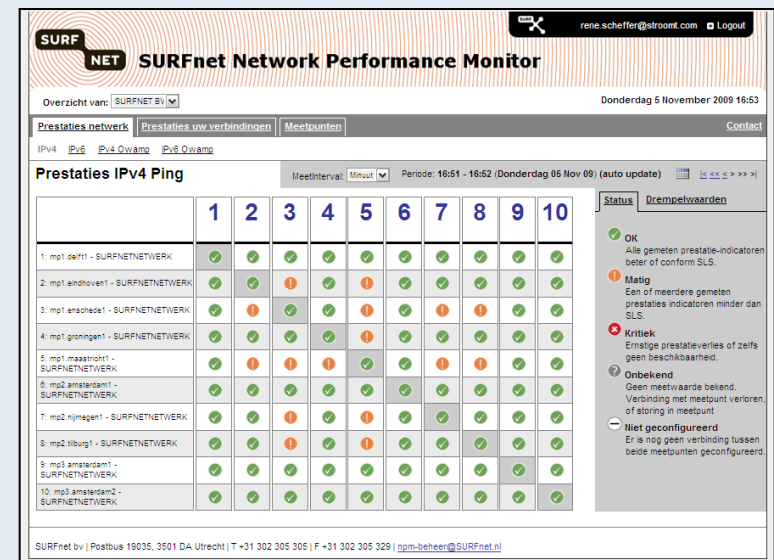
Some examples

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

The screenshot shows the SURFNET website for domain registration and DNS management. The header includes the SURFNET logo and navigation links like 'Logboek', 'Instellingen', and 'Gebruiker: SURFnet (Log out)'. The main content area is divided into several sections: 'Openstaande Domeinregistratiewijzigingen' (Pending domain registration changes) with a 'Goedkeuren' button; 'Uitstaande zonewijzigingen' (Pending zone changes) with an 'Update nameservers' button; and 'Gebruikersgegevens en instellingen' (User data and settings) showing details for 'Cito'.

Openstaande Domeinregistratiewijzigingen

- Registratie: stereotaxie.nl** - Vrije Universiteit Medisch Centrum. Goedkeuring nodig van registrar. [Goedkeuren]
- Verhuizing: Citogroep.nl** - Verzoek tot verhuizing ingeschoten. Wacht op antwoord.
- Wijziging nameservers: Citogroep.nl** - Verzoek tot verhuizing ingeschoten. Wacht op antwoord.

Uitstaande zonewijzigingen [Update nameservers]

Gewijzigde zones die nog niet zijn doorgevoerd:

- a-select.org.
- cdn.surfnet.
- blaatsend.schaap.nl.

Volgende geplande update: over 1 uur en 25 minuten
Laatste update: 2009-01-06 om 16:06

Gebruikersgegevens en instellingen

Naam: Cito
E-mail: info@cito.nl
Telefoonnummer: +31 301234567
Locatie: Utrecht
Gewenste taal: Nederlands
Aantal rijen in overzichten: 100
Filteren: SQL

Gebruikersgegevens en instellingen bekijken →

Deze dienst wordt voor SURFnet beheerd door Prolocation. Vragen of opmerkingen kun je aan hun richten via helpdesk@surfnet.nl of via 030-1234567

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

SURFIDS

The screenshot shows the SURFIDS INTRUSION DETECTION SYSTEM interface. The header includes the SURFIDS logo and navigation links like 'Contact', 'Logout', 'About', and 'Manual'. The main content area is divided into several sections: 'Home', 'Report', 'Analyze', 'Configuration', and 'Administration'. The 'Search' section is active, showing a table of search results.

Search

Criteria: [clear]

Destination: ALL [change]

Source: ALL [change]

Characteristics: [change]

Actions: Save as PDF, Save as IDMEF, Graph it, Save as searchtemplate

Results (page 1: 1 - 20 of 396)

Timestamp	Severity	Source	Port	Destination	Port	Sensor	Additional info
05-11-2009 00:14:38	Malicious attack - Nepenthes	194.72.238.01	3123	192.42.113.195	445	publicids	LSASS
05-11-2009 00:14:38	Possible malicious attack	194.72.238.01	3119	192.42.113.195	445	publicids	
05-11-2009 00:14:38	Malware offered	194.72.238.01	3119	192.42.113.195	445	publicids	sams.exe
05-11-2009 00:14:38	Possible malicious attack	194.72.238.01	3213	192.42.113.195	1957	publicids	
05-11-2009 00:38:10	Malicious attack - Nepenthes	194.72.238.01	10318	192.42.113.195	80	publicids	IIS
05-11-2009 00:38:10	Malware offered	194.72.238.01	10318	192.42.113.195	80	publicids	survey
05-11-2009 00:38:10	Possible malicious attack	194.72.238.01	10339	192.42.113.195	80	publicids	
05-11-2009 00:38:35	Malicious attack - Nepenthes	194.72.238.01	16997	192.42.113.195	80	publicids	IIS
05-11-2009 00:38:35	Malware offered	194.72.238.01	16997	192.42.113.195	80	publicids	survey

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