

Saal: Project 17:45 00:30 Day: 2 Track: Other nA
2501

Title: **Security and Usability in Open Source**

Subtitle: What to do, what not to do

Speaker: **Gus Andrews**

Short: *Tools for encryption and circumventing censorship have developed a reputation for being confusing and difficult to use. Difficulty using tools has led to users in sensitive situations giving up on encrypting or misunderstanding how to do it, putting them at risk. What are the best ways to improve usability in free and open-source projects? Gus will discuss her experience doing usability work with developers of FLOSS tools like Mailpile, Bitmask, Enigmail, and Jitsi, suggesting some practices which have been obstacles to usability and others which support the development of great, usable interfaces.*

Long: Tools for encryption and circumventing censorship have developed a reputation for being confusing and difficult to use and not for no reason. Managing encryption keys, understanding trust certificates, and estimating threats can be difficult even for expert users. Difficulty using tools has led to users in sensitive situations giving up on encrypting or misunderstanding how to do it, and subsequently being arrested when their communications are intercepted. With increasing surveillance from governments and with corporate data breaches, there has been increasing interest in making it easier to help everyday people as well as journalists, activists, and hackers protect their privacy and security with free and open source tools. Funding to support usability work by FLOSS developers is increasingly available. But what are the best ways to improve usability in free and open-source projects, which may not have the budget of commercial software developers? In this talk, Gus will discuss her experience doing usability work with developers of FLOSS tools like Mailpile, Bitmask, Enigmail, and Jitsi, which she has done at the Open Internet Tools Project and now the secure UX organization Simply Secure. She will describe successful experiences helping developers understand their users, common obstacles and developer habits which make software less usable, simple ways in which developers can incorporate UX into their practices more easily, and FLOSS development practices which support better usability.