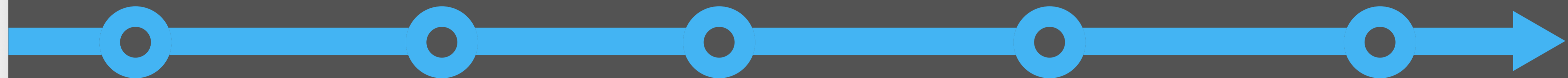


Risky Users

Design Journey of UEBA Software



Redowl

Forcepoint Platform
2017

Design 1

VP 1
Fall 2019

Redesign 1

Scalability & MVP
Winter 2020

Design 2

VP 2
Spring 2020

Today

Released to Market
Winter 2021

START >

Redowl

Forcepoint Shell
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Spring 2020

Today

Released to Market
Winter 2021

In 2017, much of the UEBA space had the following pain points:

- Siloed products / multiple panes
- 1000's of events. Which are the real risks?
- Limited graphical experience

Forcepoint acquired RedOwl to bring UEBA technology into the product line. RedOwl held the promise of moving investigations from events (actions) to entities (people). Designs focused on:

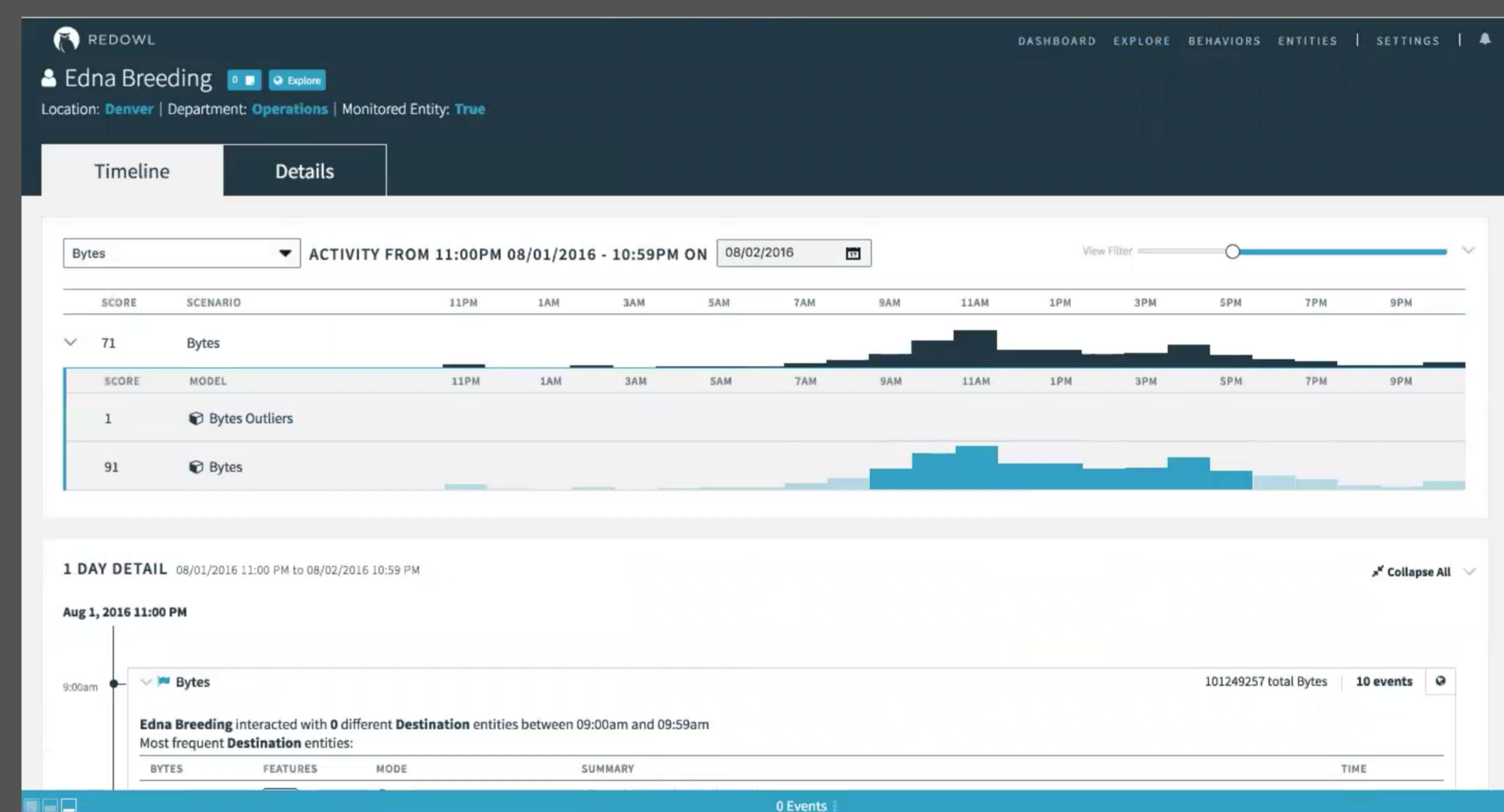
- Triage: system identifies risky entities
- Profile: details about a risky entity

Original design work (by other designers)

Triage

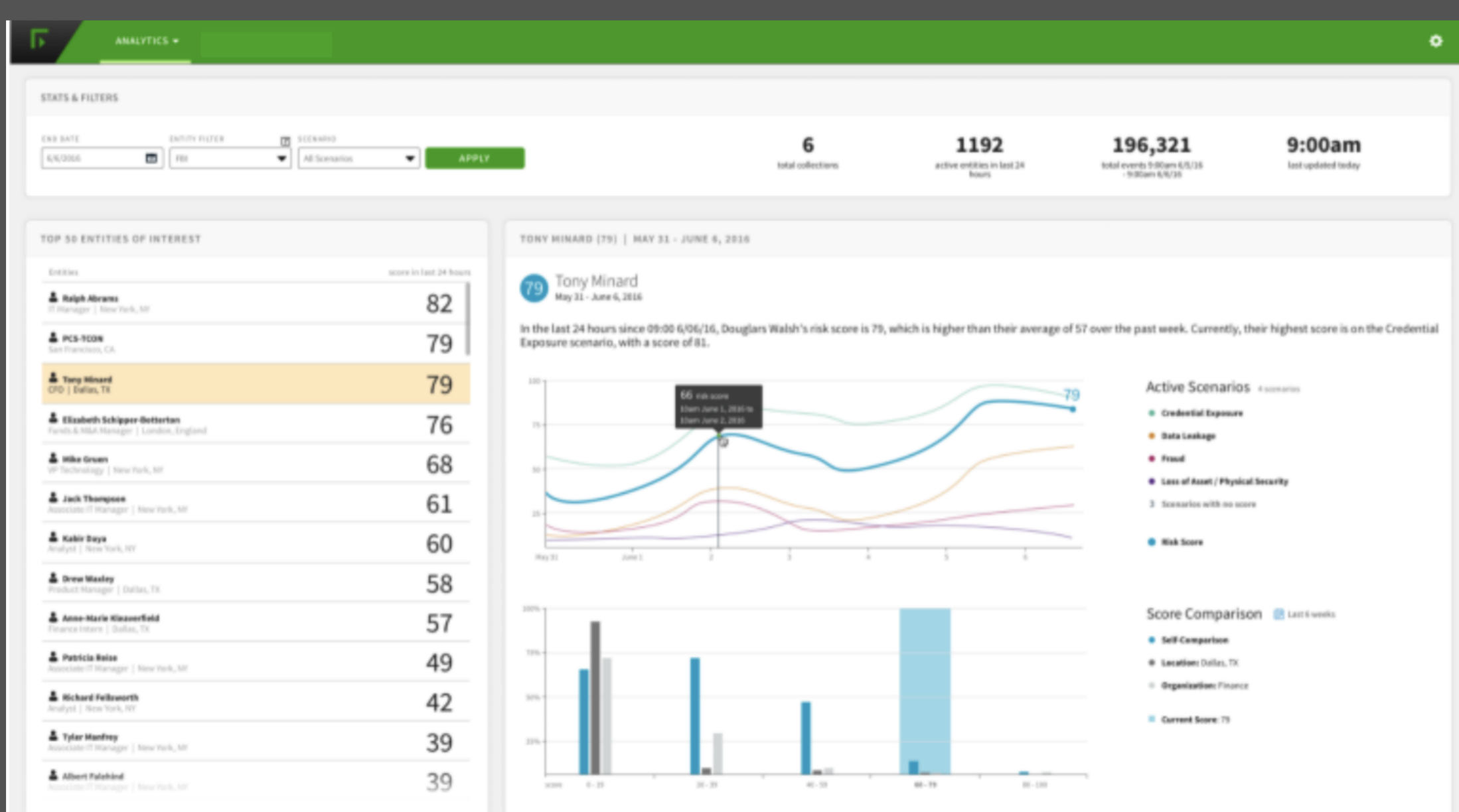


Risk Profile Timeline

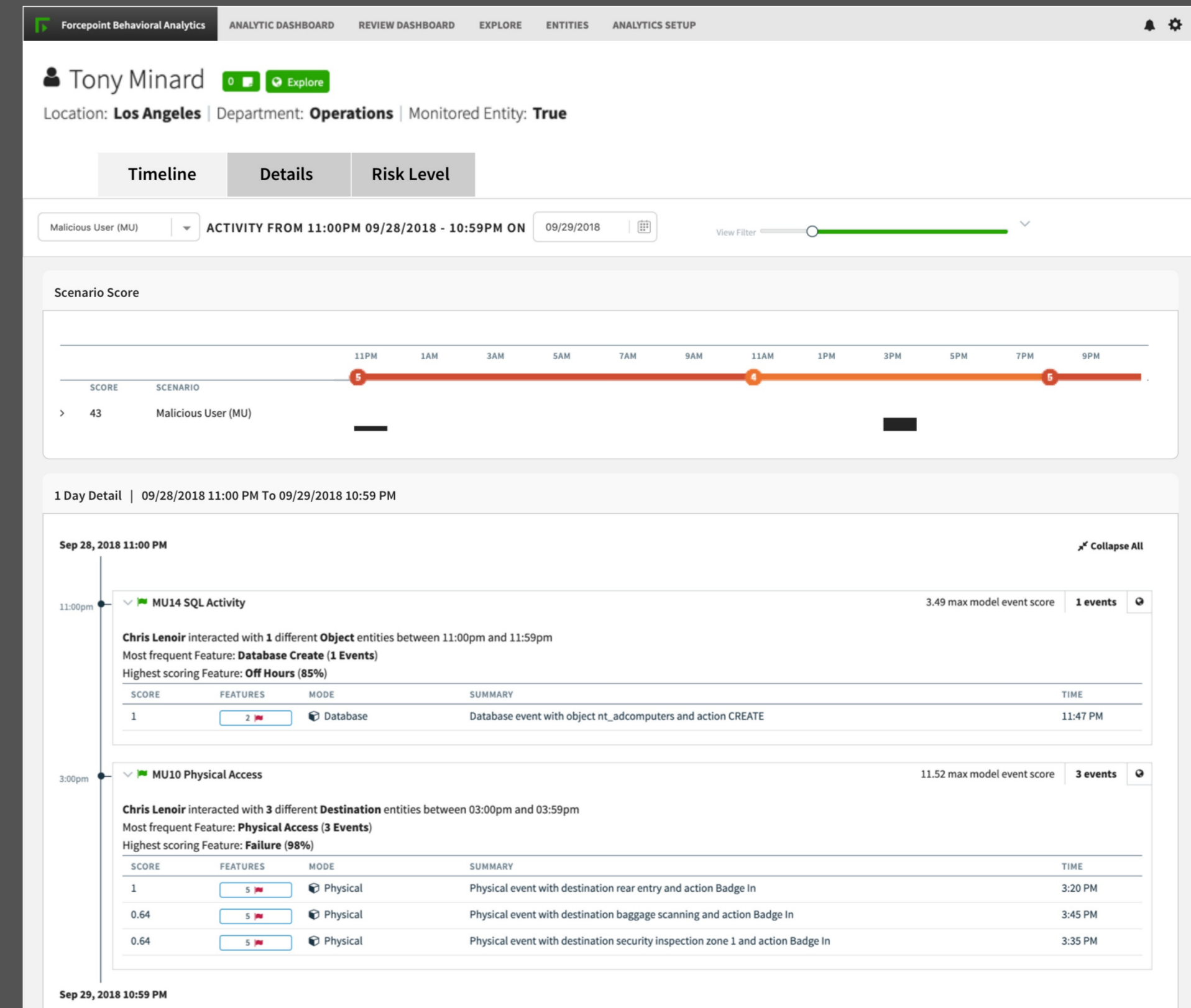


In 2018, Forcepoint wrapped a branded "look and feel" around the application.

Triage



Risk Profile Timeline



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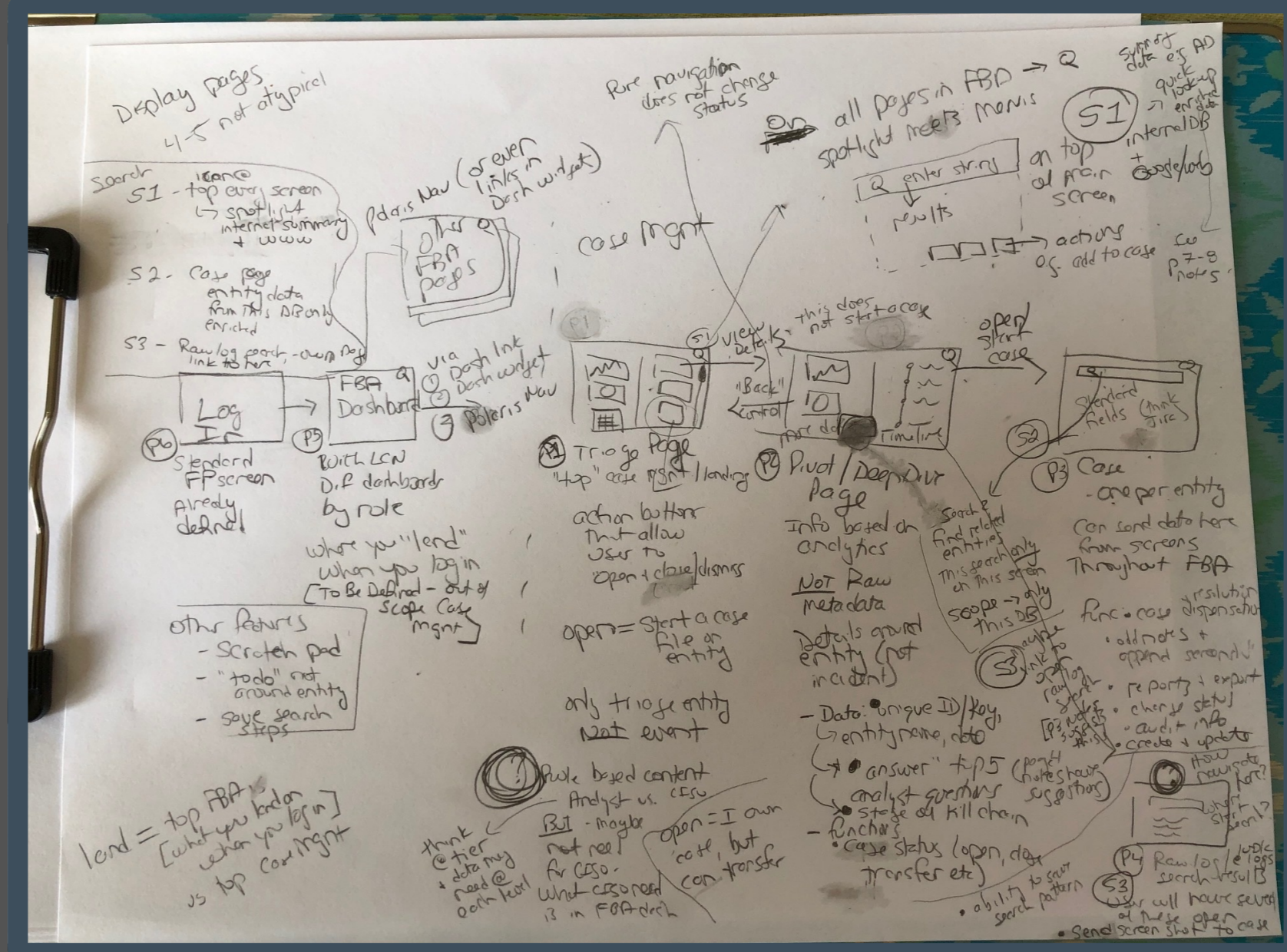
Released to Market
Winter 2021

Forcepoint hired a new VP of Analytics, an experienced government analyst & data scientist.

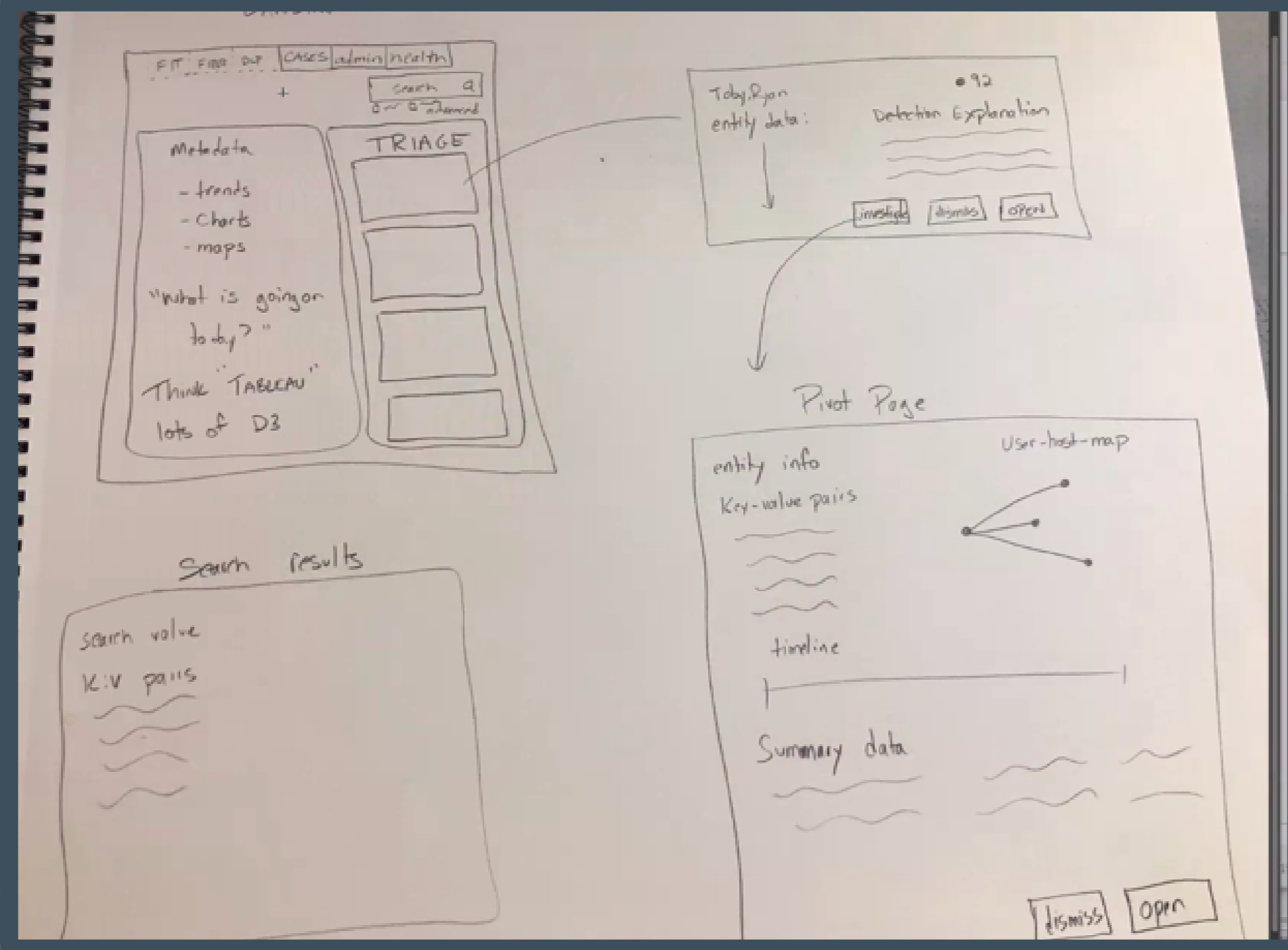
We created the front & back ends from scratch, optimized the task flow, and made the UX & UI beautiful & scalable.

My design work begins here

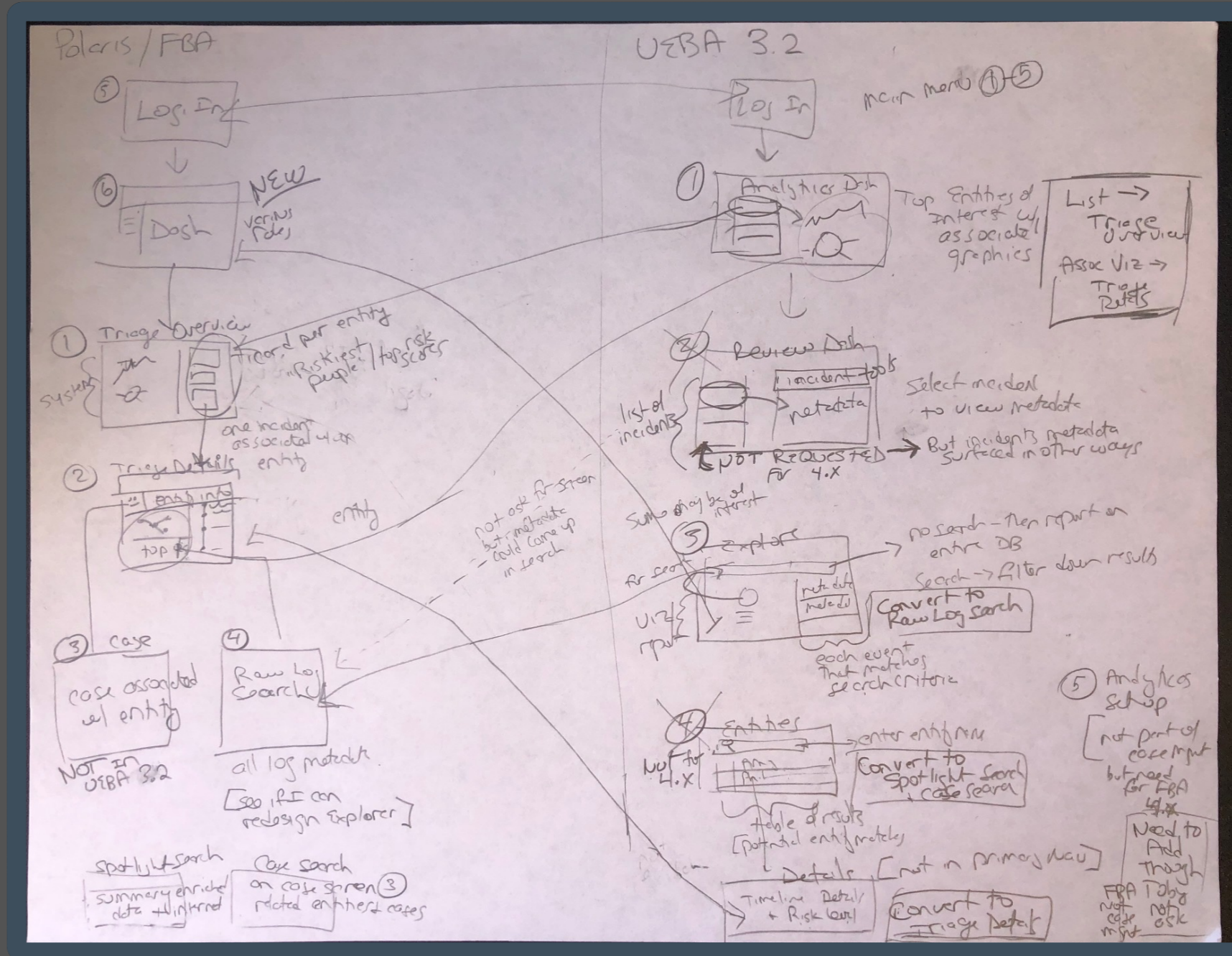
Design Brainstorm



Requirements from VP

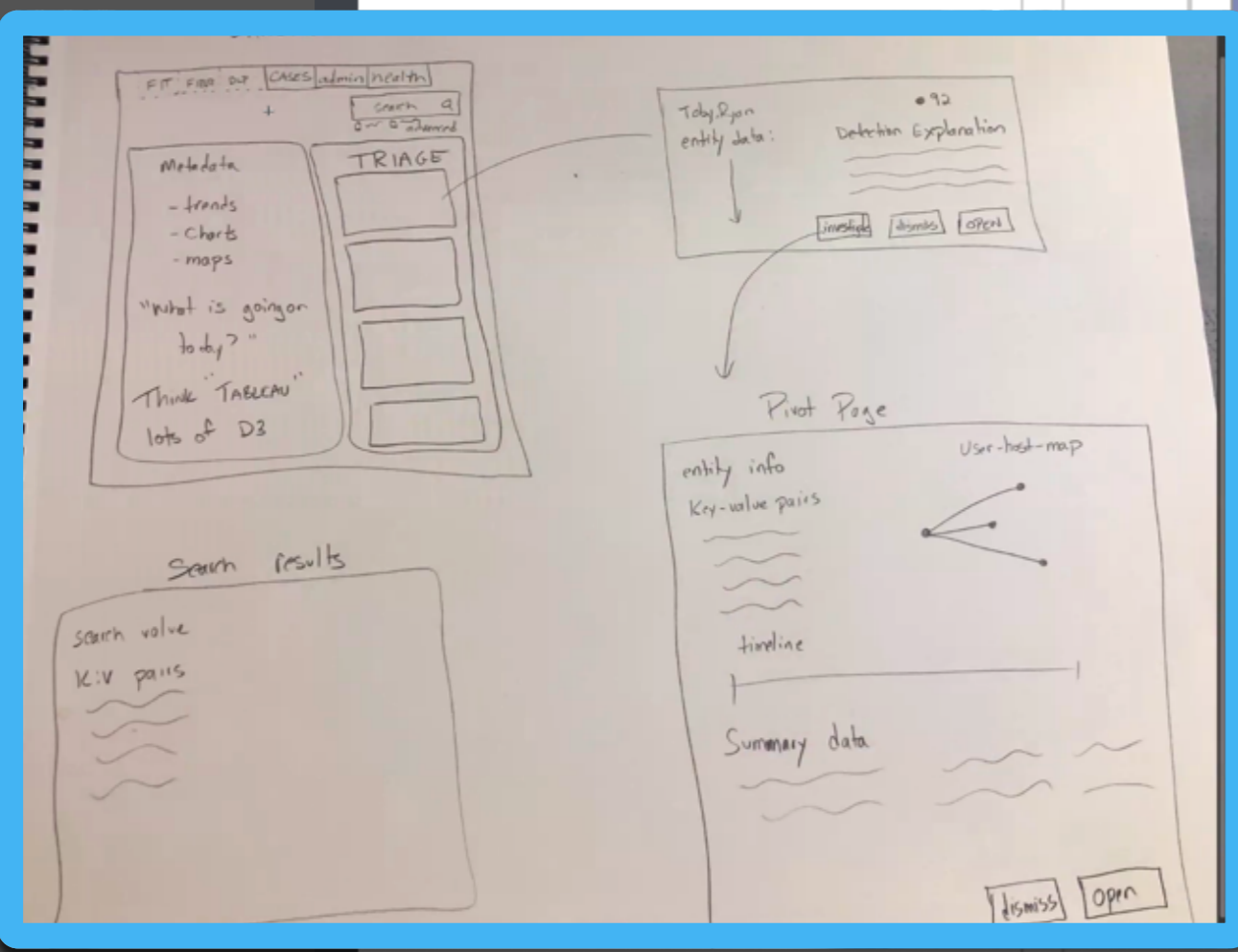
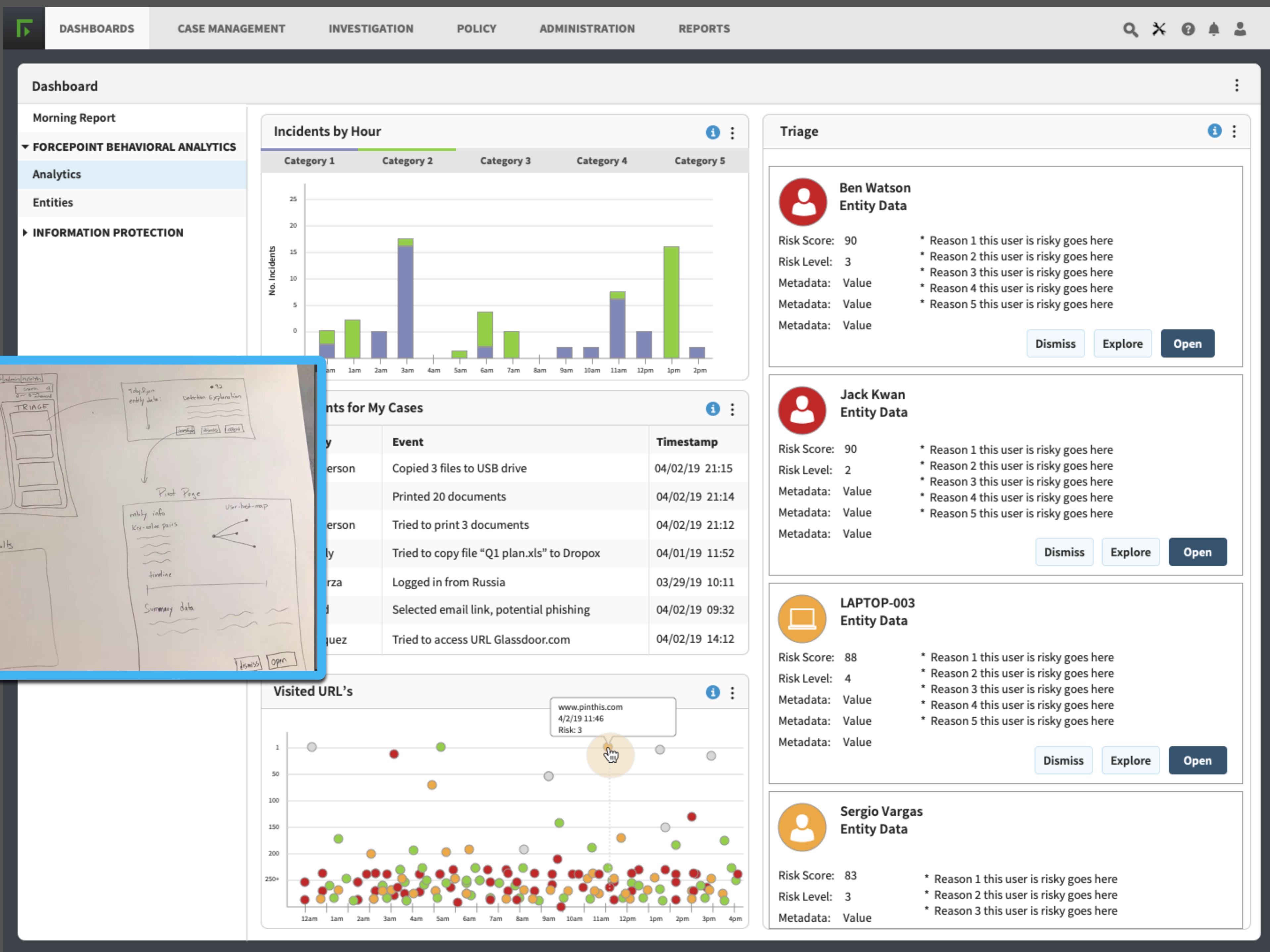


Mapping Features from Old to New



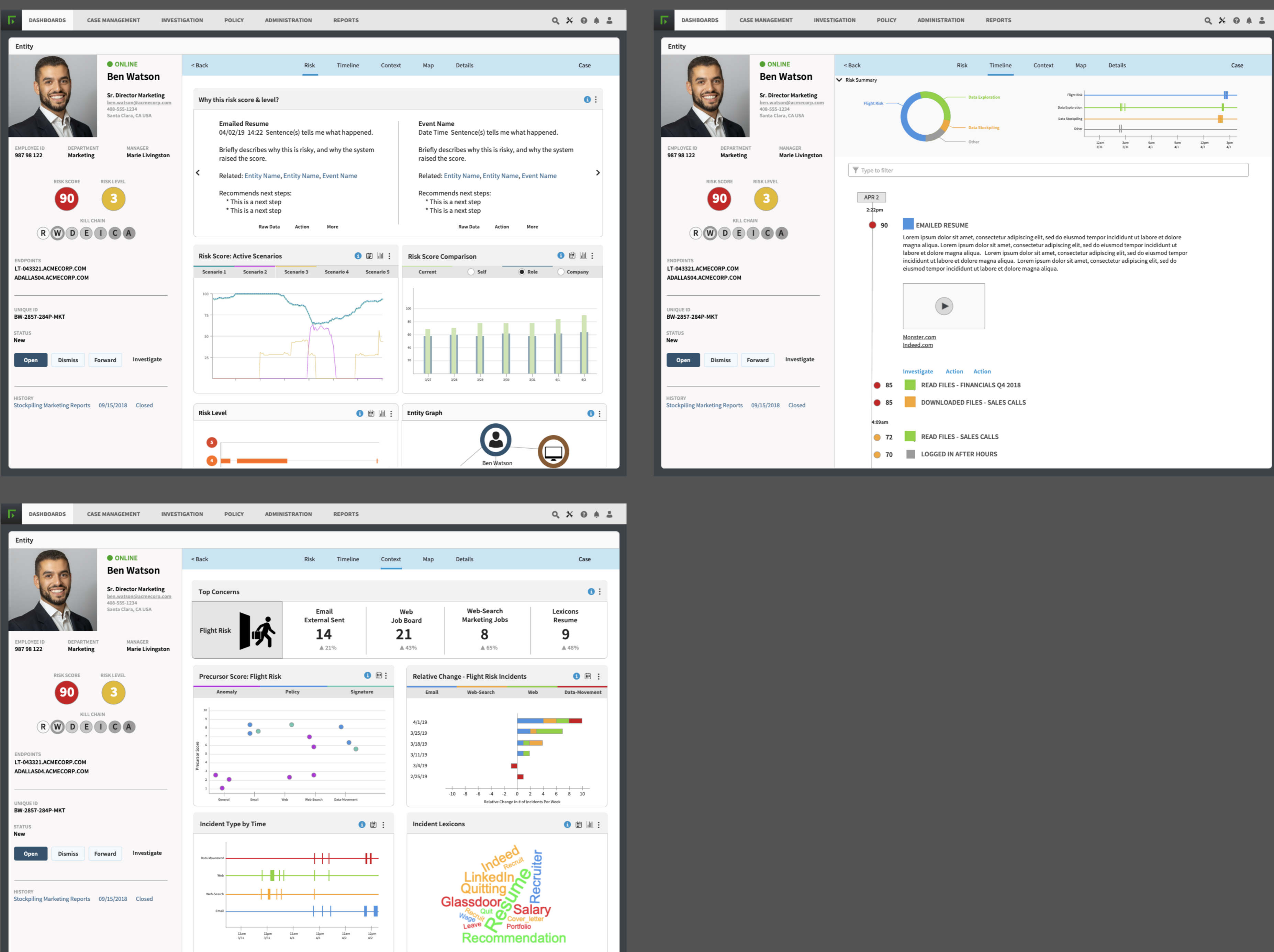
Dashboard + Triage

Machine learning identified risky users. Displayed in dashboard widget. Utilizing design system v1.



Risk Profile

Drill down from an entity card in the dashboard to view the profile. The most critical information is displayed on the 1st tab. Navigate to additional tabs for the timeline & typical follow-up questions. Links to navigate to case management.



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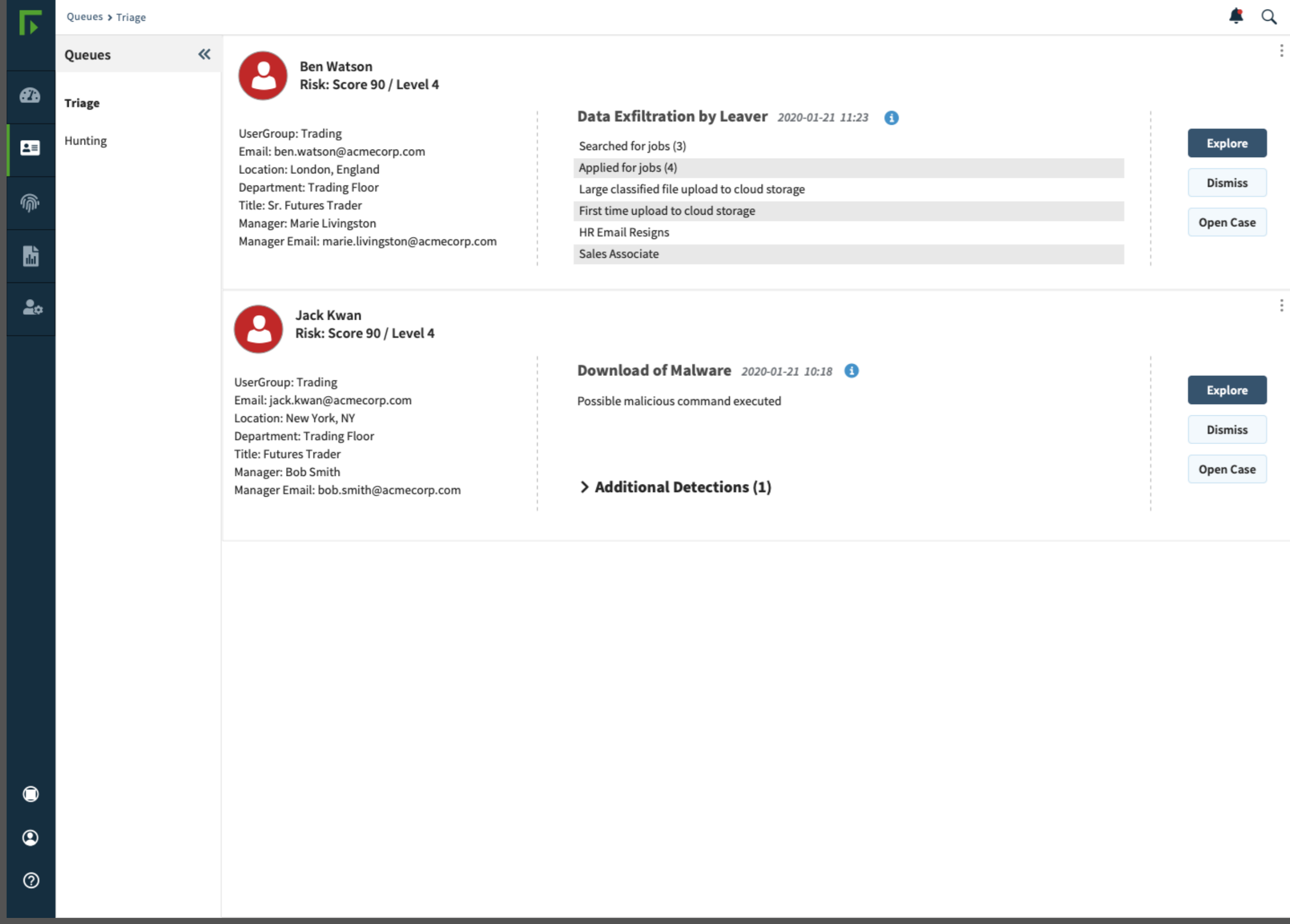
Today

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Winter 2021

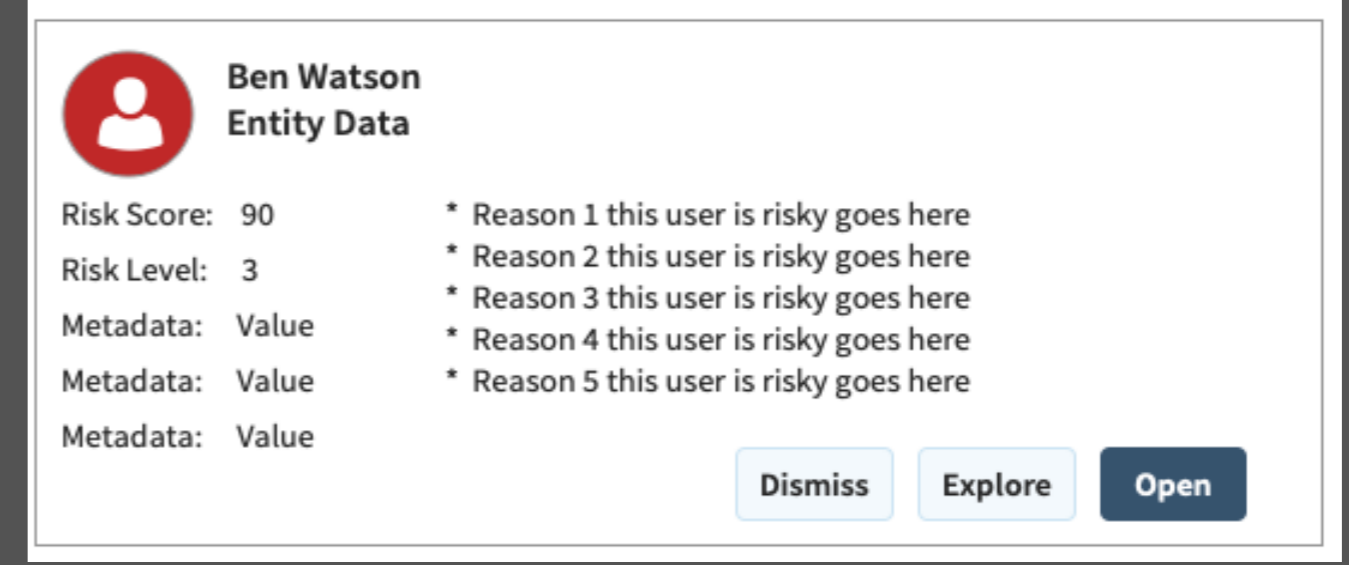
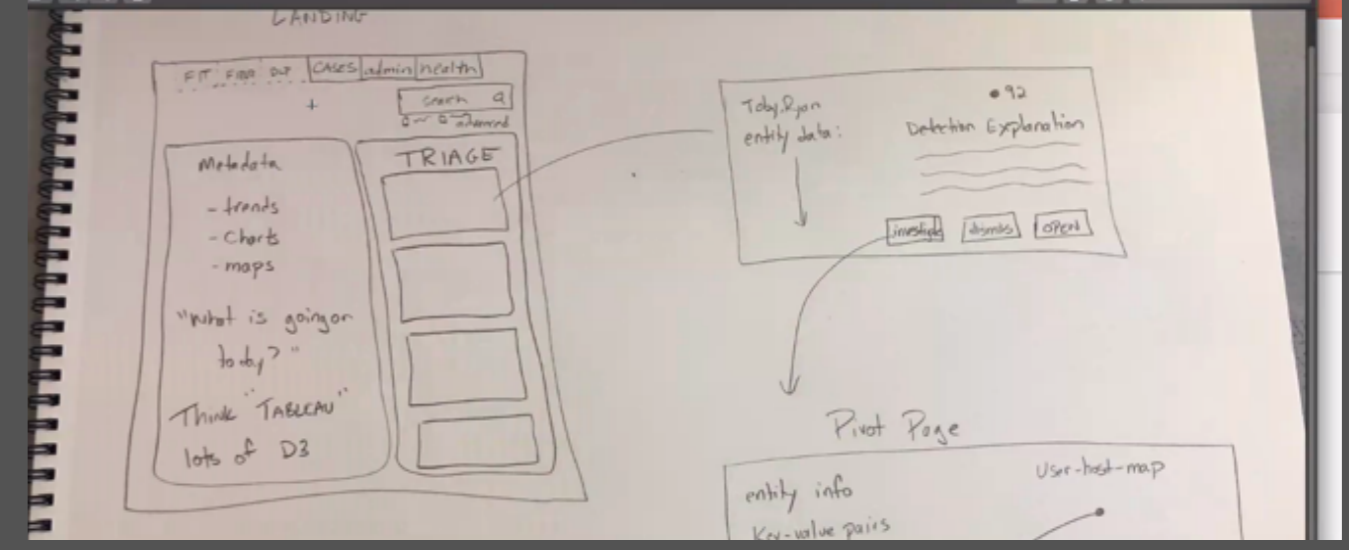
Redesign Triage: Part 1

- New PM requirements. Triage became its own module to increase visibility & scale for future functionality.
- Utilized design system 2

Triage



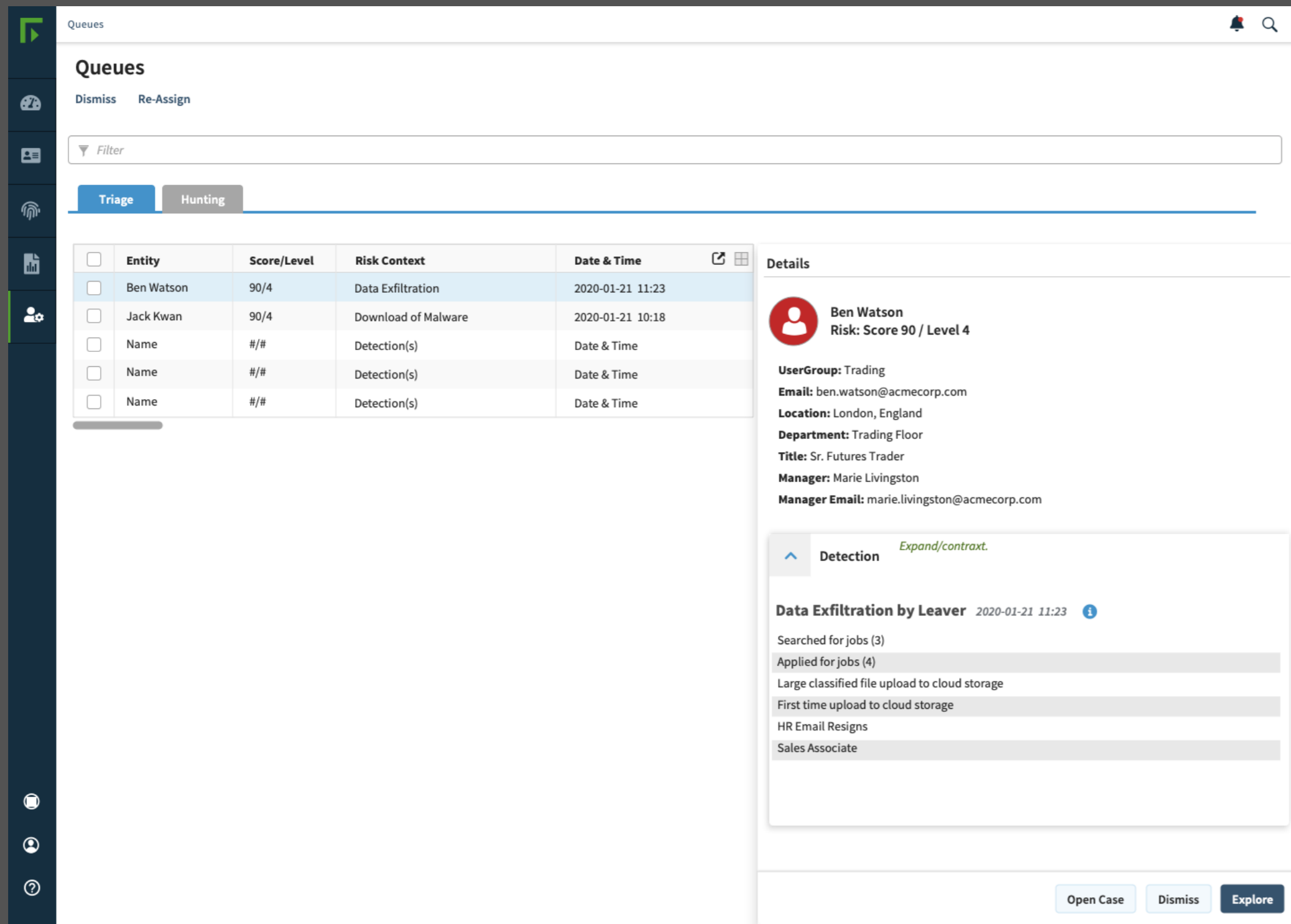
VP's Vision



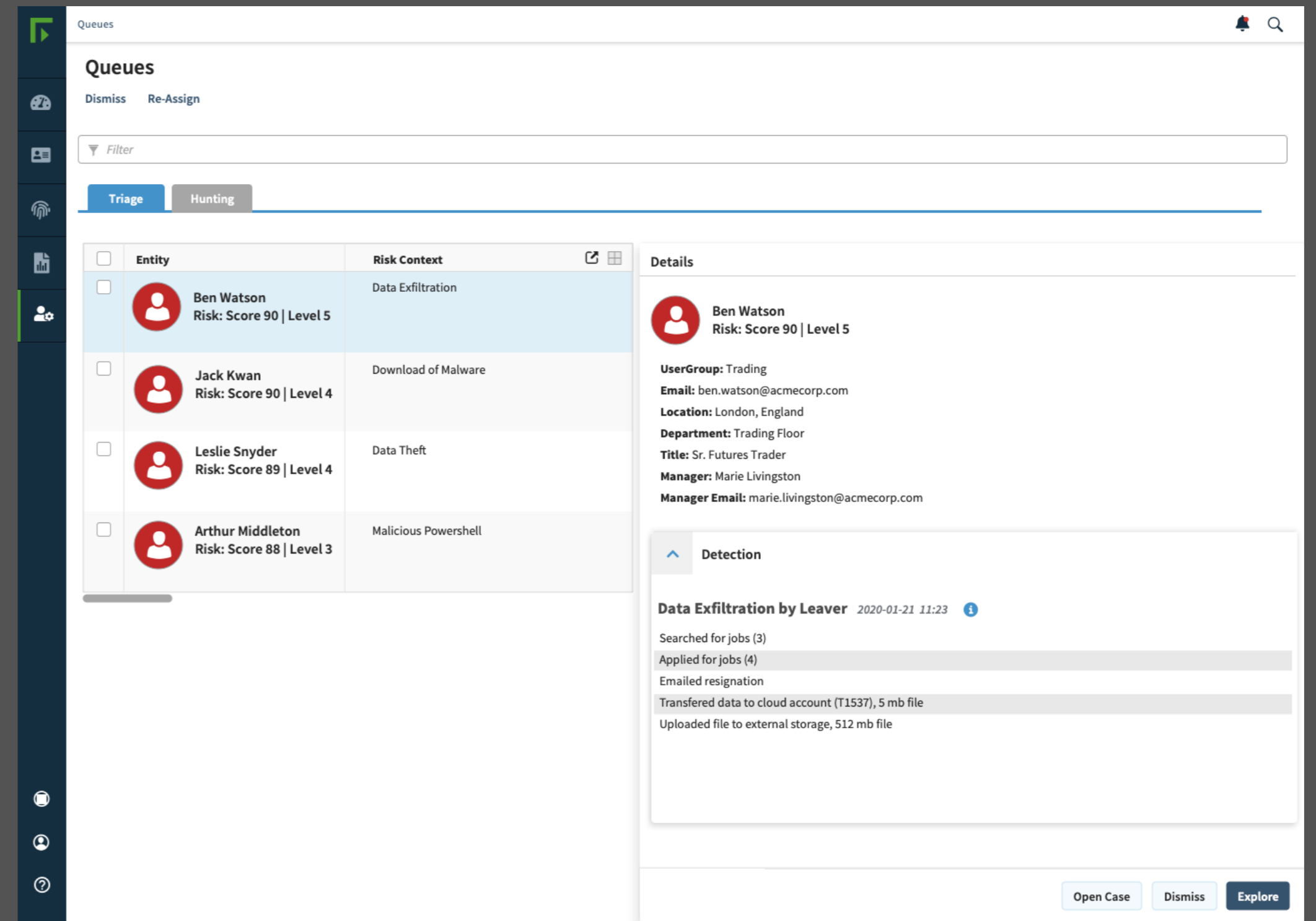
Redesign Triage: Part 2

- Scalability of metadata - to meet needs of various target audiences (Risk vs. Compliance)
- Efficiency of repetitive investigation tasks (based on customer & internal SME feedback)
- UX alignment with other platform features

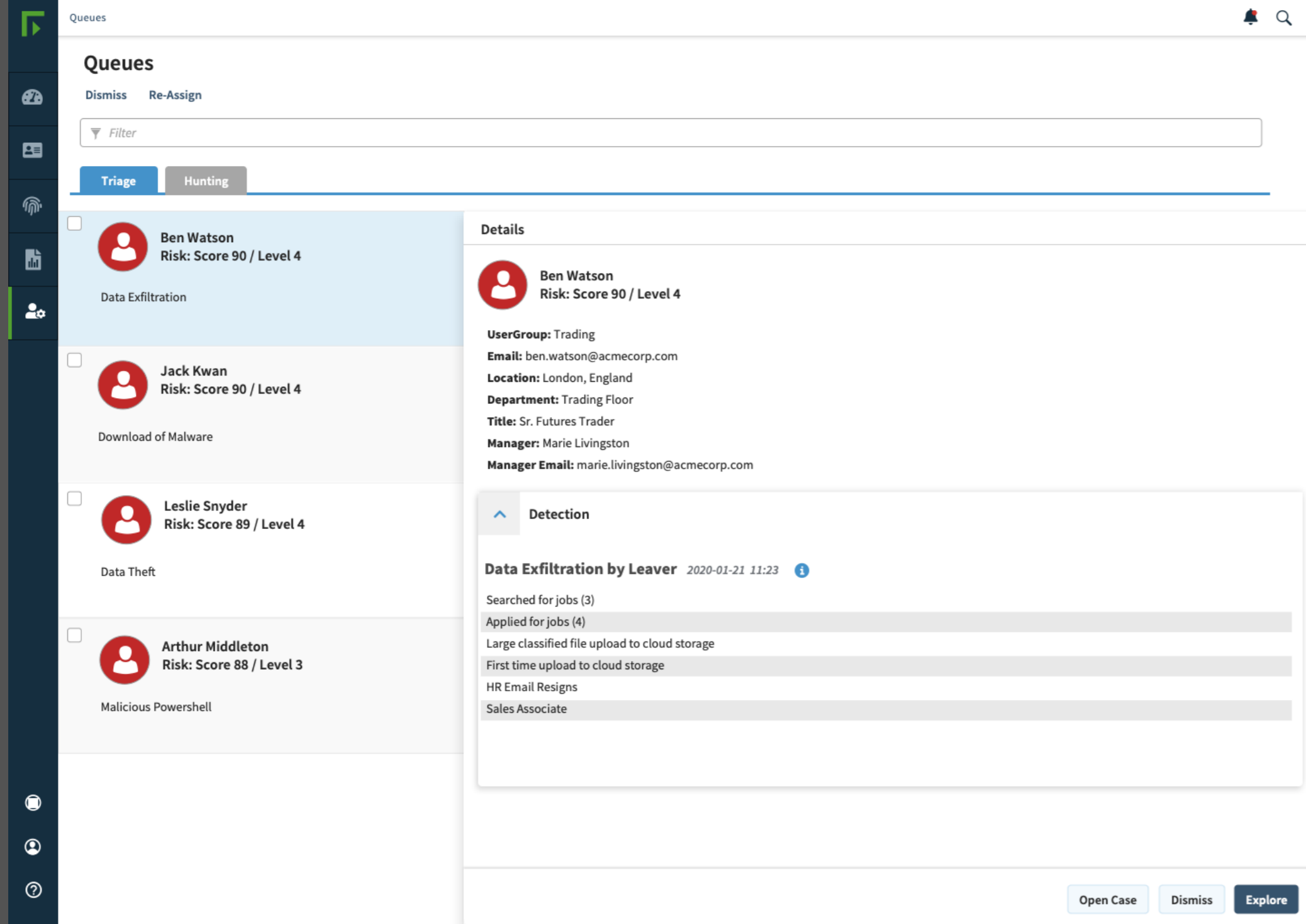
V1



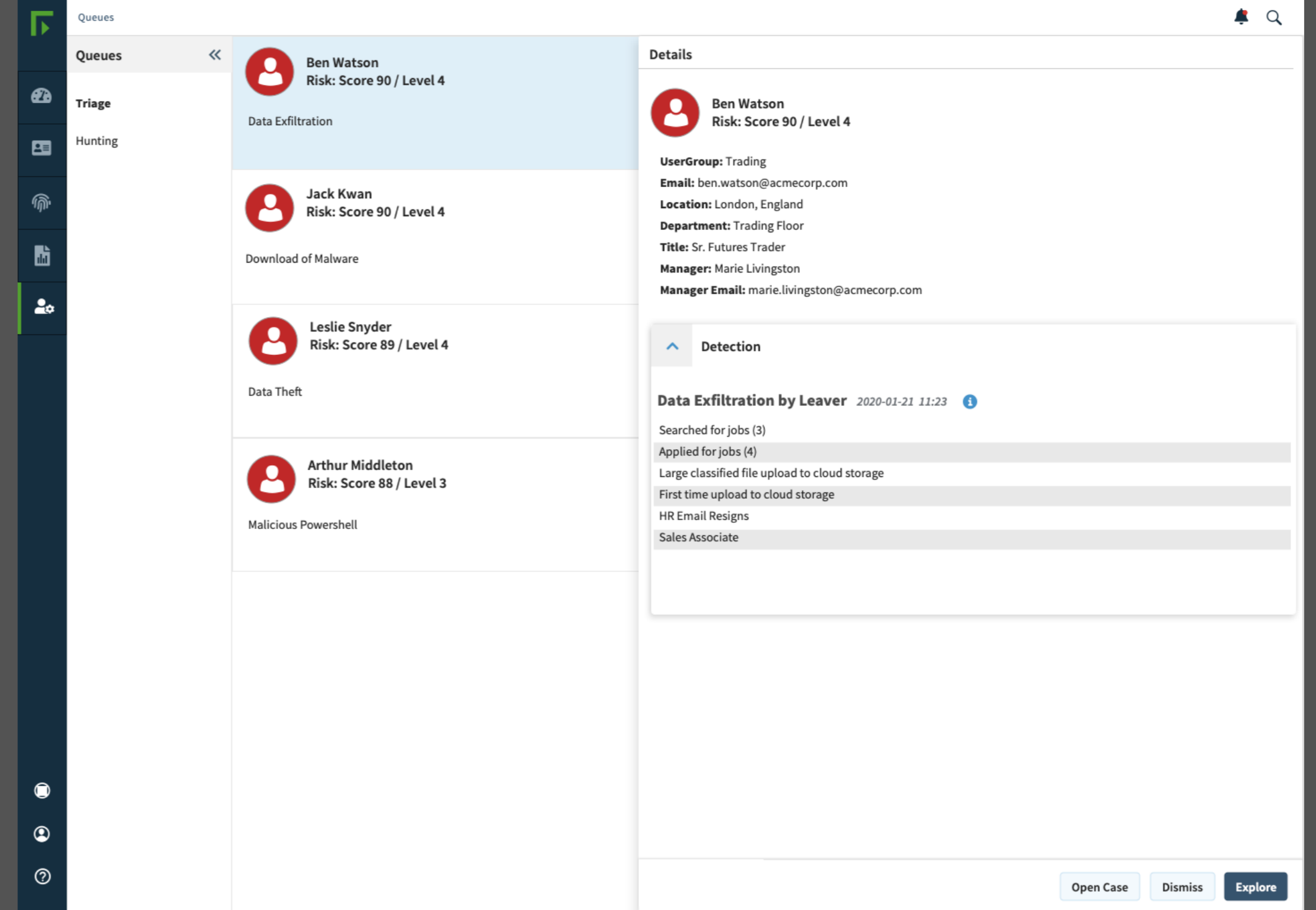
V2



V3



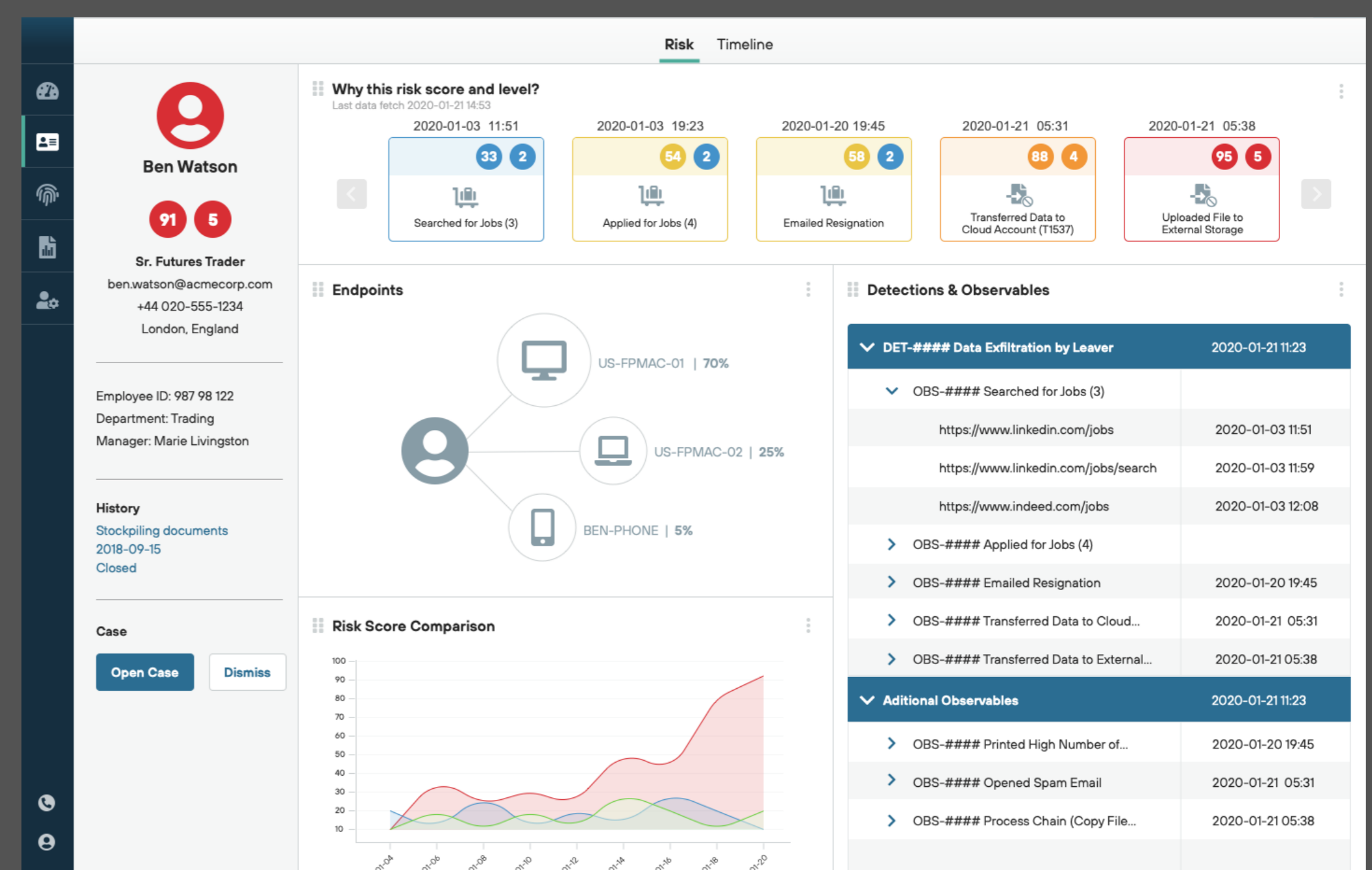
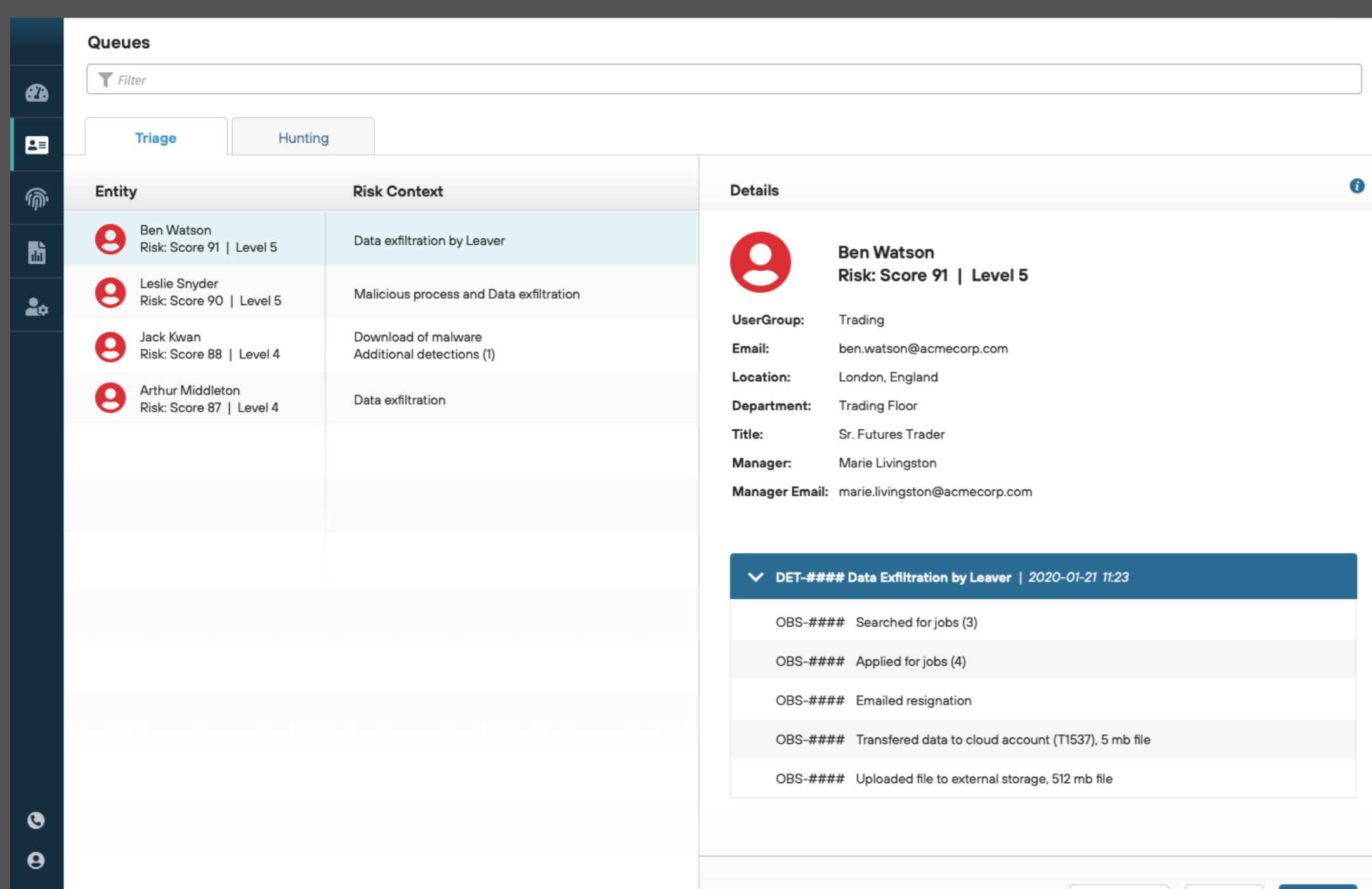
V4



Final Design for MVP

Comps here are high-fidelity. Visual designer created high-fidelity versions of my wireframes.

- Optimizing clicks for task flow
- Telling the story to show the risk in a glance



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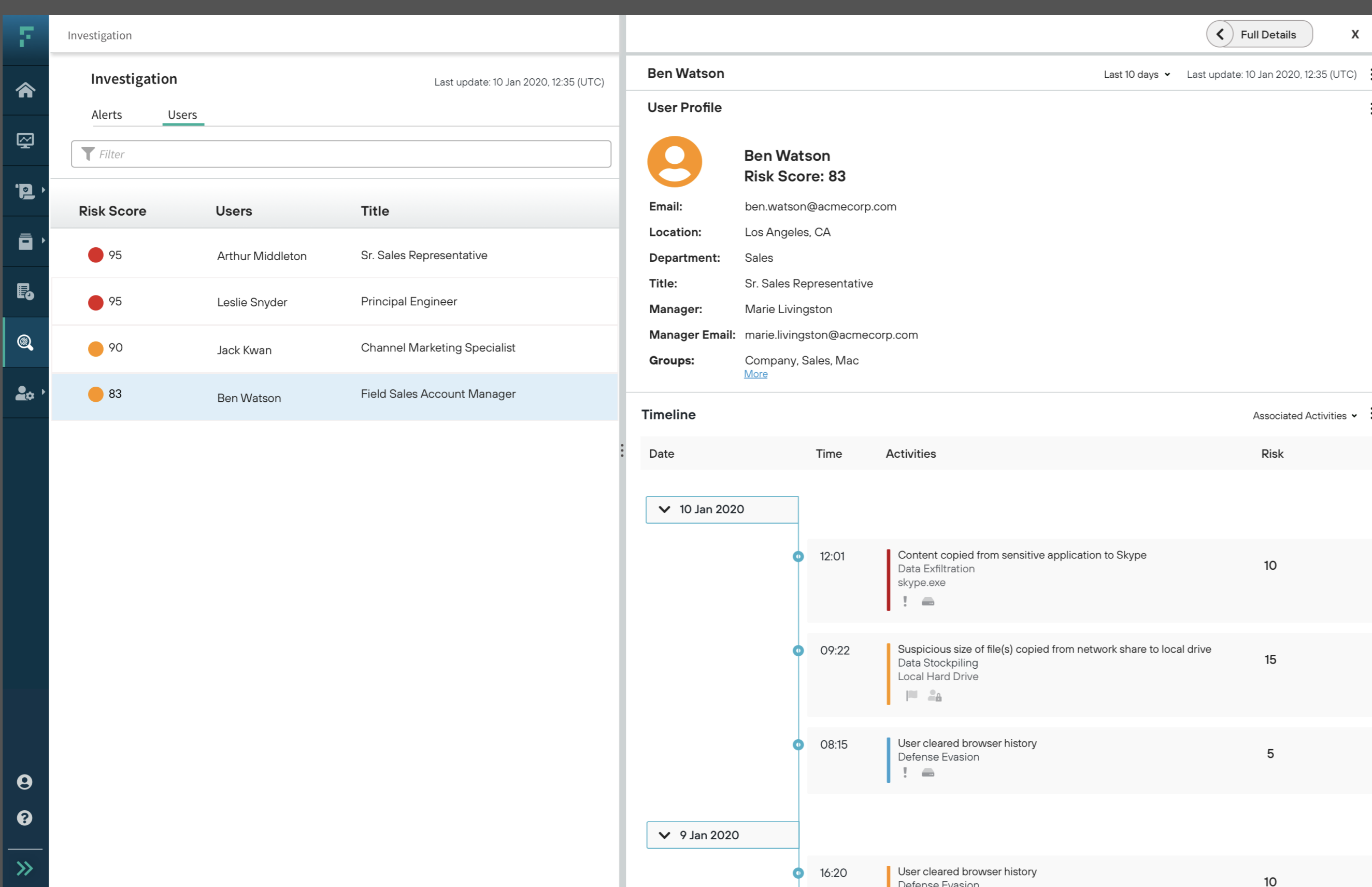
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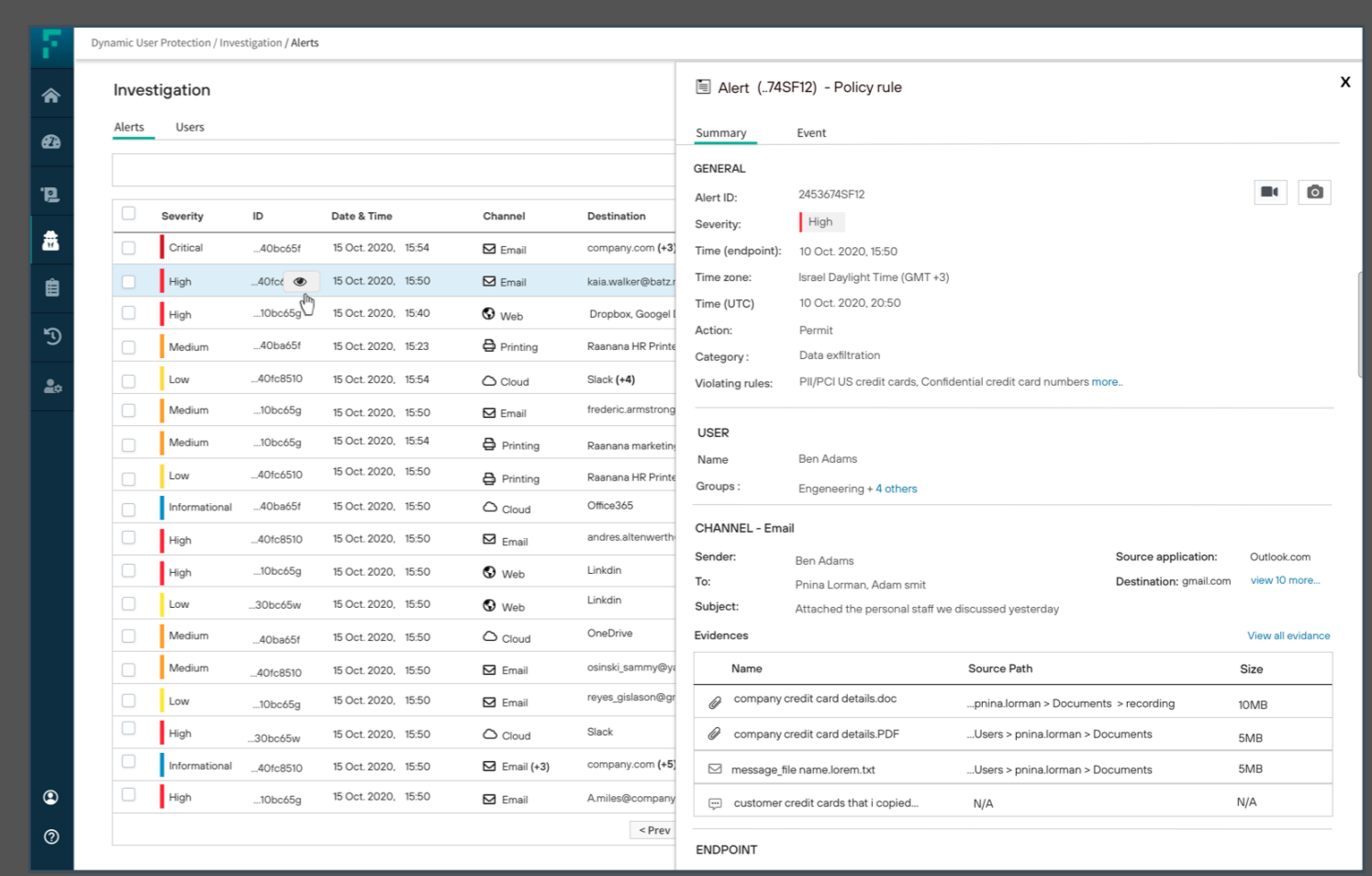
2nd Completely New Design

Forcepoint transitioned the project to another VP. Design & development teams started Triage from scratch, though we patterned this application on an existing risk event log application.

Triage



Event Log

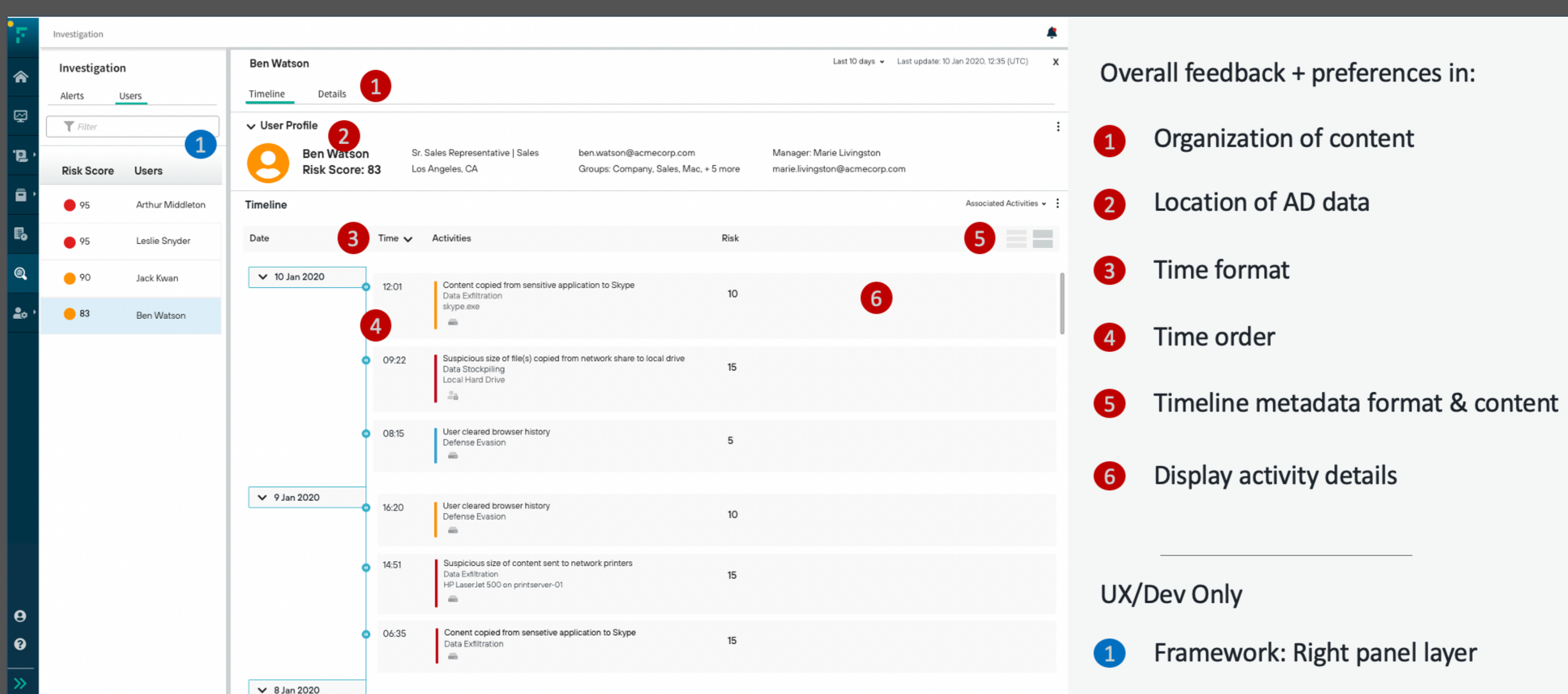


Design Feedback

I spent 6 weeks iterating the UX design. Feedback from 20 subject matter experts across Forcepoint, including analysts, sales, sales engineering, and product management.

- Held detailed discussions to optimize content choices, format, & task flow.
- Analyzed the needs & preferences of experienced vs. novice analysts. Per projected sales forecasts, PM advised me to optimize for novices when needed.

Areas of Discussion

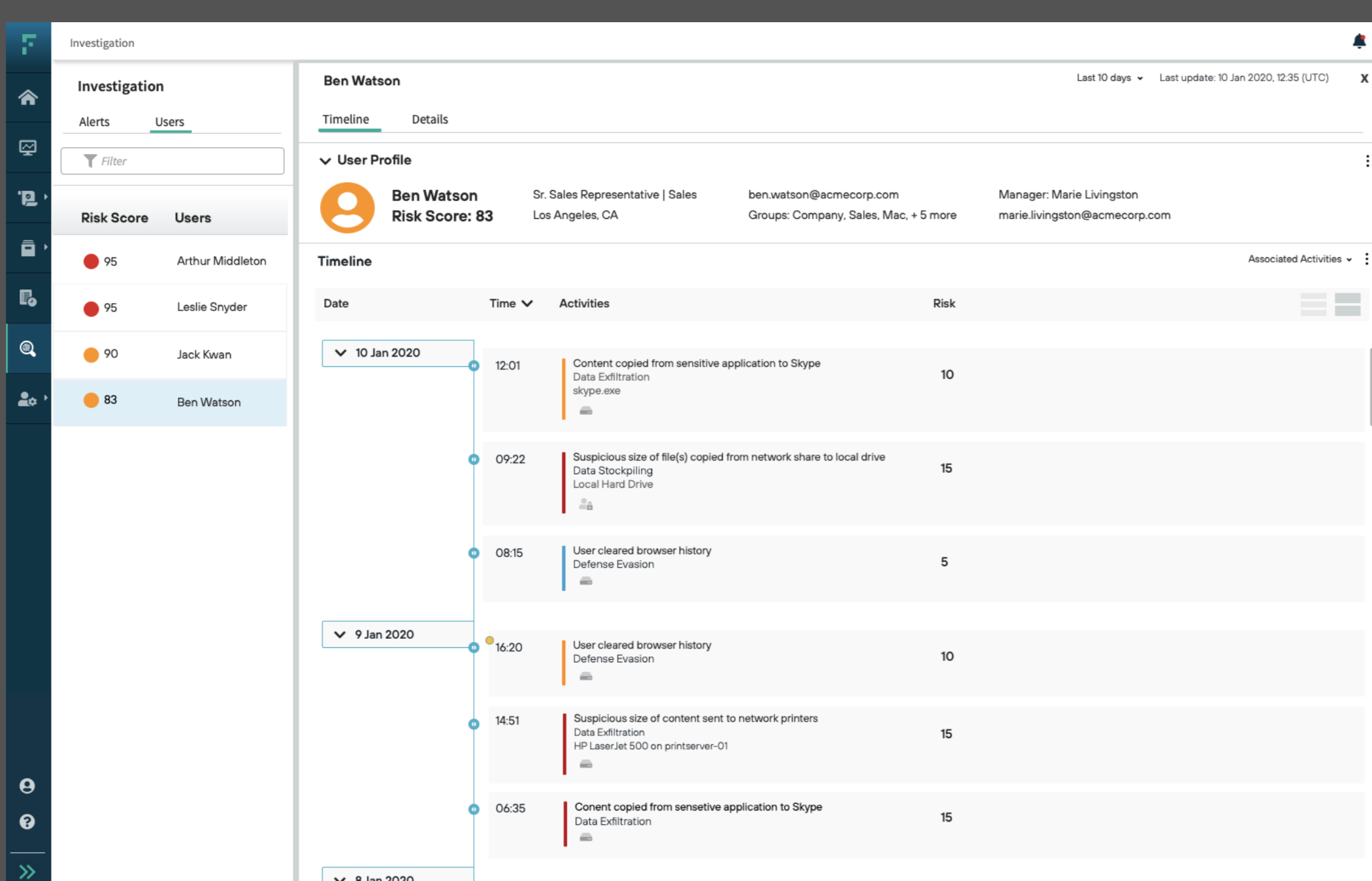


MVP Design

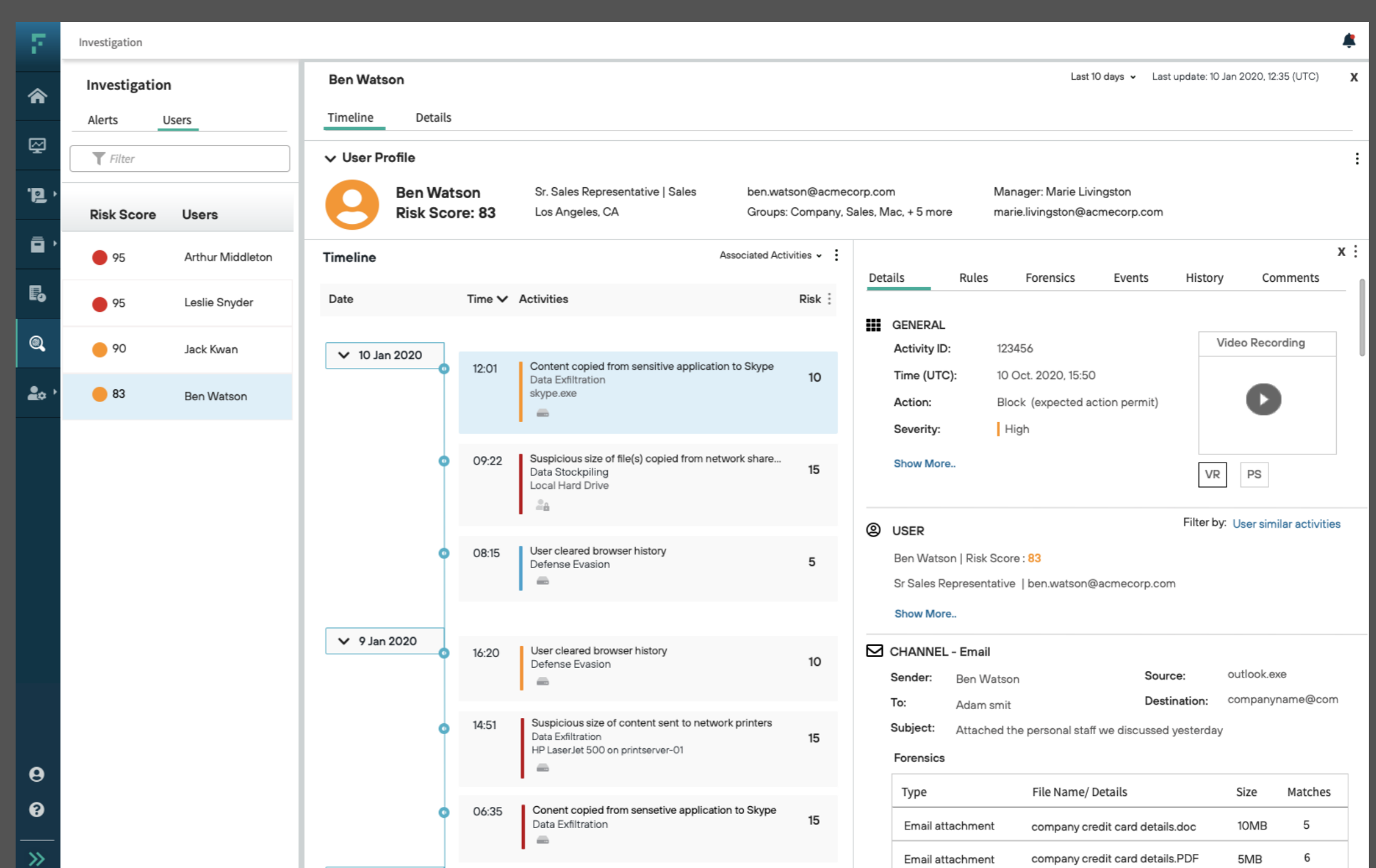
Based on feedback, this was the final design.

- Focused on the timeline rather than widgets based on initial backend capabilities with a vision to scale.
- Minimized the number of clicks for repetitive tasks
- Utilized design system 3

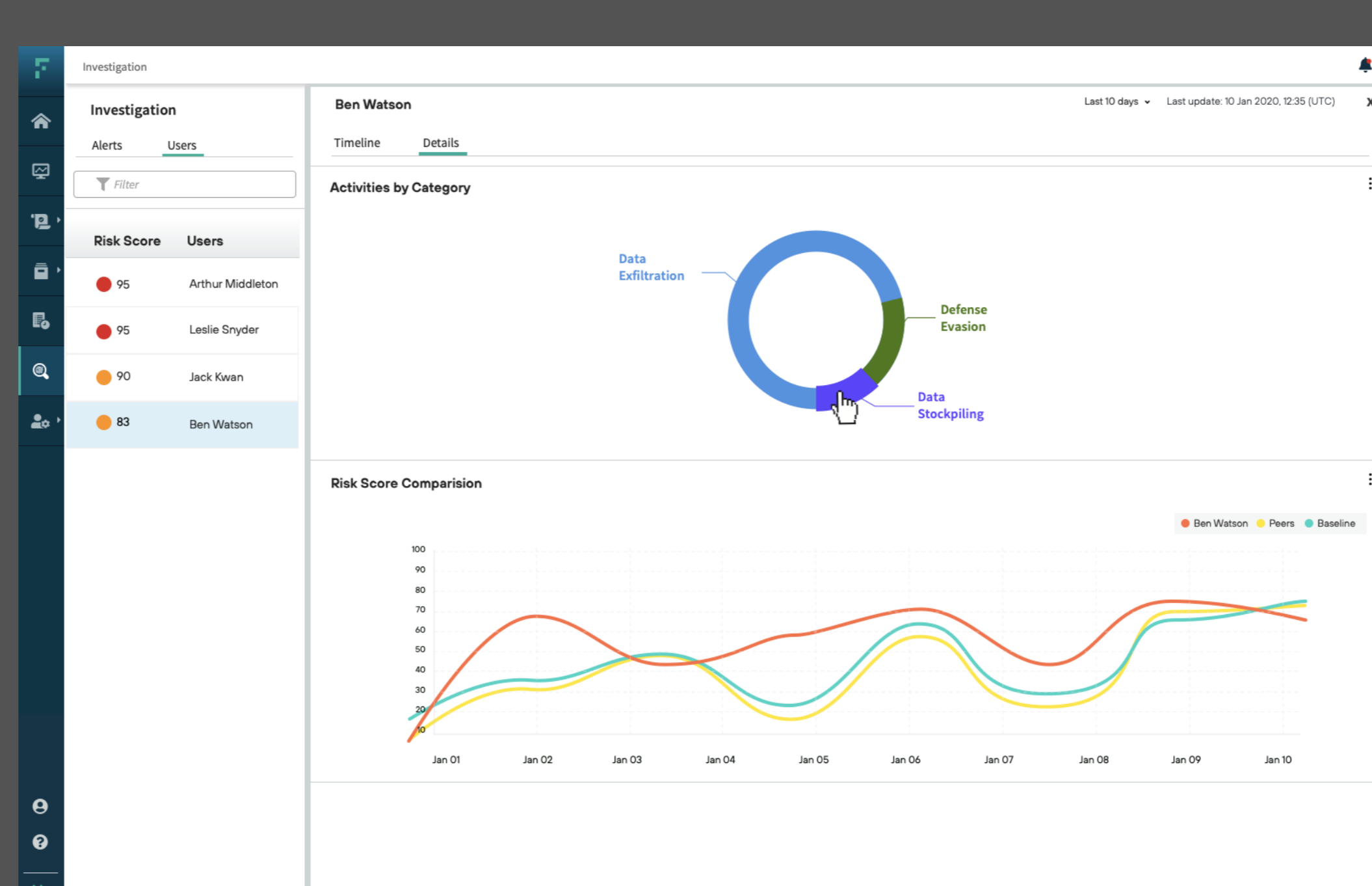
Timeline



Timeline + Log



Dashboard



Redowl

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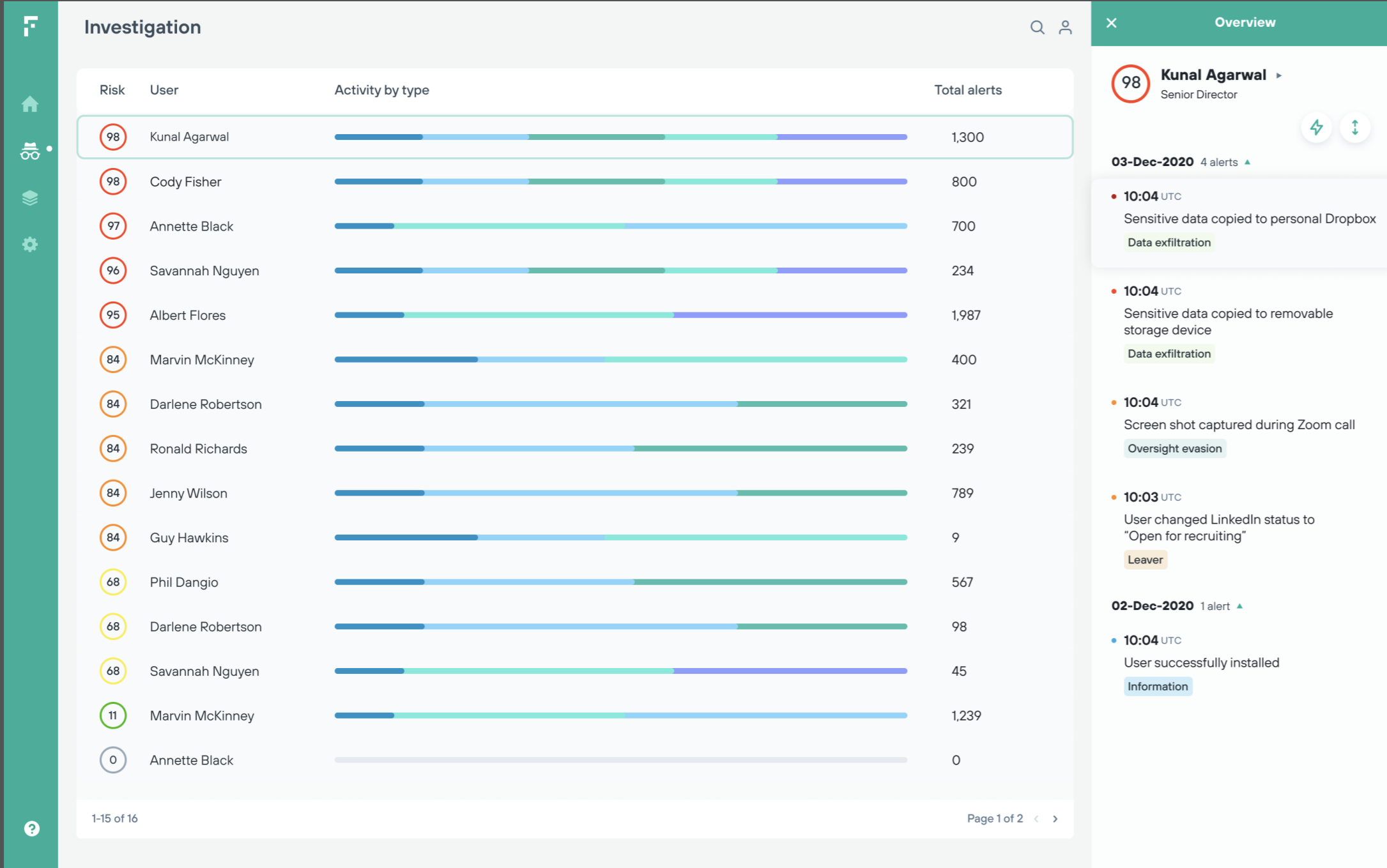
Today

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Winter 2021

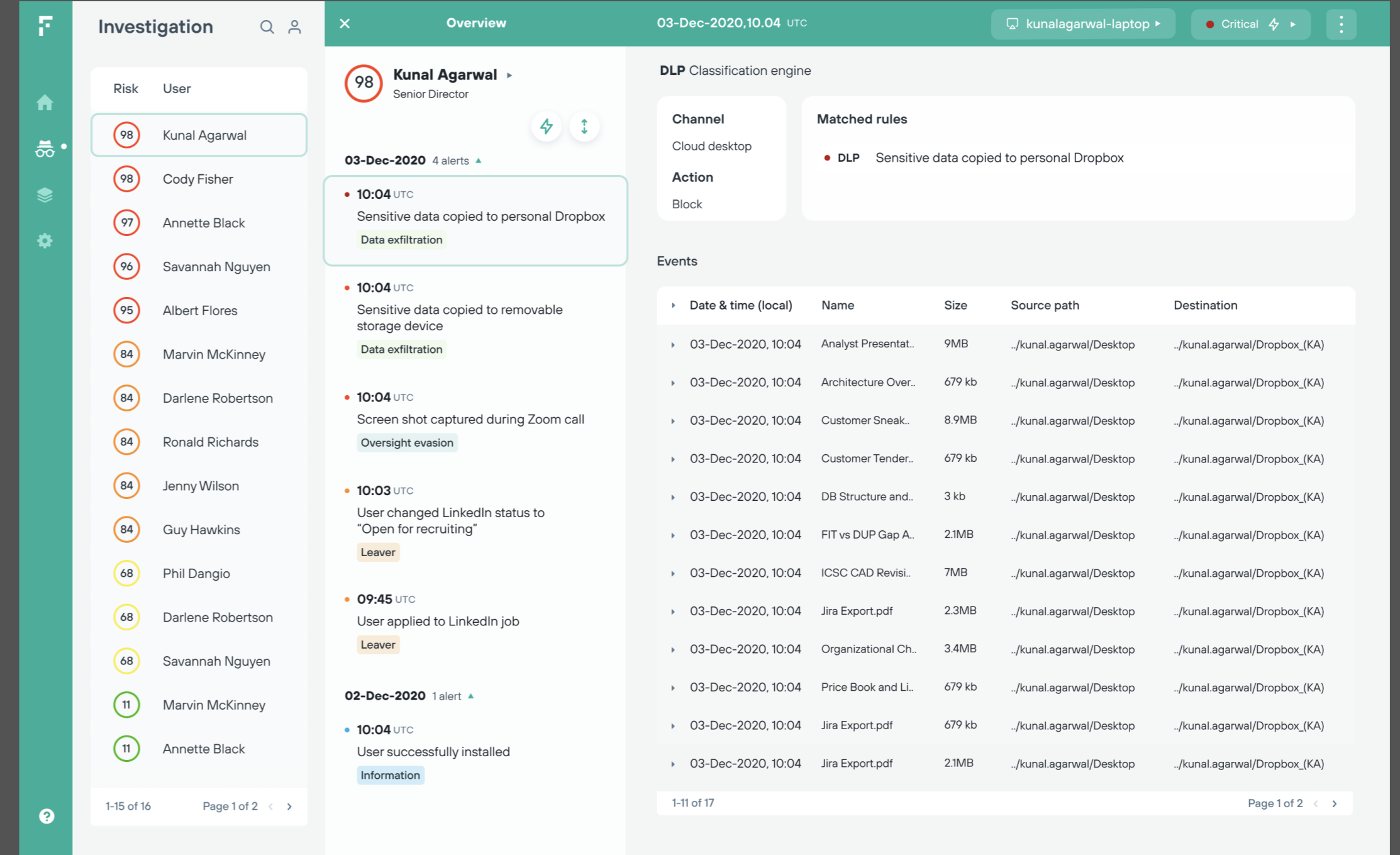
Released to Market

In 2020, Forcepoint hired a new CPO and Sr. Dir PM. The team completely revised the visual design (design system 3.1) and updated the UX of the entire product line. The product-line designs were handed off to an outside firm, but were based on the research and designs by the internal team. Released to the market in Dec 2020.

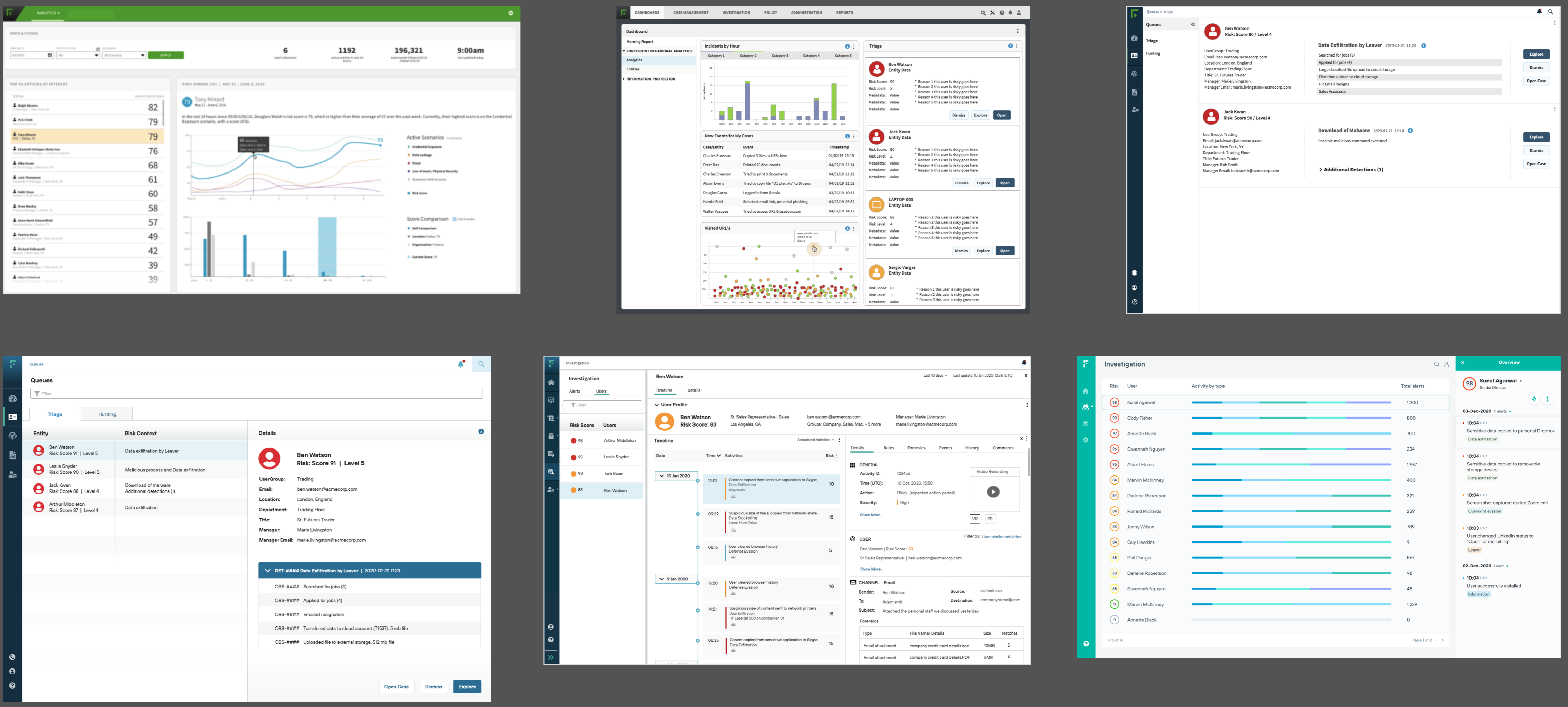
Triage



Profile



3 Year Journey: Triage



3 Year Journey: Profile

