

Research

Primary Research

User Interview

User Interview: **Acmedemo**

Background:

Industry: Demolition Services

Location: California, USA

Services Offered: Building Wrecking, Selective Demolition, Concrete Saw cutting, Demo Elevated Water Towers, Fire Debris Clean-Up, Misc. Demolition Services

Details:

Acmedemo is a specialized company that provides a wide range of demolition services. They rely heavily on technology for project management, client communication, and regulatory compliance, making data security a critical concern.

Goals:

Ensure the confidentiality and integrity of project data and client information. Swiftly identify and mitigate any data breach incidents to maintain trust and comply with industry regulations.

Frustrations:

Difficulty in quickly identifying breached information.

Navigational challenges within the Recon application to pinpoint specific issues.

The overwhelming volume of data complicates the process of breach identification.

The need for a more intuitive notification system for breach alerts.

User Interview 2: Gruppo 24 Ore
Background:
Industry: Multimedia Publishing
Location: Italy
Focus: Economic, Financial, Professional, and Cultural
Information

Details:

Gruppo 24 Ore is a premier Italian publishing house, producing a wide array of content across multiple platforms. With a vast digital presence, safeguarding their intellectual property and subscriber data is paramount.

Goals:

Protect sensitive economic and financial data from unauthorized access.
Efficiently monitor and address potential data breaches to safeguard their reputation and intellectual property.

Frustrations:

Challenges in identifying the source and specifics of data breaches.
The complexity and time required to navigate through the Recon application to find relevant breach information.
The need for an automated alert system for early breach detection.

User Interview 3: Sidel Pvt. Ltd
Background:
Industry: Packaging Equipment and Services
Location: India
Clients: Beverage, Food, Home, and Personal Care Product
Manufacturers

Details:

Sidel Pvt. Ltd is a leader in providing innovative packaging solutions. Their reliance on digital technology for design, manufacturing, and supply chain management

makes cybersecurity a critical aspect of their operations.

Goals:

Prevent any disruption to manufacturing operations and protect proprietary design data.

Rapidly identify, understand, and rectify any data breaches to minimize operational and reputational risk.

Frustrations:

The labor-intensive process of manually tracking potential breaches.

The need for specialized knowledge to understand and navigate the Recon application.

Desire for a simplified, comprehensive breach identification system that minimizes the need for domain-specific expertise.

The requirement for a solution that not only identifies breaches but also suggests immediate remediation steps.

UX Design and Development Solution for Efficient Breach Detail Identification in

Recon App:

Feature Name: 360-degree Dashboard View

Problem Addressed:

Overwhelming data, scattered information, and lack of context make it difficult to quickly identify specific breach details across various data points.

Solution Components:

1.

Interactive Dashboard:

Consolidated View: Displays key details from all data sources (social media, credentials, domains, etc.) on a single page.

Data Type Filters: Allows users to filter by specific data types (e.g., credentials, financial cards) to focus on relevant information.

Severity Levels: Visually highlights critical breaches with color-coded

indicators.

Date Range Selector: Enables filtering based on specific date ranges for targeted analysis.

Search: Powerful search bar for keyword or phrase-based queries within breach details.

2. **Breach Details Cards:** Clear Formatting: Each breach is presented in a well-structured circular format with concise information.

Contextual Insights: Brief summaries explain the breach type and impact.

Actionable Buttons: Direct links to recommended actions or mitigation resources.

Drill-Down: Option to expand for deeper analysis with detailed information.

3. User-Friendly Interface:

Intuitive Navigation: Clear layout and consistent design promote ease of use.

Interactive Elements: Expandable sections, hover details, and sorting options enhance data exploration.

Visual Cues: Use of icons, color coding, and typography for quick information comprehension.

Accessibility: Design adheres to accessibility guidelines for inclusive user experience.

Impact:

This UX design and development solution effectively addresses the challenges faced by users while identifying specific breach details in the Recon application. By streamlining data exploration, providing contextual

insights, and offering actionable information, Breach Hunter empowers **users to:**

Save time and effort: Quickly pinpoint relevant breach information.

Gain deeper understanding: Contextualize the impact and potential consequences of breaches.

Take effective action: Access necessary resources and guidance for mitigation.

This improved user experience helps organizations better manage data security risks and respond to potential threats efficiently.