

CSG Scan UX Usability Study Findings

PREPARED BY ETHAN KIM

Areas of focus

Access the ease-of-use of the CSG scan user experience with both Azure and AWS. We also interviewed them on how effective and understandable the scanner report was.

Participants

9 internal participants

- No participants used the Scan UX prior to the study
- The primary activities on CSG are (1) Link with AWS or Azure account (2) View report on web page or email
- 4 participants used the Azure credentials and 5 did the AWS credentials provided.

Please note that external participants are likely to have higher fail or issue rates, when compared to internal participants.

Findings at a glance

Performed **better**:

- Unknown (no previous studies to compare)

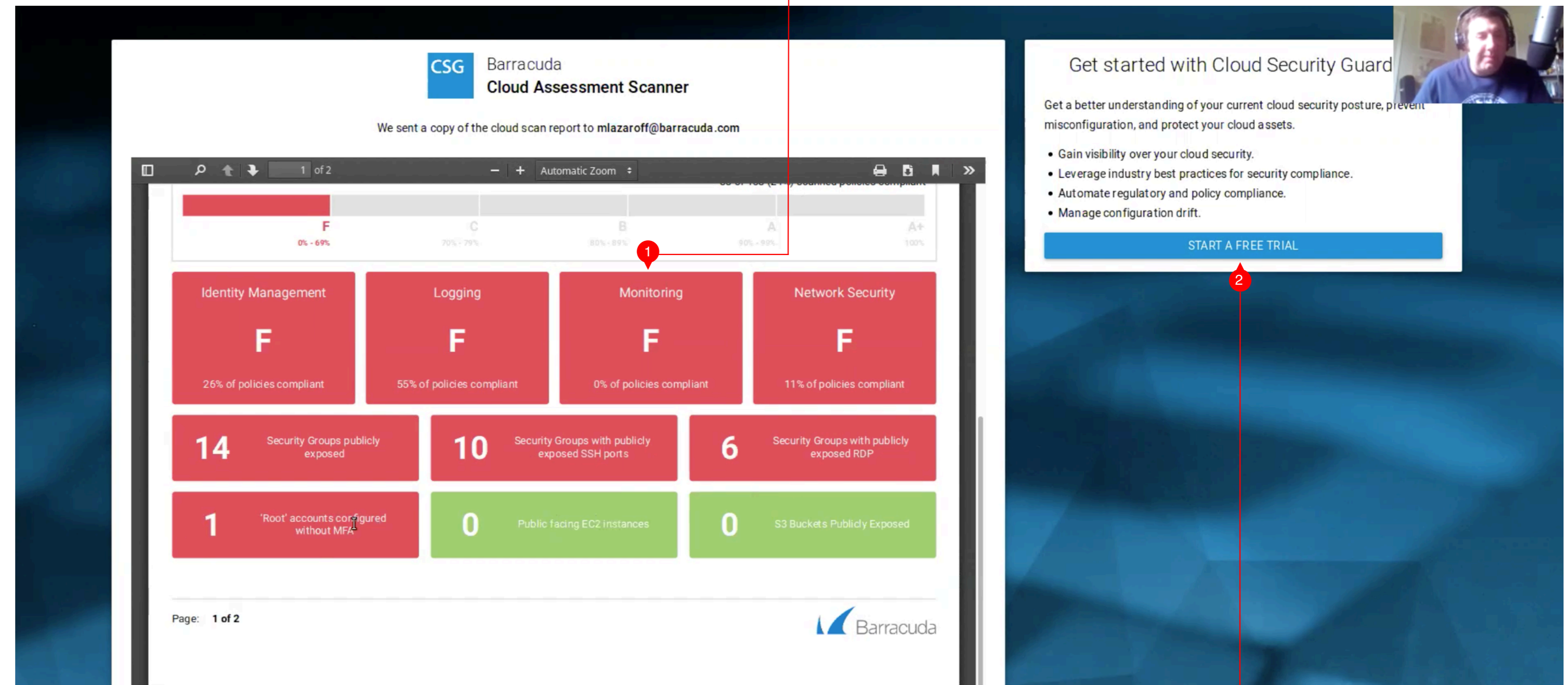
Performed **the same**:

- Unknown (no previous studies to compare)

Performed **worse**:

- 1 Understanding the failure or violations on the report
- 2 Conversion to the free trial from the scanner report
- 3 Guidance of the cloud account linking process: "How to find Role ARN in AWS" and "Why to select a subscription for Azure"

CSG Scanner Report Page

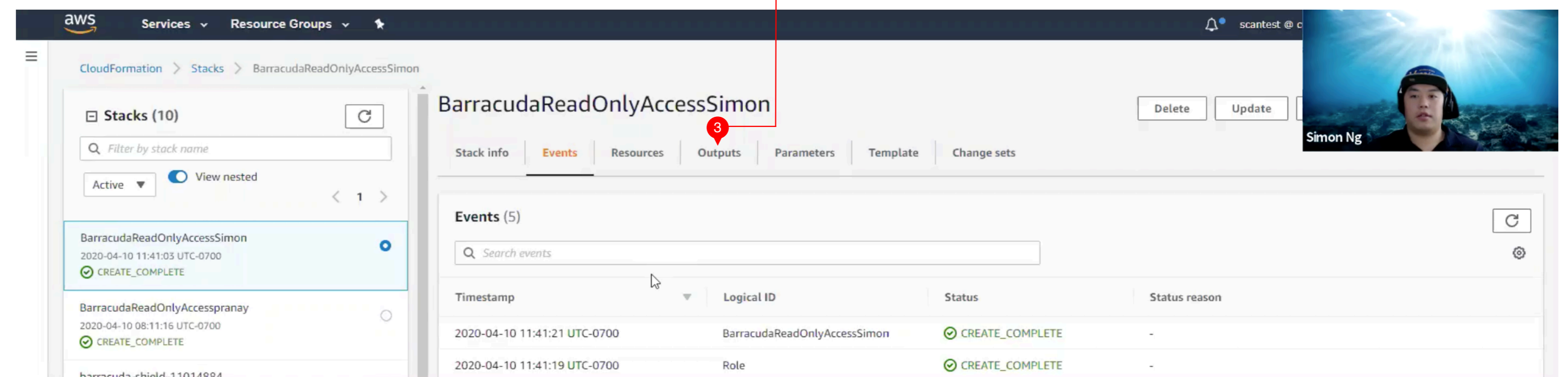


Most of the participants wanted to understand more details on the failure.

Only 2 out of 9 participants, reported they would want to sign up.

Not a single participant found the ARN Role right away.

AWS



Findings

Hard to Find Role ARN in AWS

- All 5 participants couldn't find the Role ARN directly from the "Outputs" tab. **Actual comments:**

"Role ARN ... that's what we need ... I have no where to find it at."

"There is definitely a disconnect ... what the heck do I need to copy from here to back over there ... (in about 40 seconds) ooooh, hey, this is what I need."

"(In about 2 minutes. Can you find the role ARN?) I cannot."

"I just keep clicking around here. (in about 40 seconds) Oh, there is my role."

Video

- One participant had a hard time to understand on how to proceed.

Video

- 2 participants who saw the AWS error messages had to spend "some" time to understand of what to do next.

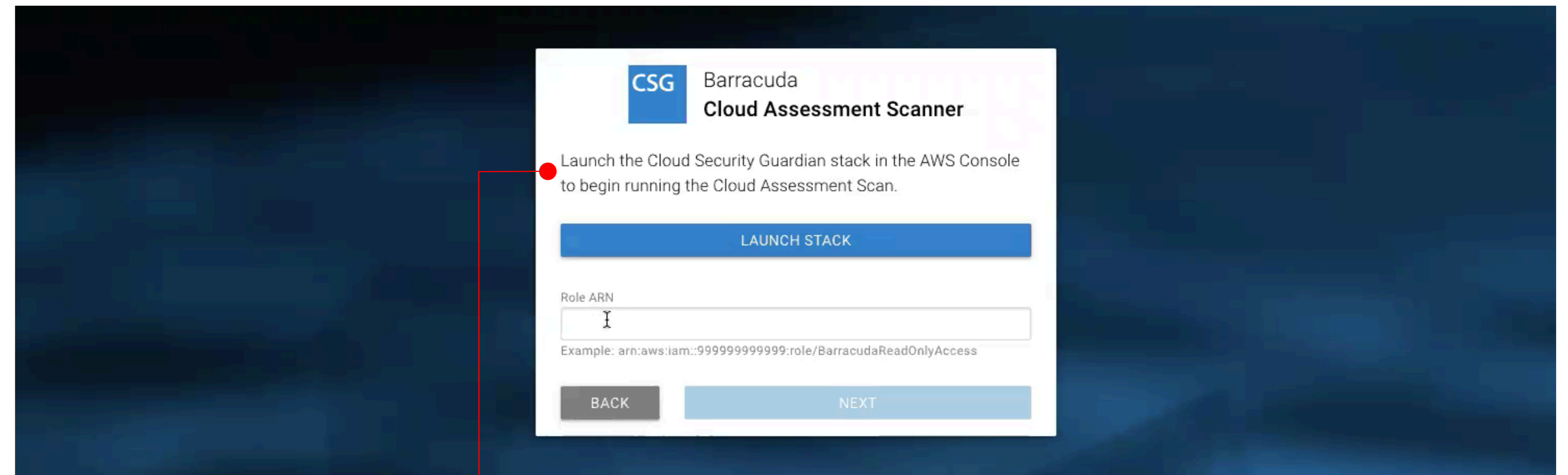
Recommendation

Need to design the page with one primary action button with clearer instructions to where to find the Role ARN. It is worthwhile to investigate if we could fetch the Role ARN automatically to Barracuda, once the linking is established without letting customers find it to proceed.

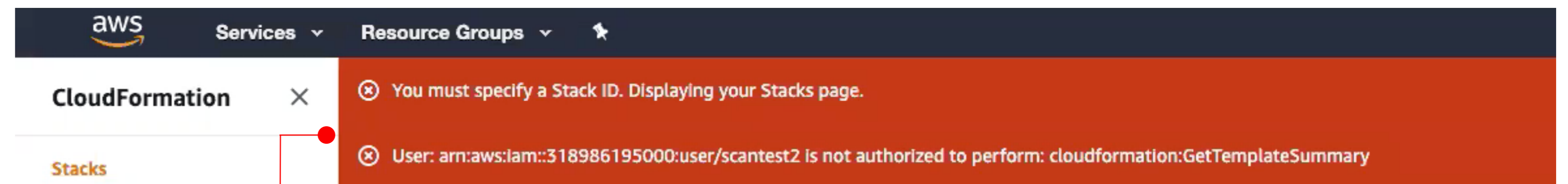
Not Well Guided for Azure

- None of 4 participants understood why they had to select the account after entering the credential. It seems to have a browser compatibility issue.

CSG AWS Link Page

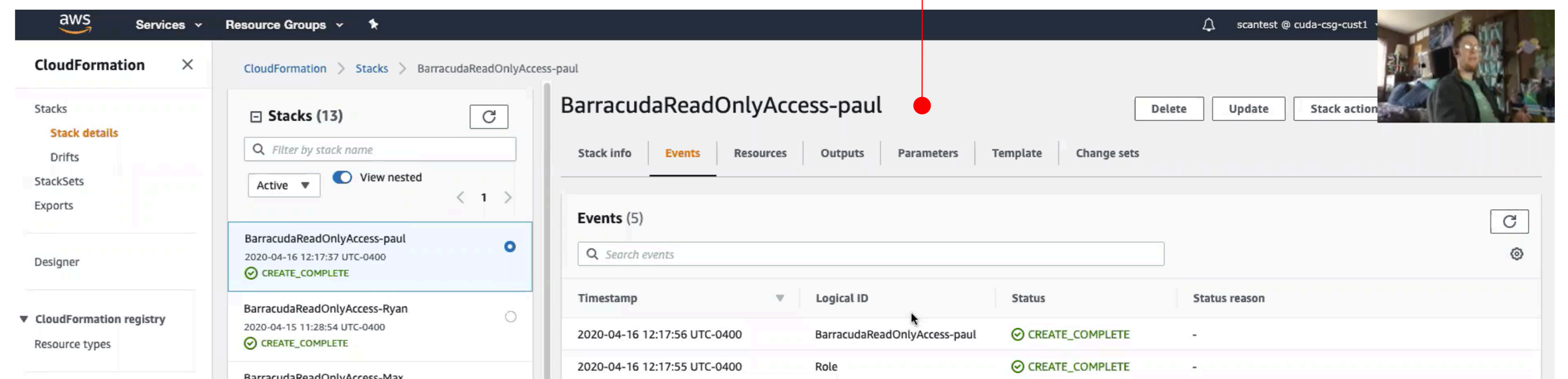


A clearer guidance is necessary for AWS.



The participants spent "some" time to understand what it meant for them.

Not a single participants found the ARN Role right away. They had to click on several tabs or other links on the page. The least amount spent was 40 seconds.



- None understood what they're selecting when they had to select a subscription to proceed. 2 participants reported that they didn't know it was clickable.

Actual comments:

"(Do you know what you are looking at?) No ... (Can you guess?) Ummm ... I would guess this would be ... an Azure tenant or account?"

"A key? Oh, it is clickable ... selecting my account? I don't know. It is confusing. I see a key."

"I don't know ... I just clicked on ... yeah."

Video

- 2 participants experienced latency after accepting the permission. This was reported to the engineering team after the testing sessions.

Recommendation

Need to investigate why customers need to select an account again. Even if they need to do it, we need to provide clear guidance of why they have to do it. Also need to provide an optional explanation of what customers select and why they select a subscription before the scan report is generated.

If customers' accounts are required to have the admin privilege, the error message must happen before accepting the permission.

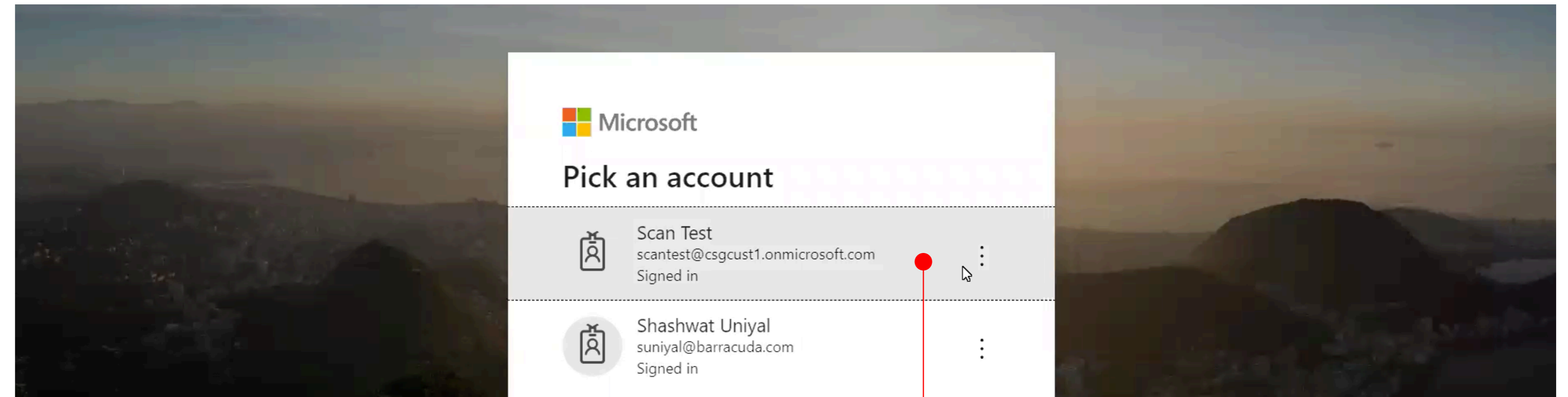
Difficult to Understand Failure & No Desire to Sign Up

- Most participants wanted to have more details on the grade of the report. It didn't trigger for them to sign up for the free trial. **Actual comments:**

"It means very bad. I failed ... It doesn't seem to be telling me which policies are not compliant."

"This is kind of hard ... I don't know which assets failed or which part I need to work with. I don't know if that information will be given."

CSG AZURE Link Page

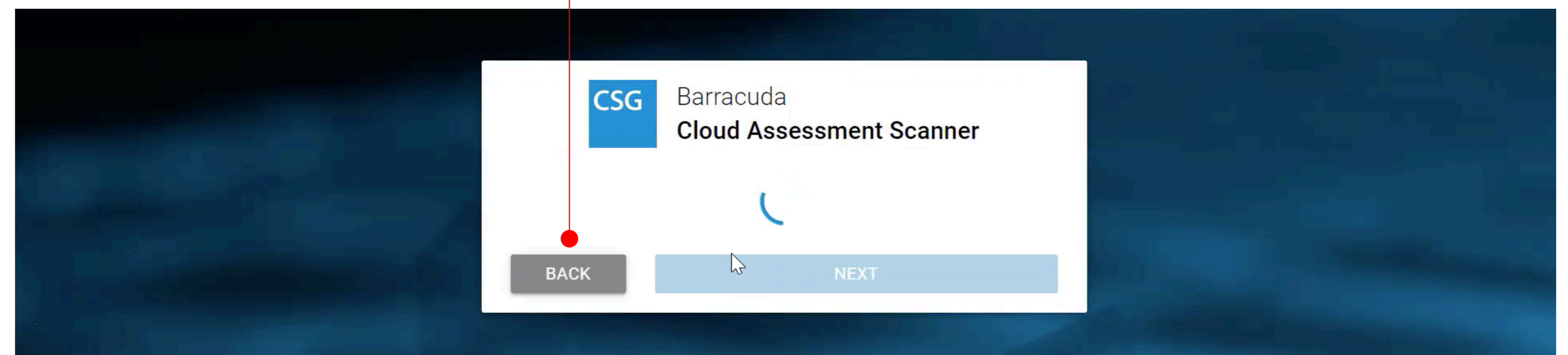


No participants knew what it was and it could be an issue when customers see multiple subscriptions.

When prompted, no participants were able to explain why they had to select the account again.



Click on "Back," the participants landed on the landing page.



"When I see red and an F, I think I have some extreme problem ... But I am not sure that (page 2) relates to up here ... which I am surprised ... I want to see more details on each score."

"It looks there are different types of breakdowns ... but I want to know what the criteria was eventually."

"When I see so much red, I would be really scared of what's exactly happening ... These are very basic recommendations. A little elaborate report will really help me."

Video

- Only 2 participants, prompted, reported that they would sign up for the free trial.
- 2 participants did not find the relevancy between page 1 and page 2. **Actual comments:**

"It would want me to go and start a free trial but it is not entirely clear I am going to find out all the answers."

"I wouldn't click start a free trial because I really do want to understand what this product is all about and what is the amount of data stored in Barracuda."

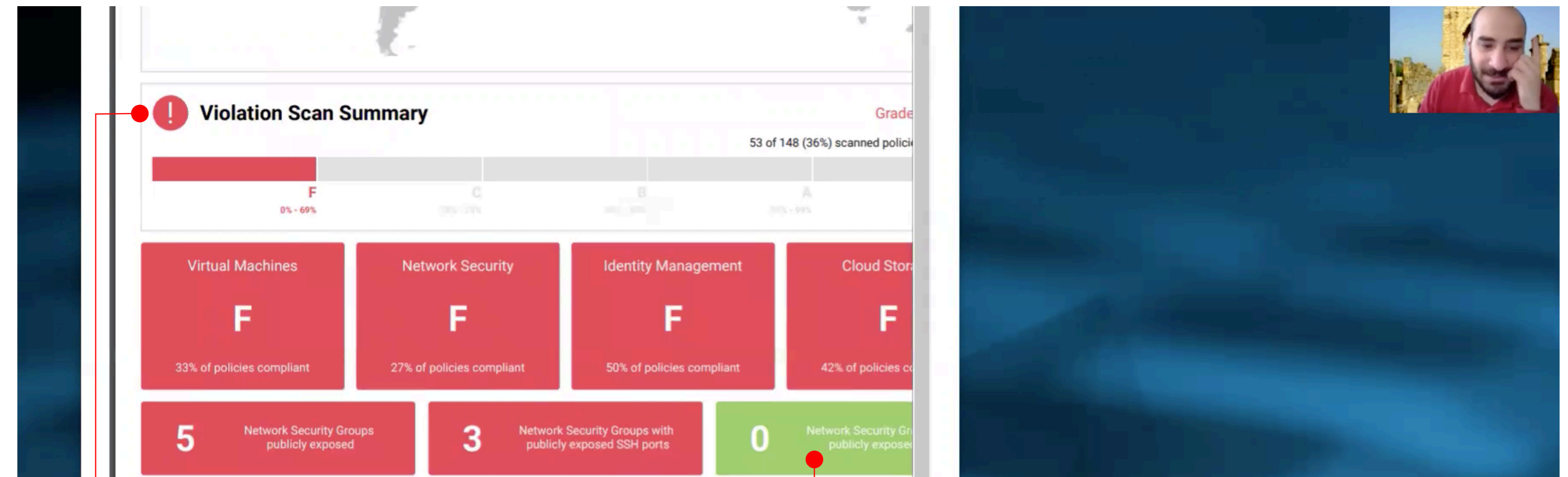
"It would be nice if there is any indication on that as if see the rest of this and more, start a free trial."

Video

Recommendation

Need to revisit the scanner report content and reconstruct it as a compelling story of why customers need to sign up for the free trial and this should be reflected on the messages. Also need to consider to have an interactive report without creating disconnection between the report and the registration.

CSG Scanner Report Page



Most of the participants didn't understand why they failed. The questions around the report didn't work as a trigger to sign up for the free trial.

Disconnect between page 1 and page 2.

2 participants reported that there was no action at the end of the PDF report.



Additional Findings

- 2 participants found a typo. This was reported to the engineering team after the testing sessions.
- 2 participants reported the message is not coherent.

Actual comments:

"Something feels a little weird ... this is what it does. Then it switches the gear."

"Interesting. I don't like the way it presented ... the tense is kind of weird. This is what the tool is doing. Then this is something random, not really related ... it doesn't flow."

Video

Recommendation

Need to revise the Cloud Security Guardian language so that it can deliver the well-structured story to customers.

CSG Scan Landing Page

CSG Barracuda
Cloud Assessment Scanner

Secure your cloud journey with Barracuda Cloud Security Guardian

Scan your Azure or AWS cloud infrastructure with Cloud Assessment Scanner and get a quick overview of your cloud security posture. It's fast, easy, and free.

- Scan for industry-standard benchmarks such as CIS, PCI DSS, NIST, and HIPAA.
- 80 percent of cloud breaches are self-inflicted.
- Accidental misconfiguration has led Fortune 100 companies to be in the headlines.

Email Address

First Name Last Name

Company Name

Phone Number

United States (US) Postal Code

Alaska (AK)

A typo.

These are not about CSG.