

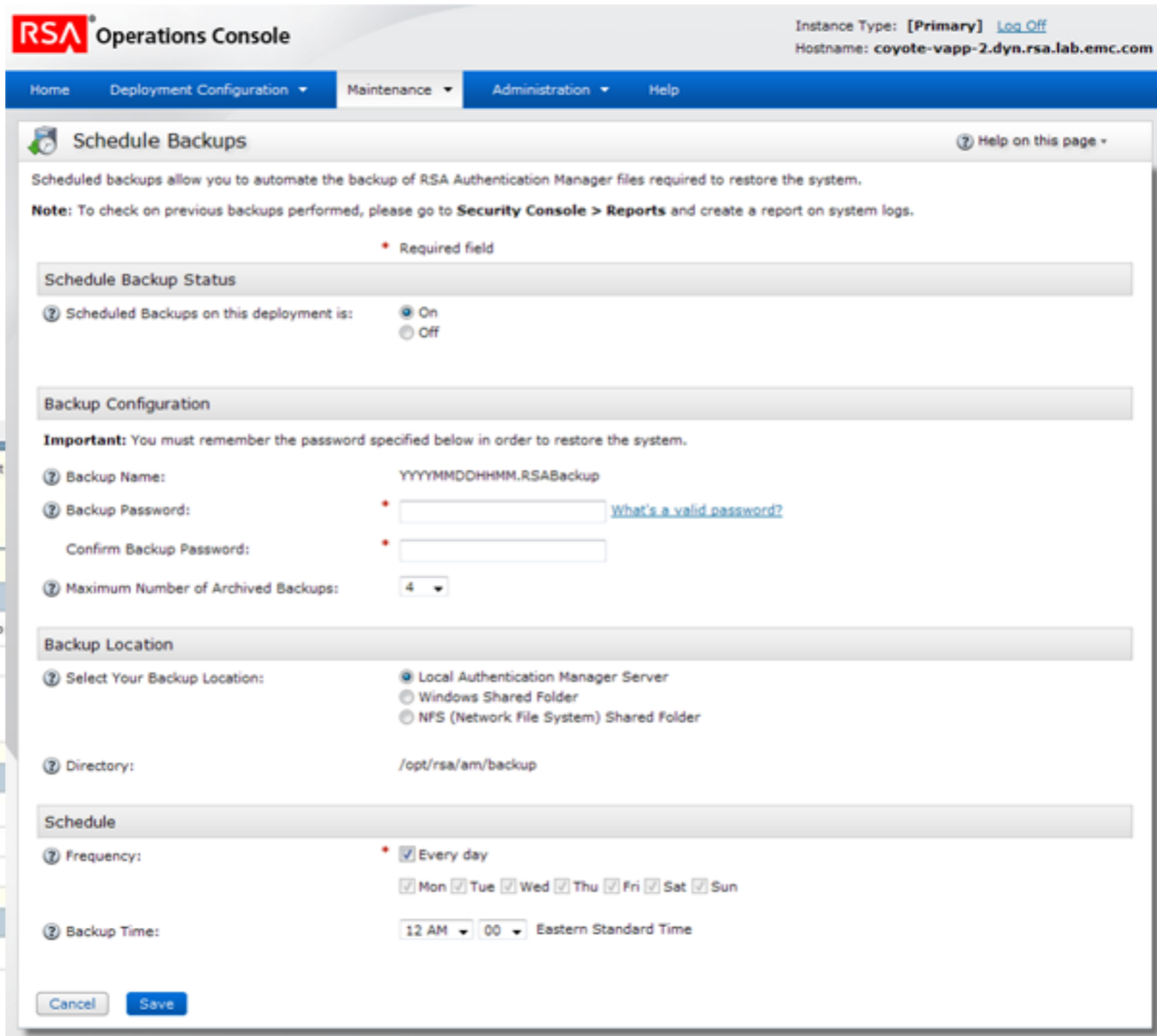
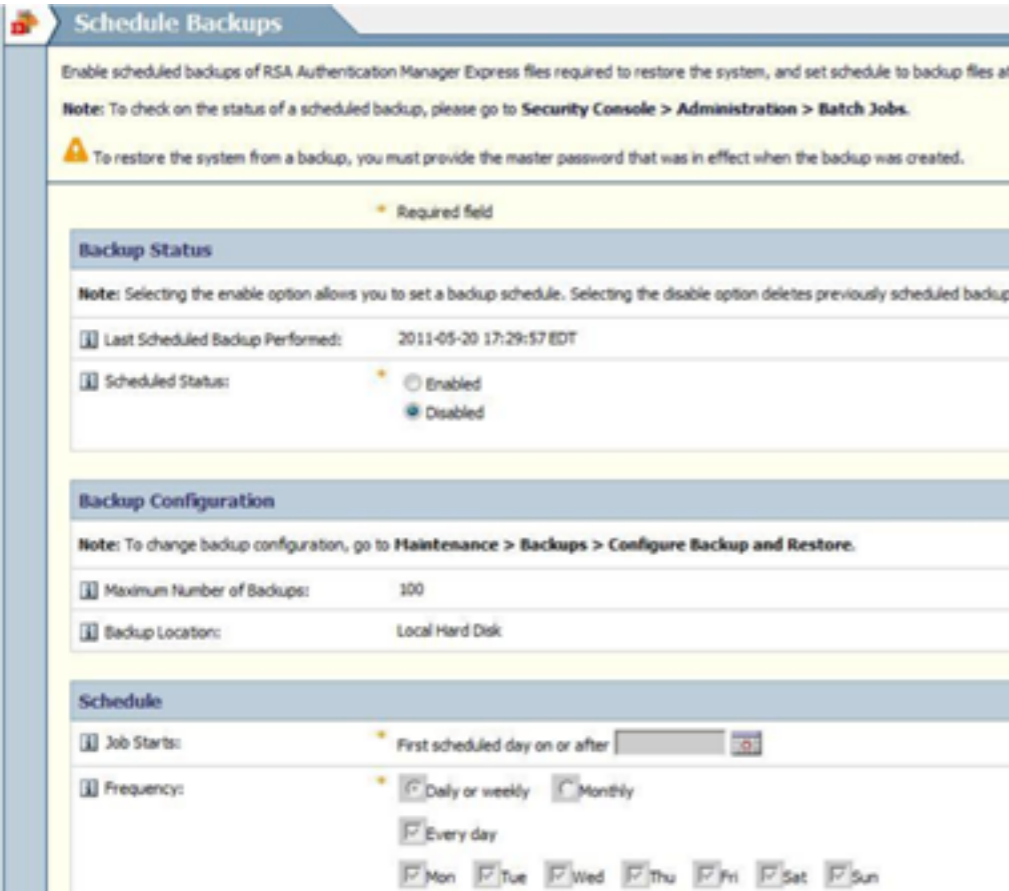
Authentication Manager

Risk Based, Software and Hardware Token authentication product for the virtual appliance.



Principle User Experience Designer
Alyssa Arrigo

Evaluated workflows in v7, and made improvements for v8. AM previously required users to turn on or off their schedules in an area separate from the Schedule Backups section. Also, users were given a more complex scheduling mechanism with no way of naming their backups, making retrieval much harder.



Here in version 8, the ability to turn on or off backups is now centrally located. The ability to name a backup with enhanced location options and easier scheduling helps users to accomplish their goals quicker.

Also in version 8, I updated the look and feel of the product by implementing a new css that mapped to the GUI Toolkit initiative. This initiative reinforced the RSA brand and allowed all our products to look more consistent.

Creating personas for Authentication Manager required contextual inquiry, as well as usability testing. Their use allowed us to optimized the user experience for the persona who frequently accessed the workflow.

Heera

the HelpDesk Administrator

"Ease of use to me is simplistic administration, you don't have to open up multiple menus. Open a user's record - everything should be in that window."

Personal Profile

I work at Theta Corporation's HelpDesk in Bangalore, triaging and resolving IT related requests from Theta's 40,000 U.S. employees. But I like to think of them as my customers. Nearly half of those people use SecurID tokens, so I spend a good portion of my time helping users with authentication issues. It's only been three months since I started working here, but I already feel comfortable troubleshooting most token-related issues because it's usually the same types of problems: a forgotten PIN or users who've locked themselves out. My manager gave me an Authentication Manager troubleshooting workflow cheat sheet, but I only need to refer to it when something unusual comes up. And those are the calls that are the most frustrating.

Differentiating characteristics

- Under pressure while resolving issues
- Lacks conceptual understanding of AM

Top AM Tasks

- Identify & resolve user authentication issues

Leading a design principles activity extended the concept of using persona's to influence workflows. Design Principles, also helped UX to design on a more holistic level with regard to how the product would behave. These design principles were followed by other UX members, or cross-functional groups to help make product decisions.

Why a Scorecard?

- Why a Scorecard?
 - Tangible, quantitative and qualitative
 - Easy to consume for multiple audiences

Scorecard Goals

- Implement an **effective and repeatable** framework to benchmark RSA products against user experience best practices. Create efficient processes and tools that support this initiative and allow results to be shared with a broad range of stakeholders.
- In the longer term, we want to:
 - Define RSA standards for measuring user experience
 - Tailor to individual products
 - Drive consistency across the user experience for RSA's suite of products
 - Track user experience improvements over time
 - Inform prioritization of future enhancements
 - Increase visibility and value of user experience

SecurID Design Principles

1. Poor Usability is the Enemy of Security

- Is the default state the most usable configuration? If security does not allow it, does the system make it clear to users what the trade offs are and help them decide whether to make a change?
- Are security controls appropriate to the user's role?
- Do workflows keep security in mind, but without adding confusion or roadblocks?
- Are users encouraged to apply protection mechanisms correctly?
- Does the system prevent users from being the weakest link in the security chain?

2. Anticipate the user's expectation.

- Will the user be familiar with the UI patterns and taxonomies used in the application? Are expectations about the UI consistently met?
Change must always be balanced with some degree of consistency.
- Does the task match the persona's abilities?
Heera will be more comfortable with a less complex UI than Scott or Ivan.
- Is the language used in application part of the persona's vocabulary?
If we have to use RSA product specific terms, then be consistent and provide easily accessible definitions of RSA terms using industry terms.

Working on a scorecard activity we were able to further measure the user experience. The scorecard performed a Heuristics Evaluation against accepted best practices, We used Task Evaluation to rate the usability of the site while performing key tasks from the user perspective. This gave us an unbiased look at how the product was measuring up on several different levels. The results were collected for v.Next of the product.