



PROJECT OVERVIEW

U.S. National Security Agency Re-design

THE PROBLEM:

The National Security Agency website is confusing and overwhelming on first impressions and difficult to navigate around efficiently.

THE SOLUTION:

To completely re-create the website in a way that's simple to use and navigate around, effectively helping users find the information they need without feeling overwhelmed.

MY ROLE: UI and Interface Designer

TOOLS: Figma, Adobe Photoshop and Illustrator

TIMELINE: 4 weeks





User Interface Analysis

Website chosen and to be re-designed



National Security Agency/Central Security Service

[About](#) [Press Room](#) [Careers](#) [History](#)

Search NSA

NSA AT RSA CONFERENCE 2024 (MAY 6-9): Visit the NSA booth in the Moscone South Expo (#0960) and be sure to [check out our lineup of speakers!](#)

Generating foreign intelligence insights. Applying cybersecurity expertise. Securing the future.

We leverage our advantages in technology and cybersecurity consistent with our authorities to strengthen national defense and secure national security systems.

EXPERIENCE NSA

Our Mission

Cybersecurity

NSA Cybersecurity prevents and eradicates threats to U.S. national security systems with a focus on the Defense Industrial Base and the improvement of our weapons' security. Through our [Cybersecurity Collaboration Center](#), NSA partners with the private sector to strengthen



Signals Intelligence

NSA provides foreign signals intelligence (SIGINT) to our nation's policymakers and military forces. SIGINT plays a vital role in our national security by providing America's leaders with critical information they need to defend our country and advance U.S. national interests.

<https://www.nsa.gov/>



National Security Agency (NSA)

- For whom is the website designed?

Government Agencies and Officials, Military Personnel, Cybersecurity Professionals, Educational Institutions and the public
- What is the main purpose of the homepage?

To provide information about the agency's mission and initiatives to the public. It serves as a platform for sharing news and public statements related to national security and cybersecurity
- What is the mission of the agency?

To provide cybersecurity solutions and protect the US security systems against cyber and international threats and improve the weapons security. They also want to produce foreign intelligence information and support national security missions including counterterrorism, counterintelligence and homeland security.

Proto-Persona



- **USER**
Sarah Ann
- **BIO**
Sarah is a cybersecurity analyst working for a private sector company that collaborates with government agencies on national security initiatives. She has a Bachelor's degree in computer science and has been working in the cybersecurity field for about 10 years. Sarah is tech-savvy and keeps up to date with the latest trends and developments in cybersecurity technology. She is highly analytical and detail-oriented, with a strong commitment to national security.
- **INTERESTS**
Reading, Technology and Running
- **GOALS**
Access Information about the latest information and updates from the National Security Agency.

FIGJAM File:

<https://www.figma.com/file/MtD0M9mx1Q34a1Mm4CJ3fQ/NSA-FigJAM-File?type=whiteboard&node-id=0-1&t=pbm1Rqadzfnf9Hyig-0>

“How do I know for sure that the information I’m getting off the NSA website is accurate and up-to-date?”

Proto-Persona (Continued)

- **USER**

Sarah Ann

- **NEEDS AND EXPECTATIONS**

- Sarah needs quick and easy access to the latest information and updates from the National Security Agency to stay informed about potential security threats and policy changes.
- Sarah will need to use the website to help her with her quarterly training with best practices in Cyber Security. She relies on the website to retrieve accurate and up to date information.

- **MOTIVATIONS**

- Sarah frequently accesses resources such as reports, guidelines, and training materials provided by the agency to support her work in cybersecurity

- **PAIN POINTS**

- Sarah needs the website to be easy to understand, follow and easy to navigate around to where she wants to be. She doesn't like clutter or being overwhelmed with jargon or information she doesn't understand too well.
- Sarah wishes the website offered more interactive features, such as forums or discussion boards, to facilitate collaboration and knowledge sharing among users.
- Sarah find the website to be outdated and therefore unreliable.
- Wishes there was a way to know if the information is accurate and up to date.
- She finds flashy designs with too much going on quite overwhelming, she prefers simple but modern.



Statement

Why does Sarah Ann need to visit the NSA website?

Sarah visits the NSA website to access vital information related to her work, resources, and updates essential for her role as a cybersecurity analyst. As a professional dedicated to safeguarding national security, she relies on the website to stay informed about emerging threats, policy changes, and best practices in cybersecurity. It is very important for Sarah to receive accurate and up to date information that is compliant with the laws around information and she relies on government websites to retrieve that information for her line of work.

Webpages that the user visits

NSA Cybersecurity Advisories & Guidance

NSA Cybersecurity Advisories & Guidance

Home / Publications / Cybersecurity Advisories & Guidance

NSA leverages its elite technical capability to develop advisories and mitigations on evolving cybersecurity threats.

Browse or search our repository of advisories, info alerts, tech reports, and operational risk notices below. [View research topic areas](#)

For a subset of cybersecurity products focused on telecom and general network security for end users, view our [Telecom and Mobile Security Guidance](#)

To read our complete series on protecting DoD microelectronics from adversary influence, view our [Tech Microelectronics Customer page](#)

Thumbnail	Title	Publication Date
	CS: Commercial National Security Algorithm Suite 2.0 (CNSA 2.0) FAQ (April 2024 update)	4/17/2024
	CS: Deploying AI Systems Security	4/15/2024
	CS: Advancing Zero Trust Maturity Throughout the Data Pillar	4/5/2024
	PK: State-Sponsored Cyber Activity Actions for Critical Infrastructure Leaders	3/19/2024
	CS: Enhance Secure Automated Deployment Practices Through Infrastructure as Code	3/7/2024
	CS: Use Secure Cloud Key Management Practices	3/7/2024
	CS: Mitigate Risk from Managed Service Providers in Cloud Environments	3/7/2024
	CS: NSA's Top Ten Cloud Security Mitigation Strategies	3/7/2024
	CS: Implement Network Segmentation and Enclaving in Cloud Environments	3/7/2024
	CS: Secure Data in the Cloud	3/7/2024
	CS: Uphold the Cloud Shared Responsibility Model	3/7/2024
	CS: Manage Cloud Logs for Effective Threat Hunting	3/7/2024
	CS: Account for Complexities Introduced by Hybrid Cloud and Multi-Cloud Environments	3/7/2024
	CS: Use Secure Cloud Identity and Access Management Practices	3/7/2024
	CS: Advancing Zero Trust Maturity Throughout the Network and Environment Pillar	3/5/2024

Additional Documents

Some guidance is protected and requires use of a 360 Common Access Card (CAC) to access. Visit [https://www.cacaccess.com/](#) to access the following and other protected documents:

- Avoid Dangers of Whitelisted TLS Certificates and the ALPN/TLS Technique (FOUO version)
- Protecting VoIP Communications
- Quarter Security of Symmetric Cryptography and Hash Functions: A Review
- Security AMS IS
- Security Considerations for Office 365 Government Customers

Webpages that the user visits

Our Offerings

Our Offerings

DIB Cybersecurity Services

NSA offers no-cost cybersecurity services to any company that has contracts with DIB or access to non-public DoD information.

[LEARN MORE](#)

Collaborative Partnerships

NSA establishes collaborative relationships to prevent, detect, and defeat cyber adversaries targeting our nation's most sensitive networks.

[LEARN MORE](#)

Standards and Certifications

U.S. participation in standards and certifications secures emerging technologies and empowers U.S. industry to shape the market.

[LEARN MORE](#)

Cybersecurity Academic Outreach

[NSA invests in academic outreach](#) to recruit, train, equip, and retain the next generation of diverse cybersecurity professionals.

[LEARN MORE](#)



Enduring Security Framework

The Enduring Security Framework (ESF) is a public-private partnership that aims to address risks that threaten critical infrastructure and National Security Systems (NSS). ESF is charged with bringing together representatives from private and public sectors to work on intelligence-driven, shared cybersecurity challenges.

ESF produces cybersecurity guidance on chronic challenges, jointly developed by NSA, CISA and industry partners.

[READ MORE](#)

Webpages that the user visits

NSA Cybersecurity Collaboration Center



NSA Cybersecurity Collaboration Center

Intel-driven cybersecurity through open, collaborative partnerships



Our Mission

The NSA Cybersecurity Collaboration Center (CCC) is how NSA **scales intel-driven cybersecurity through open, collaborative partnerships**. The CCC works with industry, interagency, and international partners to harden the U.S. Defense Industrial Base, operationalize NSA's unique insights on nation-state cyber threats, justify create mitigations guidance for emerging activity and chronic cybersecurity challenges, and secure emerging technologies.

[Contact Us >](#)

DIB Cybersecurity Services

at no cost to DoD Contractors

Protective Domain Name Services (DNS)

Block users from connecting to malicious domains to drive down risk and protect DOD information.

Attack Surface Management

Gain an adversarial view of your network, find and fix issues before they do.

Threat Intelligence Collaboration

Stay one step ahead of the adversary through NSA threat intelligence.

Webpages that the user visits

Preventing and Eradicating Cyber Threats

The screenshot shows the top portion of a website. At the top left, there is a status bar with 'Activity' and 'Up time 27:14:27:14'. The main header area has a dark purple background with a world map and the title 'Preventing and Eradicating Cyber Threats'. Below the header, there are two main sections: 'NSA Cybersecurity' and 'Partnerships'. The 'NSA Cybersecurity' section includes a sub-header and a paragraph of text, followed by a 'LEARN MORE >' button. Below this are three cards: 'Advisories & Technical Guidance', 'Products & Services', and 'Threats Intelligence & Assessments'. Each card has a brief description and a 'VIEW' button. The 'Partnerships' section also has a sub-header and a paragraph of text, followed by a 'LEARN MORE >' button. Below this are three more cards: 'Post-Quantum Resources', 'Communications Products & Annual Reviews', and 'NSA Cyber Exercise'. Each card has a brief description and a 'VIEW' or 'LEARN ABOUT MORE' button.

Activity
Up time 27:14:27:14

Preventing and Eradicating Cyber Threats

NSA's Cybersecurity Collaboration Center promotes public-private partnerships to deliver cybersecurity outcomes.

NSA Cybersecurity
NSA Cybersecurity prevents and eradicates threats to U.S. national security systems with a focus on the Defense Industrial Base and the improvement of U.S. weapon security. It also strives to promote cybersecurity education, research, and career building.

Partnerships
NSA partners with other U.S. Government agencies, allies, industry, academia, and researchers to strengthen cybersecurity awareness to advance the state of cybersecurity.

Advisories & Technical Guidance
Read through the cybersecurity advisories and technical guidance released by NSA.

Products & Services
From open source code to NSA certification, learn more about the types of products and services we offer to partners and customers.

Threats Intelligence & Assessments
NSA offers insights into threat intelligence and assessments in these downloadable resources.

Post-Quantum Resources
NSA shares our view on the remaining algorithms in the National Institute of Standards & Technology post-quantum standardization effort.

Communications Products & Annual Reviews
NSA promotes how it is rebalancing its cybersecurity mission through various communications products and annual reviews.

NSA Cyber Exercise
The NSA Cyber Exercise (NCE) is a year-round, education, training and exercise program that substitutes in an annual three-day cyber competition that challenges students at the U.S. Service Academies and Senior Military Colleges in near full-spectrum cyber operations.



Frank B. Rowlett Awards

Each year, NSA recognizes the outstanding work of federal government organizations and individuals who significantly improved cybersecurity advancement in classified or unclassified security-related areas.

LEARN & NOMINATE

Webpages that the user visits

Contractor Protection

Contractor Protection

Department of Defense (DoD) contractors have access to sensitive U.S. Government information and are frequently targeted by nation-state actors to gain access to OSS information and intellectual property. Once you sign a contract with the DoD, you become an attractive target to our adversaries. Fortunately, you don't have to defend against them alone.

NSA offers no-cost cybersecurity services to any company that contracts with DoD (on or prime) or has access to non-public DoD information. NSA's services help protect against some of the most common nation-state exploitation vectors and are powered by unique, non-public indicators of threat, malicious activity, derived from NSA signals intelligence, cybersecurity analytic expertise, and engagements with partners. These services include Protective DNS (DoD level), attack surface management, and access to non-public, OS-specific NSA threat intelligence.

[Learn More](#)

Do you have an active DoD contract? [Enroll in NSA's DoD Cybersecurity services.](#)

[Get Started](#)

Types of Services

Protective DNS

Domain Name System (DNS) is essentially the address book of the internet and redirects a human-readable URL, such as www.nsa.gov to the appropriate machine-readable IP address. Because DNS is so central to the internet, it's frequently targeted by adversaries to steal network data and gain unauthorized access to network systems.

Protective DNS (PDNS) is a DNS filter which blocks users from connecting to malicious or suspicious domains. To date, NSA's PDNS program has blocked 13 billion malicious or suspicious domains, including nation-state spearphishing, malware, botnets, and ransomware activity. NSA's PDNS program is provided through Amazon's Route53 and powered with a continuously evolving combination of proprietary and governmental domain blocklists.

To learn more, review our [Protective DNS Overview](#) or [NSA's DoD Cybersecurity website](#).

[Learn More](#)



Attack Surface Management

Through this service, our team takes an adversarial approach to, by assessing any internet-facing system, identifying the major attack surface, and helping you understand the risk. This allows our customers to identify and remediate issues before they become compromised. Each customer receives a tailored government report of issues for mitigation and early detection of their organization's external footprint.

NSA's Attack Surface Management service also leverages unique threat intelligence regarding emerging malicious activities, which has been shown to disrupt nation-state campaigns targeting the DoD.

[Learn More](#)



Threat Intelligence Collaboration

Enter into a voluntary, mutually beneficial cyber threat information sharing relationship with the NSA. Our team will establish a secure collaboration channel with your cyber threat analysts and share non-public, DoD-specific threat intelligence to help you prevent, detect, and mitigate malicious cyber activity. This channel is available for your teams to submit indicators and feedback on foreign threats to the threat intelligence and share directly back with us.

To learn more, review our [Threat Intelligence Collaboration](#) or [NSA's DoD Cybersecurity website](#).

[Learn More](#)



Website Analysis

Our Mission
Cybersecurity

Aligning for Success
Research, Academics, Business

News & Highlights
NSA Issues Guidance for Strengthening AI System Security

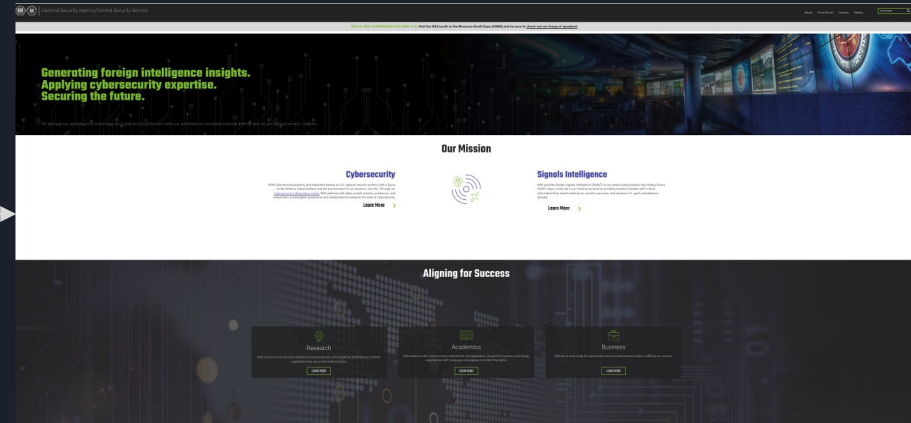
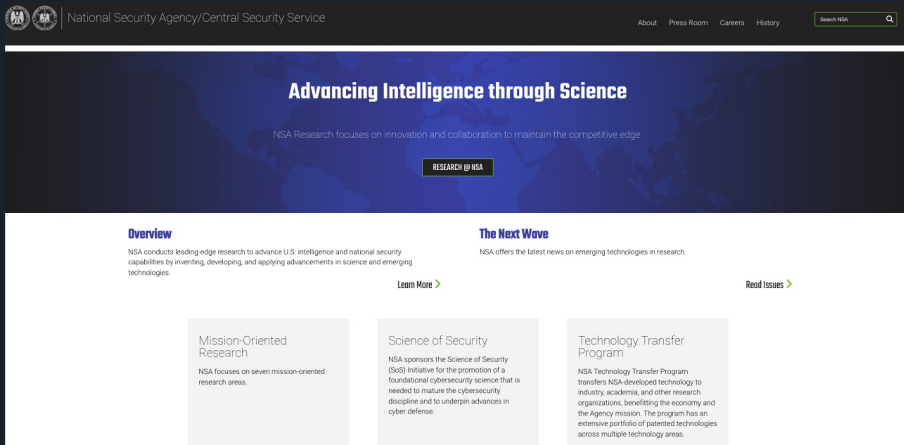
National Cryptology Museum

Annotations:

- #41 - NSA Government Agency
Bharath Kannan 1 minute ago
Footer is too long, could be shorter.
- #40 - NSA Government Agency
Bharath Kannan 2 minutes ago
is the Drop shadow effect on text necessary here? Can make the background darker.
- #39 - NSA Government Agency
Bharath Kannan 2 minutes ago
Inconsistent button colours, shows as white somewhere else but black here. Colours should be improved here.
- #38 - NSA Government Agency
Bharath Kannan 3 minutes ago
Layout and structure could be improved here to make it more visually pleasing to the eye.
- #37 - NSA Government Agency
Bharath Kannan 3 minutes ago
Logo is a bit small here. Should be bigger.

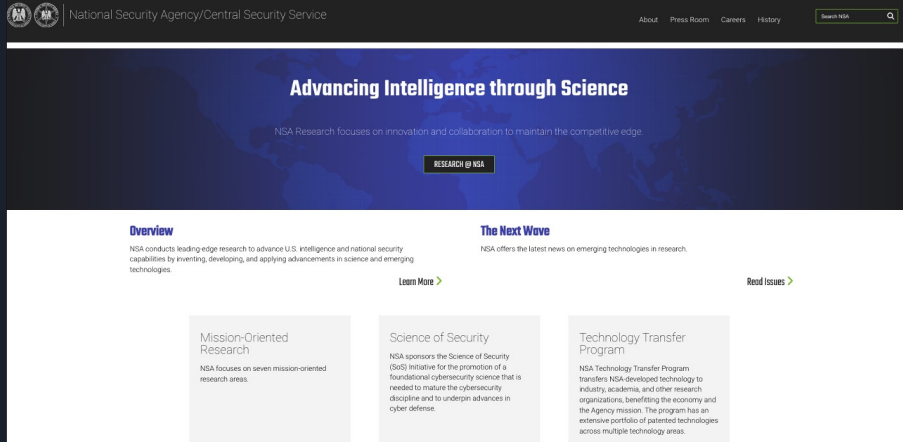
Figma link to Website Annotations: <https://www.figma.com/file/NvxEViYa4J2zLlrRNpvtvg/NSA-Government-Agency?type=design&node-id=0-1&mode=design&t=0Naa9XtjU2XIK6sf-0>

User Path

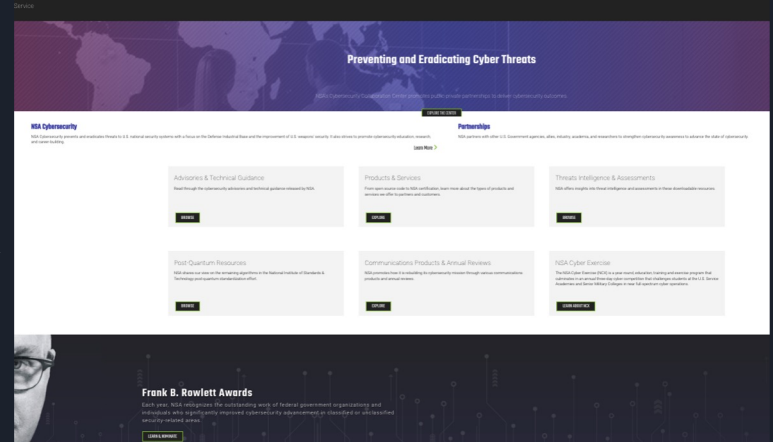


Homepage > About > Research

User Path



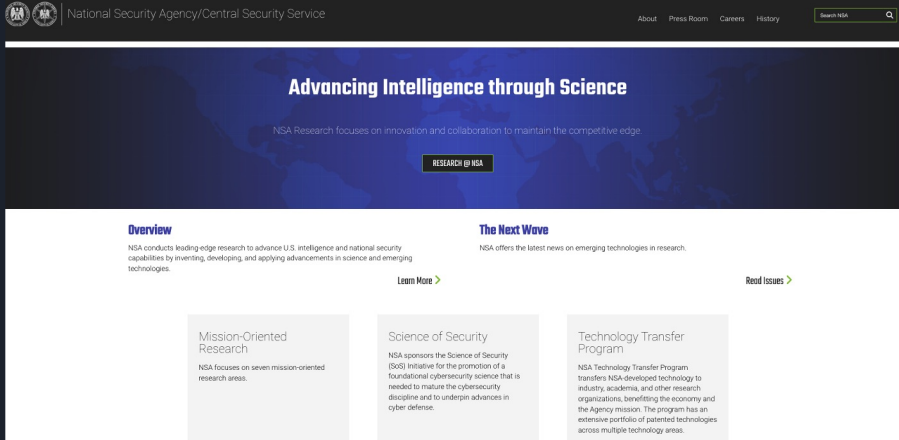
The screenshot shows the NSA Research homepage. At the top, there is a navigation bar with the NSA logo, the text "National Security Agency/Central Security Service", and links for "About", "Press Room", "Careers", and "History". A search bar labeled "Search NSA" is on the right. The main header features the title "Advancing Intelligence through Science" and a sub-header "NSA Research focuses on innovation and collaboration to maintain the competitive edge." Below this is a "RESEARCH @ NSA" button. The content area is divided into two columns: "Overview" and "The Next Wave". The "Overview" section includes a description of NSA's research focus and a "Learn More >" link. The "The Next Wave" section includes a description of emerging technologies and a "Read Issues >" link. At the bottom, there are three mission-oriented research areas: "Mission-Oriented Research", "Science of Security", and "Technology Transfer Program", each with a brief description and a "Learn More" link.



The screenshot shows the NSA Cybersecurity page. At the top, there is a navigation bar with the NSA logo, the text "National Security Agency/Central Security Service", and links for "About", "Press Room", "Careers", and "History". A search bar labeled "Search NSA" is on the right. The main header features the title "Preventing and Eradicating Cyber Threats" and a sub-header "NSA Cybersecurity focuses on innovation and collaboration to maintain the competitive edge." Below this is a "RESEARCH @ NSA" button. The content area is divided into two columns: "NSA Cybersecurity" and "Partnerships". The "NSA Cybersecurity" section includes a description of NSA's cybersecurity focus and a "Learn More >" link. The "Partnerships" section includes a description of NSA's partnerships and a "Learn More >" link. Below these are six cards: "Advisories & Technical Guidance", "Products & Services", "Threats Intelligence & Assessments", "Post-Quantum Resources", "Communications Products & Annual Reviews", and "NSA Cyber Exercise", each with a brief description and a "Learn More" link. At the bottom, there is a section for "Frank B. Rowlett Awards" with a description and a "Learn More" link.

Homepage > About > Cybersecurity

User Path



The screenshot shows the homepage for NSA Research. At the top, there is a navigation bar with the NSA logo, the text "National Security Agency/Central Security Service", and links for "About", "Press Room", "Careers", and "History". A search bar labeled "Search NSA" is also present. The main header features the title "Advancing Intelligence through Science" and a sub-header "NSA Research focuses on innovation and collaboration to maintain the competitive edge." Below this is a "RESEARCH @ NSA" button. The content area is divided into two columns. The left column is titled "Overview" and contains a paragraph about NSA's research focus, followed by a "Learn More >" link. Below this are three cards: "Mission-Oriented Research", "Science of Security", and "Technology Transfer Program", each with a brief description and a "Read Issues >" link. The right column is titled "The Next Wave" and contains a paragraph about emerging technologies, followed by a "Read Issues >" link.



The screenshot shows the Central Security Service (CSS) page. At the top, there is a navigation bar with the text "National Security Agency/Central Security Service" and links for "About" and "Press Room". The main header features the title "Central Security Service (CSS)" and a sub-header "SUPPORTING THE MILITARY". Below this is a breadcrumb trail: "HOME > ABOUT > CENTRAL SECURITY SERVICE". The main content area contains a paragraph about the CSS's mission, followed by a paragraph about the Director's role, and a paragraph about the Service Cryptologic Components. The page concludes with a paragraph about the CSS seal and a link to "Learn more about NSA/CSS seals".

Homepage > About > Central Security Service (CSS)

Heuristic Evaluation

Link to Spreadsheet file:

<https://docs.google.com/spreadsheets/d/1df9qZYT3kLNwiLP51xCMIAXuSGWIZZgVCM5KP-Ovb3s/edit#gid=0>

Website Name: National Security Agency				
Website URL: https://www.nsa.gov/				
Heuristic	Rating			Comments
Appearance/aesthetics: first impressions are important—they can make the difference between users staying or leaving your site				
<i>Example</i>	3	2	1	Baz
Primary goal or purpose is clear				The purpose isn't clear to the people who don't work in Cybersecurity or government related fields.
Clean, simple design				The design is not consistent and has a confusing layout that's hard to follow.
Pleasing color scheme				The colour scheme is inconsistent with lots of green and blue and some area's are hard to read and not contrasting with each other well, so not accessible.
Appropriate use of white space				There is not much appropriate use of white space, it feels a bit cluttered.
Consistent design				The design is not consistent with the colour schemes and colours feel all over the place.
Text and colors are consistent				The text has different inconsistent fonts. Colours aren't consistent.
Icons are universally understood				Icons are clear but the size is a bit too big so should be appropriately sized
Images are meaningful and serve a purpose				The stock images are clear on what the NSA is about and serves the purpose

Heuristic Evaluation

Link to Spreadsheet file:

<https://docs.google.com/spreadsheets/d/1df9qZYT3kLNwiLP51xCMIAXuSGWIZZgVCM5KP-Ovb3s/edit#gid=0>

Efficiency/functionality: following basic rules will keep user frustration to a minimum				
Website loads quickly	Green		Website loads fairly quickly, loading time isn't too bad	Baz
Custom 404 errors	Green		None that I could find	
Error messages are meaningful		Yellow	None that I could find	
Login is in upper-right corner of page			No login page found	
Proper etiquette for links off site	Green		Links are highlighted in a blue colour where it's hyperlinked	
Contact information is easy to find			Contact information is all the way at the bottom, user has to scroll a lot to get to the contact page, easy to miss and can be hard to find if user doesn't intuitively know.	
Login is easy to find			None that I could find	
Hours are easy to find			None that I could find	
No broken links	Green		Links are working as expected	
User knows the status of searches	Green		No search status	
User knows if they are logged in/out			Not applicable here	
System supports undo and redo			Yes it does	
Forms autofill and calculate when practical			Autofill is there on forms and searches for name and details	

Colour Accessibility Tests

Link to FIGMA board: <https://www.figma.com/file/NvxEViYa4J2zLlrRNpvtvg/NSA-Government-Agency?type=design&node-id=80-70&mode=design&t=EoKkKzs5KNTQT81o-0>

Contrast Checker
Home > Resources > Contrast Checker

Foreground: Hex Value #BCBEC4, Color Picker, Alpha 1, Luminance
Background: Hex Value #343437, Color Picker, Luminance

Contrast Ratio: **6.67:1**
[permalink](#)

Normal Text
WCAG AA: **Pass**
WCAG AAA: **Fail** The five boxing wizards jump quickly.

Large Text
WCAG AA: **Pass**
WCAG AAA: **Pass** The five boxing wizards jump quickly.

Graphical Objects and User Interface Components
WCAG AA: **Pass**

WebAIM Accessibility Testing Services
Web accessibility testing can be difficult! The experts at WebAIM can audit your web site and provide a detailed report to help you remediate accessibility and WCAG compliance issues.
[Learn more about WebAIM Evaluation Services](#)

Contrast Checker
Home > Resources > Contrast Checker

Foreground: Hex Value #F2F2F2, Color Picker, Alpha 1, Luminance
Background: Hex Value #644778, Color Picker, Luminance

Contrast Ratio: **6.91:1**
[permalink](#)

Normal Text
WCAG AA: **Fail**
WCAG AAA: **Fail** The five boxing wizards jump quickly.

Large Text
WCAG AA: **Pass**
WCAG AAA: **Fail** The five boxing wizards jump quickly.

Graphical Objects and User Interface Components
WCAG AA: **Pass**

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Contrast Checker
Home > Resources > Contrast Checker

Foreground: Hex Value #6A6A6A, Color Picker, Alpha 1, Luminance
Background: Hex Value #000000, Color Picker, Luminance

Contrast Ratio: **3.88:1**
[permalink](#)

Normal Text
WCAG AA: **Fail**
WCAG AAA: **Fail** The five boxing wizards jump quickly.

Large Text
WCAG AA: **Pass**
WCAG AAA: **Fail** The five boxing wizards jump quickly.

Graphical Objects and User Interface Components
WCAG AA: **Pass**

WebAIM Accessibility Testing Services
Web accessibility testing can be difficult! The experts at WebAIM can audit your web site and provide a detailed report to help you remediate accessibility and WCAG compliance issues.
[Learn more about WebAIM Evaluation Services](#)



User Research Plan

Objective: The objective of this user research plan is to conduct usability tests on the National Security Agency/Central Security Office website to identify and analyze usability issues that users encounter while performing essential tasks. The insights gained from these tests will inform improvements to the website's design and functionality, ultimately enhancing the user experience.

Participants: We will recruit five participants from various backgrounds or interests in cybersecurity



User Research Plan (Continued)

Tasks:

Navigate to the section on Cybersecurity: Participants will be asked to find and navigate to the section of the website that provides information on cybersecurity.

Navigate to the section on NSA Cybersecurity Advisory and guidance page: Participants will be asked to find and navigate to the section of the website that provides information on cybersecurity.

Find contact information for the agency: Participants will be asked to locate the contact information for the public affairs office of the agency.

Provide feedback on the website's design and usability: Participants will be encouraged to provide general feedback on their overall experience with the website, including any usability issues encountered and suggestions for improvement.



User Research Plan (Continued)

Procedure:

Introduction: The facilitator will welcome participants, explain the purpose of the usability test, and obtain consent for recording the session.

Task Instructions: The facilitator will provide clear instructions for each task, emphasizing that participants should think aloud while performing the tasks.

Task Execution: Participants will independently attempt to complete each task while the facilitator observes and takes notes on their interactions with the website.

Post-Task Interview: After completing each task, the facilitator will conduct a brief interview to gather feedback on the task experience, including any difficulties encountered and suggestions for improvement.

Debrief: The facilitator will thank participants for their participation, answer any questions they may have, and provide information on how their feedback will be used to improve the website.



User Research Recordings

Zoom recording was used to interview the candidate and find out any insightful data regarding the NSA website along with written notes.

Google Drive link to Zoom recordings:

https://drive.google.com/drive/u/0/folders/1GXx_BAAdkqFf45tC0nhkXgucjP61FFqG

Guerilla Testing Results

1. Navigation to the section on Cyber Security

Participant initially struggled to locate the cybersecurity threats section but eventually found it after exploring the navigation menu.

Confusion with navigation and lack of clear labeling for sections.

Contact form is easy to find even if you have to scroll all the way to the bottom but can understand why many users may not like to scroll all the way down so should put the contact link on the header of the webpage.

With a computer science background, it can be child's play compared to someone who does not understand technology, they may not know what Cybersecurity or the NSA is. People who don't know computers would struggle to navigate the NSA website. A 5 year old will definitely not be able to understand the NSA website or the terminology used on the website.

Link to FIGJAM Board:
<https://www.figma.com/file/MtD0M9mx1Q34a1Mm4CJ3fQ/NSA-FigJAM-File?type=whiteboard&node-id=0-1&t=eNIT0ajiLI505Fwd-0>

2. Navigate to the section on NSA Cybersecurity Advisory and guidance page

Participant quickly found the NSA Cybersecurity Advisory section but had difficulty navigating the page

Participant found navigation fairly simple to go to the page I told him to go to.

Participant says the appearance looks more alien and less like government vibe. Definitely the UI and colour scheme needs to be different and improvement. The website works but can do with a lot of improvement

Thoughts on the website he thinks the design is okay standard but can be improved a lot. For people who don't know the website as well, they don't always know and will take a lot of time to figure it out, which may not be ideal for people who are unfamiliar to the website.

Navigation wasn't too difficult for him, he was able to easily find the webpages related to Cyber Security but did find that the information is overwhelming for the average user. A person who isn't in Cybersecurity may not understand the jargon.

Guerilla Testing Results (Continued)

3. Find contact information for the agency:

Participant navigated to the "Contact Us" page but had trouble locating specific contact information for the public affairs office.

Lack of clear labeling for specific departments or offices.

Participant says most websites have the contact link at the bottom he finds. But this NSA website has a fair amount of scrolling to do compared to other websites and some people may not always know where to automatically go.

NSA has a role in securing power grid and communication systems within the US nation. Cybersecurity can help protect patient records and data. NSA principle role is counter-terrorism and cyber attack prevention.

Link to FIGJAM Board:

<https://www.figma.com/file/MtD0M9mx1Q34a1Mm4CJ3fQ/NSA-FigJAM-File?type=whiteboard&node-id=0-1&t=eNITOajiLI505Fwd-0>

4. Provide feedback on the website's design and usability:

Users encountered loading issues and errors, impacting their user experience and ability to complete tasks successfully

Participant says there needs to be a way to notify the user whether the information is accurate and up to date so having a last updated at so and so date. Inaccurate data and information can lead to unintended consequences if someone working in the NSA provides incorrect data or builds solutions based on outdated information.

The website's interface appeared cluttered and overwhelming, with too much information presented at once, leading to visual overload and difficulty in focusing on key elements or tasks.

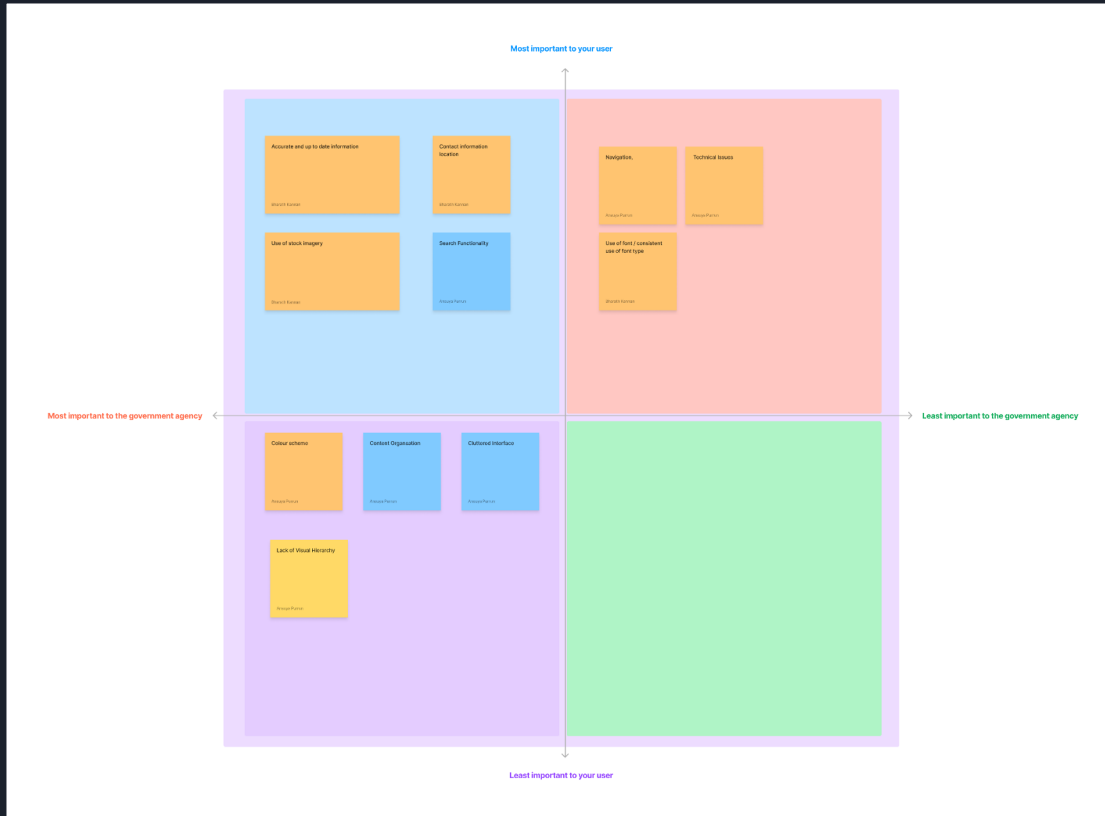
Participant says Cybersecurity can be useful for doctors like patient details and confidentiality, existing measures to prevent data leaks are trusting so far. NSA ensures that patient data is not stolen from hospitals.

Participant says language used on website depends on background of the user. Some generations will find it more difficult to understand than others. Current generation won't find it too difficult but older generations will find it challenging to understand the terminology.

Lack of Visual Hierarchy: Users struggled to identify important information or prioritize tasks due to the lack of clear visual hierarchy in the website's design, leading to confusion and frustration.

Participant says design is fine for the most part but needs improvement in some places. Colour schemes are a bit weird. Show the buttons for 'Learn More' more clearly to the user. NSA has a specific target audience who would benefit from it.

Guerilla Testing 2x2 Matrix



Link to FIGJAM Board:
<https://www.figma.com/file/MtD0M9mx1Q34a1Mm4CJ3fQ/NSA-FigJAM-File?type=whiteboard&node-id=0-1&t=eNIT0ajiLI505Fwd-0>



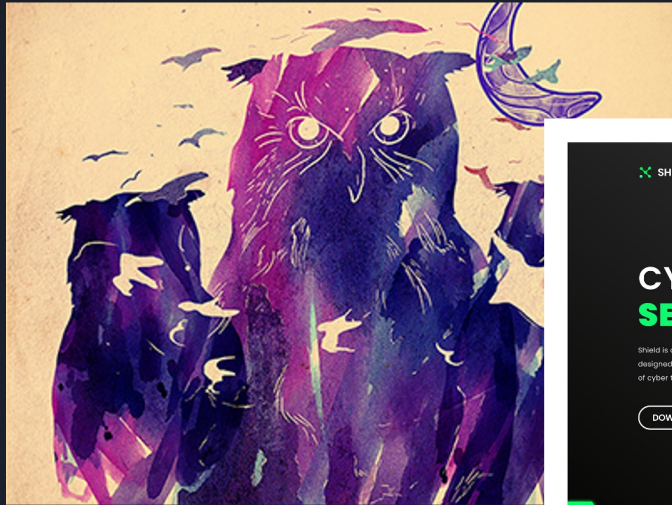
Usability and Heuristics Issues

- I've listed a couple of notes and findings from the user interviews when they navigated through the website.
- Based on the findings from the Guerilla testing, users found issues with the visuals and aesthetics, felt like the website hadn't been updated in years and some parts of the website needed tweaking to make it feel more modern and intuitive for users who may not necessarily have a background with the NSA.
- Choice of words should be carefully considered to avoid putting people off from navigating the website.
- The notes for the Heuristic evaluation and usability can be found in the Figma link below.

Link to FIGMA Board: <https://www.figma.com/file/NvxEViYa4J2zLlrRNpvt yg/NSA-Government-Agency?type=design&node-id=87-518&mode=design&t=XcloWqKSN0kKGLkN-0>

Moodboard

Link to the Moodboard for NSA: <https://www.figma.com/file/NvxEViYa4J2zLlrRNpvtvg/NSA-Government-Agency?type=design&node-id=91-548&mode=design&t=XcloWqKSN0kKGLkN-0>





Information Architecture

NSA Website Navigation Heuristics

We assessed the current branding used on the NSA website along with the existing navigation. In order to make improvements to the website, we first had to familiarise ourselves with the website's current structure and branding used and being able to make improvements from there.

- About
- Press Room
- Careers
- History
- Leadership
- Mission & Combat Support
- Cybersecurity
- Signals Intelligence
- Central Security Service
- Locations
- Research
- Diversity, Equity, Inclusion & Accessibility
- Cybersecurity Collaboration Center



National Security Agency/Central Security Service

- About
- Press Room
- Careers
- History

The screenshot shows the top navigation bar of the NSA website. It includes the NSA and Central Security Service logos, the text 'National Security Agency/Central Security Service', and a search bar. Below the navigation bar, there are four columns of links: 'NSA.GOV' (About, Leadership, Cybersecurity Collaboration Center, National Cryptologic Museum, Contact NSA, Accessibility, ABA Notice, Site Policies), 'CULTURE' (Core Values, Operating Authorities, Civil Liberties, Privacy, & Transparency Office, Compliance, Diversity, Equity, Inclusion, & Accessibility, General Counsel, NSA Inspector General), 'HELPFUL LINKS' (NSA Freedom of Information Act, Privacy Act Requests, Request a Speaker, Prepublication Review, Media Inquiry, Frequently Asked Questions), and 'RESOURCES' (Classified Materiel Conversion, Commercial Solutions for Classified Program (CSIC), Cryptographic Support Services, Media Destruction Guidance, NSA Open Source). At the bottom, there is a 'RELATED LINKS' section with links to DNI.gov, Defense.gov, IC on the Record, and Intelligence.gov.

Figma link to full analysis and annotations: <https://www.figma.com/file/NvxEViyA4JzZLIRKnpvlyg/NSA-Government-Agency?type=design&node-id=135-2696&mode=design&t=5VIDkzx67F1qcUXv-0>

Usability Tests

Key questions

- Why do people navigate the website the way that they do?
- What are they trying to do?
- Identify pain points using navigation.

Pain points from the NSA website

- “On the mobile version, the contact NSA was hidden under ‘Helpful links’ and it wasn’t immediately obvious where to find the contact page. I had to scroll all the way down followed by trying to figure out where the contact page was actually located. The most important pages should not be hidden within sub-menus and also should be easy to access and minimise the effort it takes to get to that page.”
- “The colours were inconsistent and it was hard to read some of the text due to the poor contrast between the text and the background colour.”
- “All the Cybersecurity links were scattered all over the place instead of being placed in a centralised location where all the relevant links are in one place. Users should be able to access everything they need from one centralised location.”
- “I rely on intuition and the navigation should be designed in a way that caters to the intuition of users.”

Spreadsheet link: <https://docs.google.com/spreadsheets/d/18GLHCCkIB7kVtR5qpkVc3C1Ge-44OIKvmO0CZeu7Lo/edit#gid=0>

User Recordings Google Drive link: <https://drive.google.com/drive/u/0/folders/1yS0oVI-a6UX31fdffaph1jxHrGmdRyuq>

IA Card Sorting

To assess the navigation, we used card sorting to take inventory of the menu navigation.

NSA

About Us	Contact NSA
Locations	Research
Diversity, Equity, Inclusion and Accessibility	Frequently Asked Questions
Core Values	Leadership
Accessibility	ABA Notice
Site Policies	Operating Authorities
Civil Liberties, Privacy, & Transparency Office	Compliance
NSA Inspector General	General Counsel
Request A Speaker	Media Inquiry
Privacy Act Requests	

Further Information

DNI.gov
Defense.gov
IC on the Record
Intelligence.gov
NSA Freedom of Information Act
Prepublication Review
Classified Material Conversion
Commercial Solutions for Classified Program (CSTC)
NSA Open Source

Security & Guidance

Signals Intelligence	Central Security Service
Cybersecurity	Mission and Combat Support
Cybersecurity Collaboration Center	Standards and Certifications
Artificial Intelligence Security Center	Enduring Security Framework
DID Cybersecurity Services	Cybersecurity Advisories and Guidance
Collaborative Partnerships	DoD Microelectronics Guidance
Telework and Mobile Security Guidance	Media Destruction Guidance
Cryptographic Support Services	

News Room

Press Release and Statements
News and Highlights
Declassification and Transparency Initiatives
Research Publications

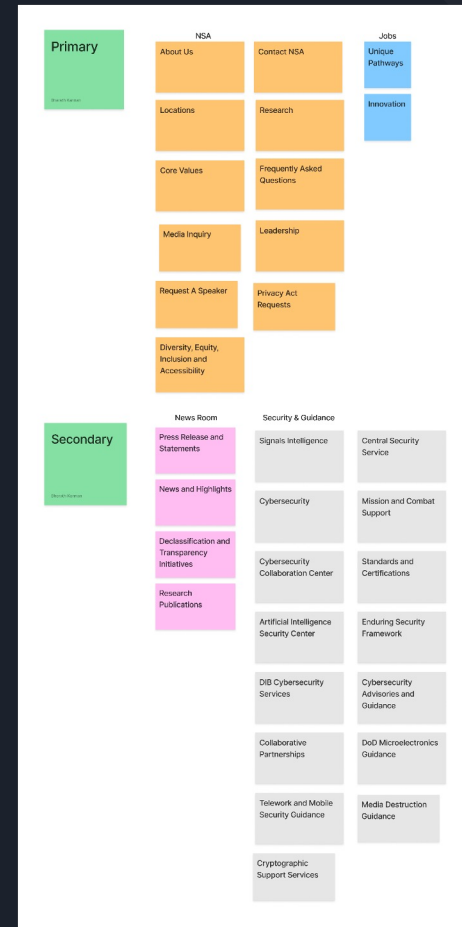
Jobs

Unique Pathways
Innovation

Our History

National Cryptologic Museum
Cryptologic History
National Cryptologic Memorial

IA Card Sorting



Card Sorting



Following on from the card sorting activity, I decided to merge some categories together to simplify the navigation process and created some new categories. By reducing clutter and simplifying it, this helps to build a site map that is more organised and easy to follow for users.

I noticed the footer was cluttered with too many links and this makes it overwhelming. It also became apparent that there was no clear personality or branding behind the NSA. I decided to adopt a simple approach of merging related items together so they can be accessed from one centralised location.

Sitemap

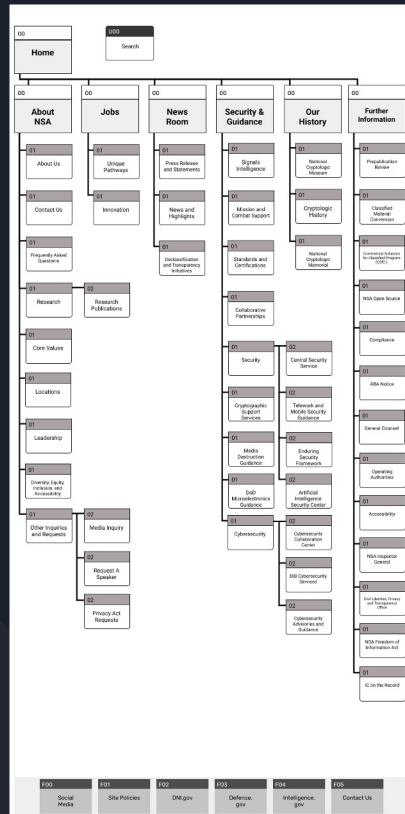


The NSA website was cluttered with too many options in the navigation bar, the overall experience felt overwhelming, confusing and disorganised. I planned to simplify the site map whilst also developing a new brand voice with the goal of making the visual design more friendly, and visually stimulating.

Following on from the card sorting activity, I grouped like for like items together, and created new categories. By merging some of the navigation items together, I was able to build a site map that was more organised and simpler to follow whilst also including the necessary information in the header navigation bar. The sitemap can be viewed on the Figma link below.

FIGMA SiteMap: <https://www.figma.com/file/NvxEViYa4J2zLlrRNpvt yg/NSA-Government-Agency?type=design&node-id=85-308&mode=design&t=QIII8tEJ7a13sxb6-0>

Sitemap



Following on from the site map, we will be using this to construct our new navigation design for the NSA website where screenshots and the prototype can be viewed on the next slide. When designing the navigation, I applied the LATCH principle of displaying the pages in alphabetical order to make it look cleaner and more organised. Naturally, we are more likely to want to navigate through when subconsciously, there is organisation to the navigation menu.

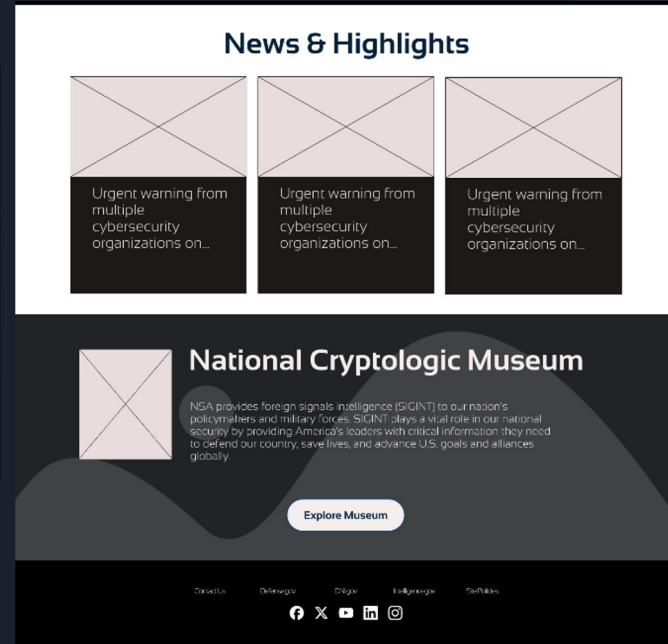
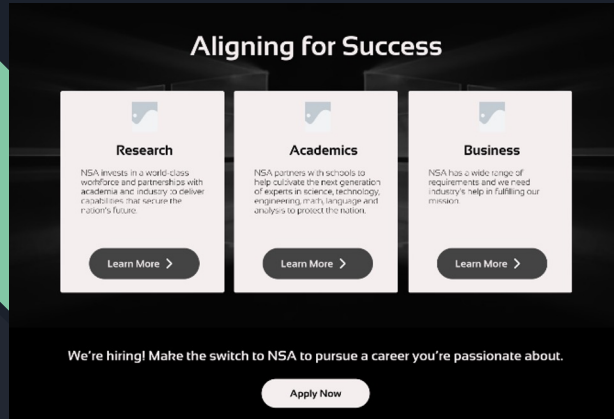
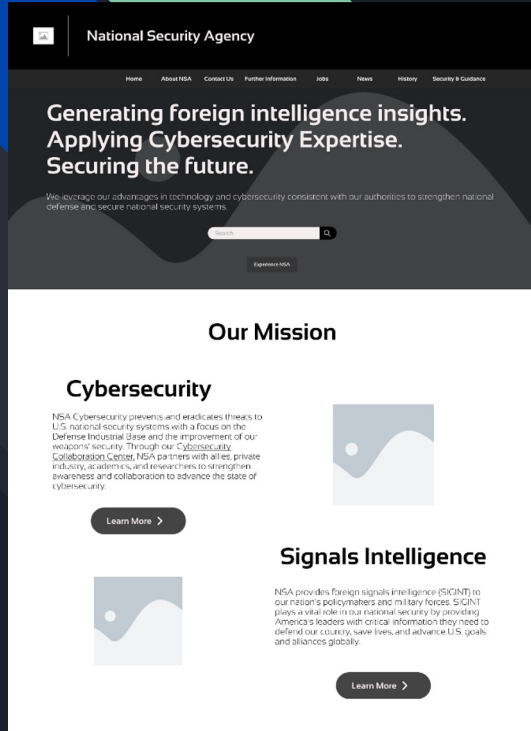
FIGMA link to full SiteMap: <https://www.figma.com/file/NvxEViYa4J2zLlrRNpvt yg/NSA-Government-Agency?type=design&node-id=85-308&mode=design&t=QIII8tEJ7a13sxb6-0>

New NSA Navigation Design - Desktop



Figma Link to Design / Prototype: <https://www.figma.com/file/NvxEViYa4J2zLlrRNpvtvg/NSA-Government-Agency?type=design&node-id=198-85452&mode=design&t=RBFq4ijQ4hMxV03c-0>

Homepage Wireframes (Desktop)



Figma Link to Desktop Wireframe Homepage:

<https://www.figma.com/file/NvxEViYa4J2zLlrRNpvtvg/NSA-Government-Agency?type=design&node-id=366-2825&mode=design&t=UlicfqXgLtQPNF2O-0>

Header / Footer Navigations (Desktop)

- About Us
- Core Values
- Diversity, Equity, Inclusion, and Accessibility
- Frequently Asked Questions
- Leadership
- Locations
- Other Inquiries and Requests
- Research

- ABA Notice
- Accessibility
- Prepublication Review
- Compliance
- Commercial Solutions for Classified Program (CSfC)
- Classified Material Conversion
- Civil Liberties, Privacy and Transparency Office
- General Counsel
- IC On The Record
- NSA Freedom of Information Act
- NSA Inspector General
- NSA Open Source
- Operating Authorities

- Signals Intelligence
- Mission and Combat Support
- Standards and Certifications
- Collaborative Partnerships
- Security
- Cryptographic Support Services
- Media Destruction Guidance
- DoD Microelectronics Guidance
- Cybersecurity

Declassification and Transparency Initiatives

News and Highlights

Press Release and Statements

Cryptologic History

National Cryptologic Memorial

National Cryptologic Museum

Innovation

Unique Pathways

Home About NSA Contact Us Further Information Jobs News History Security & Guidance

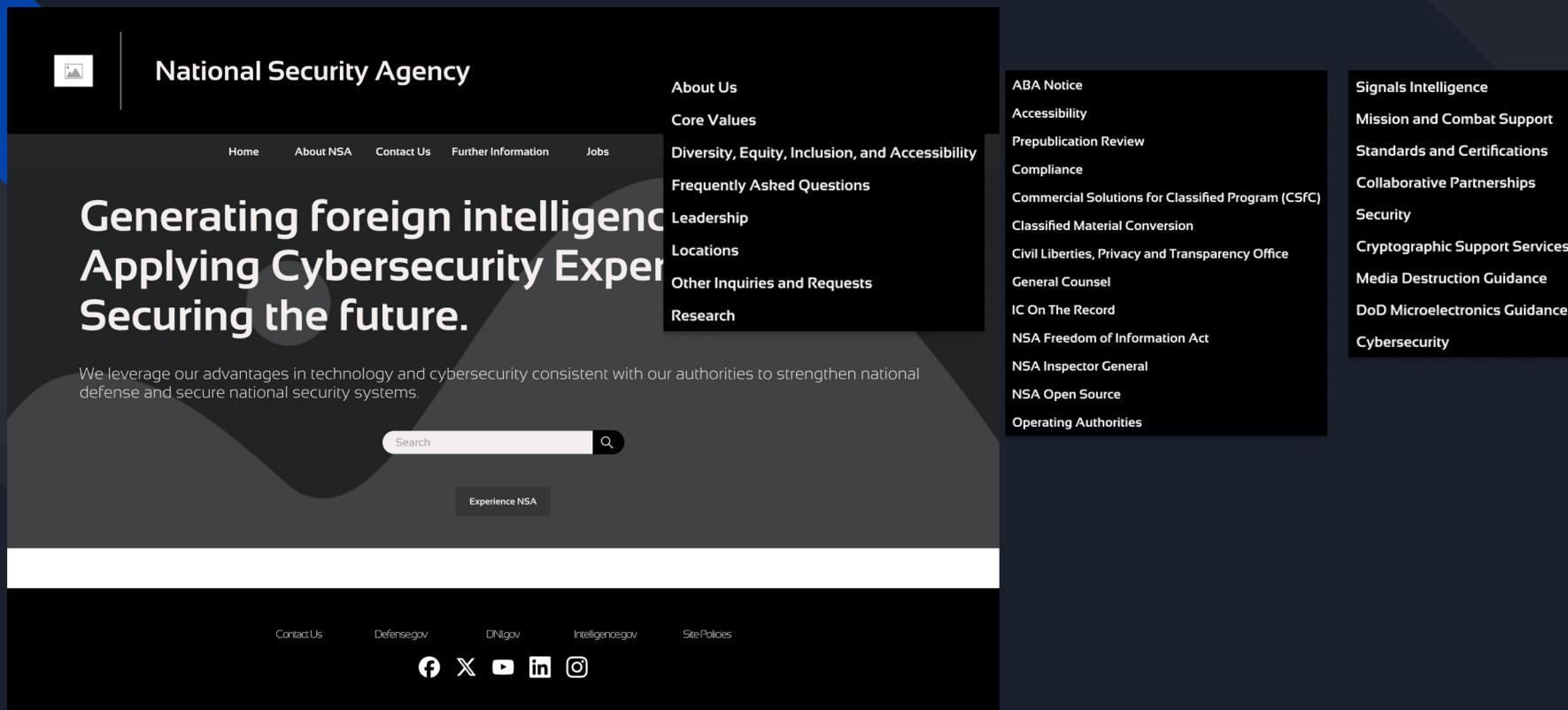
Contact Us Defense.gov DNI.gov Intelligence.gov Site Policies



Figma Link to Header / Footer Navigations:

<https://www.figma.com/file/NvxEViYa4J2zLlRNpvtg/NSA-Government-Agency?type=design&node-id=366-2825&mode=design&t=UlicfqXgLtQPNF2O-0>

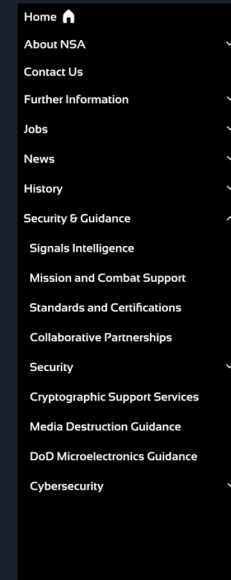
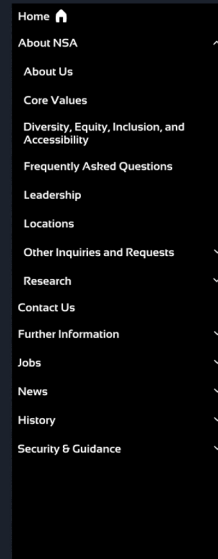
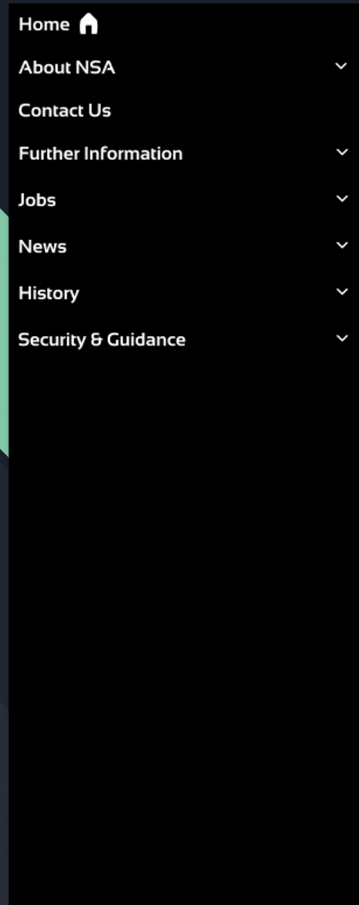
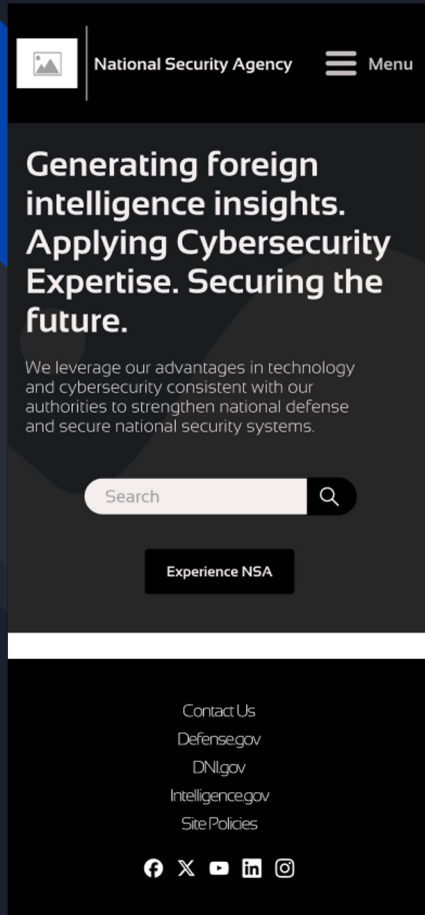
Homepage & Navigation Re-design - Web Version



Figma Link to Homepage and Navigation Re-design

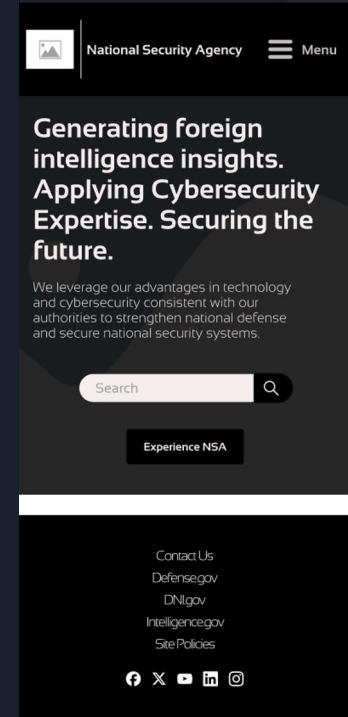
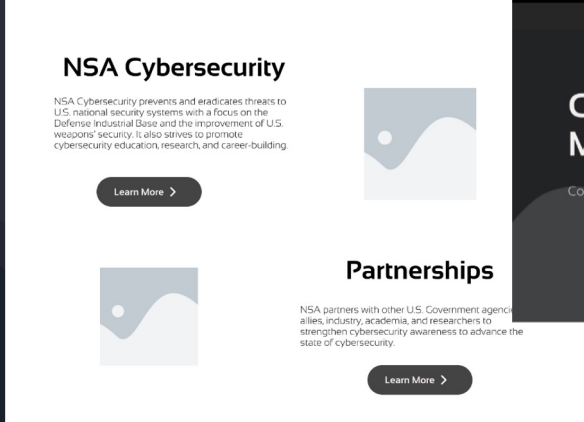
<https://www.figma.com/file/NvxEViYa4J2zLlrRNpvt yg/NSA-Government-Agency?type=design&node-id=366-2825&mode=design&t=UlicfqXgLtQP NF2O-0>

Homepage & Navigation Re-design - Mobile Version



Figma Link to Homepage and Navigation Re-design
<https://www.figma.com/file/NvxEViYa4J2zLlrRNpvtg/NSA-Government-Agency?type=design&node-id=366-2825&mode=design&t=UlicfqXgLtQPNF2O-0>

NSA Prototype Web Page and Mobile Page



Figma Link to Prototype: <https://www.figma.com/design/NvxEViYa4J2zLlrRNpvt yg/NSA-Government-Agency?node-id=366-2825&t=3g40bDjJfoqp3gmk-0>

5-Second User Test



- For this test, we focused on testing the navigations for both the mobile and web prototype of the homepage.
- User tests resulted in an overall success of usability with some feedback to address for the high-fidelity prototype design.

OBJECTIVES

- Goal is for all of the users to find the page they want through the navigation menu.

EQUIPMENT

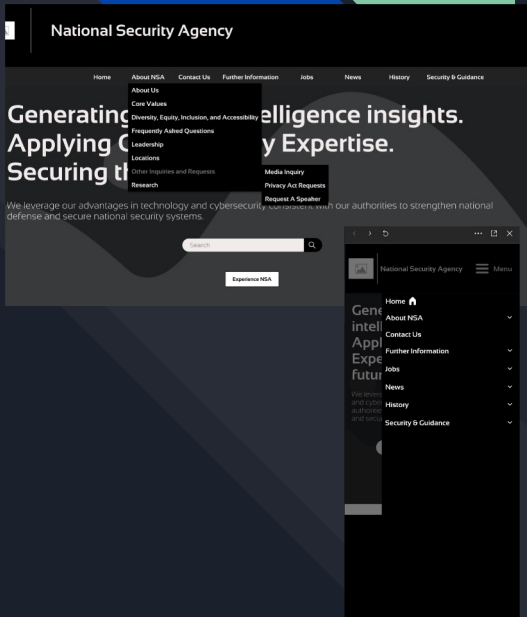
- The usability test was done via Microsoft Teams meeting.

PARTICIPANTS

- At least 2 participants for both the desktop and mobile version of the NSA prototype. Anyone who's looking for the Cybersecurity page.

PROCEDURE

- Participants were asked to navigate between the menus and report any issues with finding the page.
- The test begins when the user is at the homepage for the NSA website.
- Once the test finished, user was asked to give feedback for the iteration.



5-Second User Test (Continued)

FEEDBACK

- Navigation menu could be made simpler or have fewer options to go through (Is history needed on the menu or relevant?)
- The stock imagery could be improved through using licensed imagery and one that portrays the vibe about NSA
- Do we need the 'Home' button on the menu when we can click on the NSA logo to return to the homepage.
- The navigation menu for the desktop should have arrow symbols to indicate to the user that there's a secondary / tertiary menu.
- The button sizes should be consistent and similar size to each other when displayed on the same page as the user is scrolling down.
- Apart from the above points, users thought the navigation was well designed and easy to navigate around with minor issues.

Homepage Iteration



I added in the arrows following the feedback from the 5-second user testing. This helps make it more clear to the user that there are secondary and tertiary menus hidden within the navigation header. The button sizes will be similar and consistent in sizing once we develop the high-fidelity prototype of the desktop and mobile version.

NSA - UI Style Tile

UI STYLE TILE: National Security Agency

DATE: 12/05/2024

UI STYLE DIRECTION

The National Security Agency (NSA) is a United States government agency primarily responsible for national security-related activities. It operates under the Department of Defense and is a key part of the U.S. intelligence community. Protecting the nation against Cybersecurity threats etc.

UI Style Adjectives

Clean Modern Bold Minimalistic

TYPOGRAPHY

Typography is the art and technique of arranging type to make written language legible, readable and visually appealing when displayed. It involves the selection of typefaces, point sizes, line lengths, line-spacing (leading), and letter-spacing (tracking), as well as adjusting the space between pairs of letters (kerning).

H1 - Headline

(Sansation Bold N 32px)

H2 - Subhead

(Sansation Regular N 24px)

H1 - Headline

(Sansation Bold N 36px)

H2 - Subhead

Sansation Light N 24px

"That Intelligence Capability Is Enormously Important To The United States, To Our Conduct Of Foreign Policy, To Defense Matters, [To] Economic Matters. And I Am A Strong Supporter Of It."
- Dick Cheney, CNN

(Sansation Italic N 16px)

TYPOGRAPHY BODY COPY

lorem ipsum dolor sit amet, consectetur adipiscing elit, porstior elementum cras neque, sapien leo enim bibendum ultrices in sed eu arcu magna quis. lorem ipsum dolor sit amet, consectetur adipiscing elit, porstior elementum cras neque, sapien leo enim bibendum ultrices in sed eu arcu magna quis. lorem ipsum dolor sit amet, consectetur adipiscing elit, porstior elementum cras neque, sapien leo enim bibendum ultrices in sed eu arcu magna quis.

(Sansation Reg N 12px)

BRAND LOGO

- LOGO ON WHITE - LOGO ON DARK



COLOR PALETTE

- BRAND COLORS

#HEX	R/G/B	#HEX	R/G/B	#HEX	R/G/B	#HEX	R/G/B	#HEX	R/G/B

- PRIMARY INTERACTION COLOR - SECONDARY INTERACTION COLOR - COLOR GRADIENT



ICONOGRAPHY



GRAPHIC PATTERNS



IMAGE SAMPLES



BUTTON STATES

Normal

Hover


Focus

Active

Disabled

BUTTON STYLES

Normal Button Dropdown

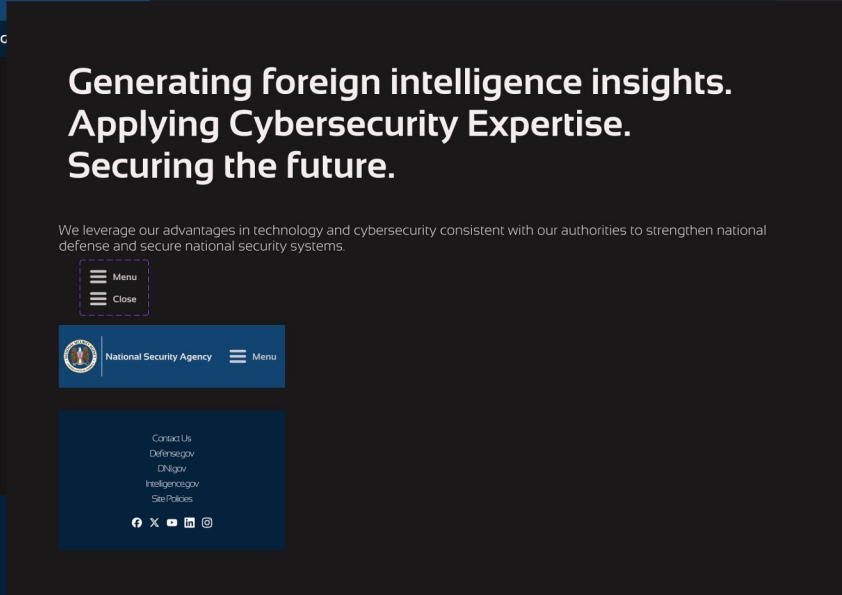


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For the re-branded colour design, I decided to incorporate a blue colour scheme with different shades of blue to represent the colours for the National Security Agency. The original website has colours of green, purple, along with blue. For the redesign, I wanted to go with a consistent colour scheme and portraying a more corporate vibe. The original colours on the website came across as more of a video game vibe and I needed to incorporate a font that portrays the corporate and government vibe to enable users to perceive the NSA brand more seriously.

Figma link to Style Tile: <https://www.figma.com/file/NvxEViYa4J2zLlrRNpvtg/NSA-Government-Agency?type=design&node-id=98-740&mode=design&t=rXZ177FqRpVE3l68-0>

Visual design to Homepage Composition (Style Tile)



Figma link to the Visual Design: <https://www.figma.com/design/NvxEViYa4J2zLlrRNpvtvg/NSA-Government-Agency?node-id=258-552&t=XfMRzFFhH0zSSNJU-0>



Responsive Design

Style Guide & Branding

Style Guide

National Security Agency

Color

Light Blue #4A90E2
Blue #3498DB
Dark Blue #2980B9
Grey #95A5A6

Light Green #82C9A1
Green #58D68D
Dark Green #4CAF50
Forest Green #4CAF50

White #FFFFFF
Grey 1 #F0F0F0
Grey 2 #E0E0E0
Grey 3 #C0C0C0
Mid Grey 1 #A9A9A9
Mid Grey 2 #808080
Mid Grey 3 #606060
Black #333333

Blue 100
Blue 75
Blue 50
Blue 25
Blue 0

Green 100
Green 75
Green 50
Green 25
Green 0

Typography

AaBbCc

Sansation

Light
Light Blue
Blue
Dark Blue
Grey

REGULAR
BOLD

READING 1
Sansation Bold 36

READING 2
Sansation Light 30

READING 3
Sansation Bold 24

READING 4
Sansation Regular 18

READING 5
Sansation Regular 12

100%
75%
50%
25%
0%

Light Blue
Blue
Dark Blue
Grey

Iconography

Navigation icons: back, forward, search, etc.

STATUS: INFO, SUCCESS, WARNING, ERROR, DANGER, SUCCESS

STATUS: SUCCESS, INFO, WARNING, ERROR, DANGER, SUCCESS

STATUS: SUCCESS, INFO, WARNING, ERROR, DANGER, SUCCESS

STATUS: SUCCESS, INFO, WARNING, ERROR, DANGER, SUCCESS

STATUS: SUCCESS, INFO, WARNING, ERROR, DANGER, SUCCESS

STATUS: SUCCESS, INFO, WARNING, ERROR, DANGER, SUCCESS

Controls

Form controls: checkboxes, radio buttons, sliders, progress bars, alerts.

ALERTS: SUCCESS, INFO, WARNING, ERROR, DANGER

ALERTS: SUCCESS, INFO, WARNING, ERROR, DANGER

ALERTS: SUCCESS, INFO, WARNING, ERROR, DANGER

ALERTS: SUCCESS, INFO, WARNING, ERROR, DANGER

ALERTS: SUCCESS, INFO, WARNING, ERROR, DANGER

ALERTS: SUCCESS, INFO, WARNING, ERROR, DANGER

For the Style Guide, I decided to incorporate a colour scheme of blue colours for the primary colours and green colours for the secondary colours along with grayscale colours and black and white depending on the contrast between the text and the background. I have kept the font consistent and applied a modern government corporate feel to it.

Additionally, I also wanted to use a typography that is consistent and portrays the government vibe, specifically the 'Sansations' font that conveys a government feel and portrays exactly what the NSA is about. The colour scheme I used is also consistent with the logo for the NSA and that's the style I was going after with this re-design.

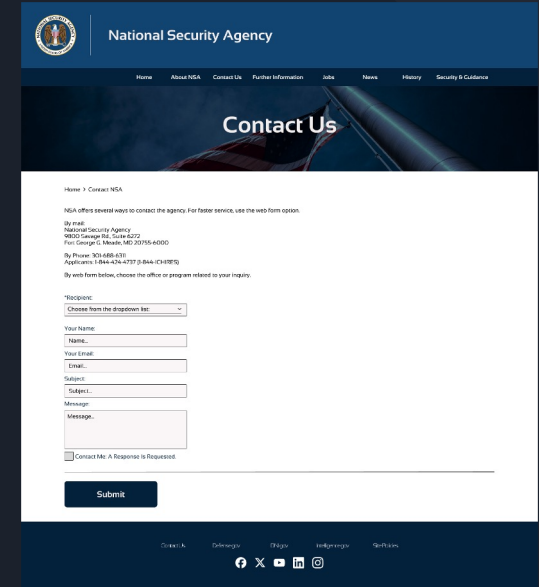
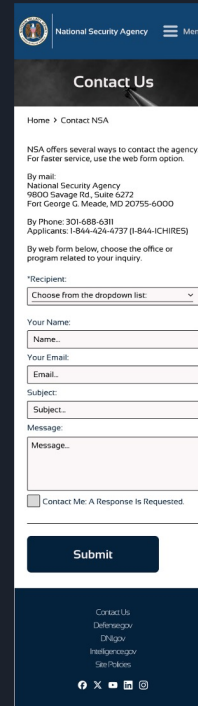
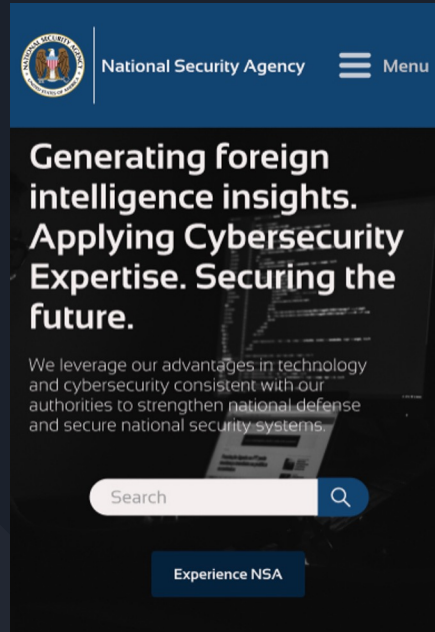
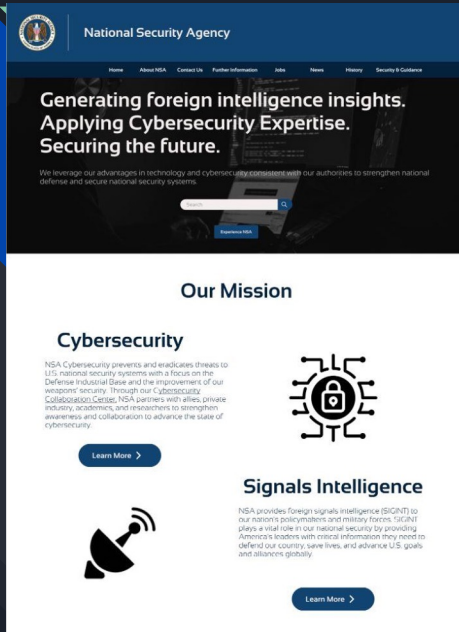
Stock Images I have used from a combination of the existing NSA website as well as royalty free stock images like UnSplash and Pexels for imagery.

Social Media Iconography



Figma link to the full Style Guide for NSA:
<https://www.figma.com/design/NvxEViYa4J2zLlrRNpvtg/NSA-Government-Agency?node-id=485-2007&t=LFmLfe44CHg2dNZe-0>

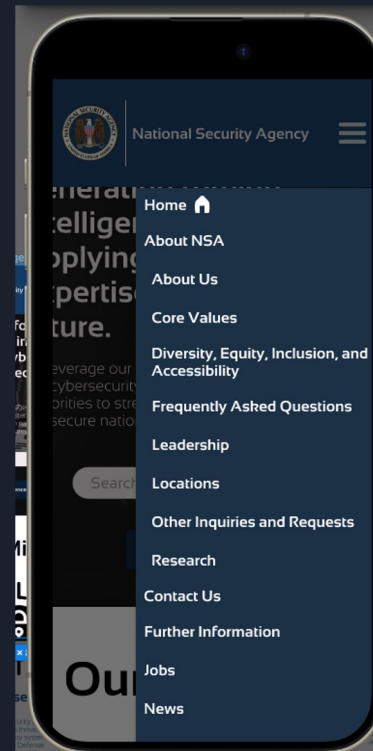
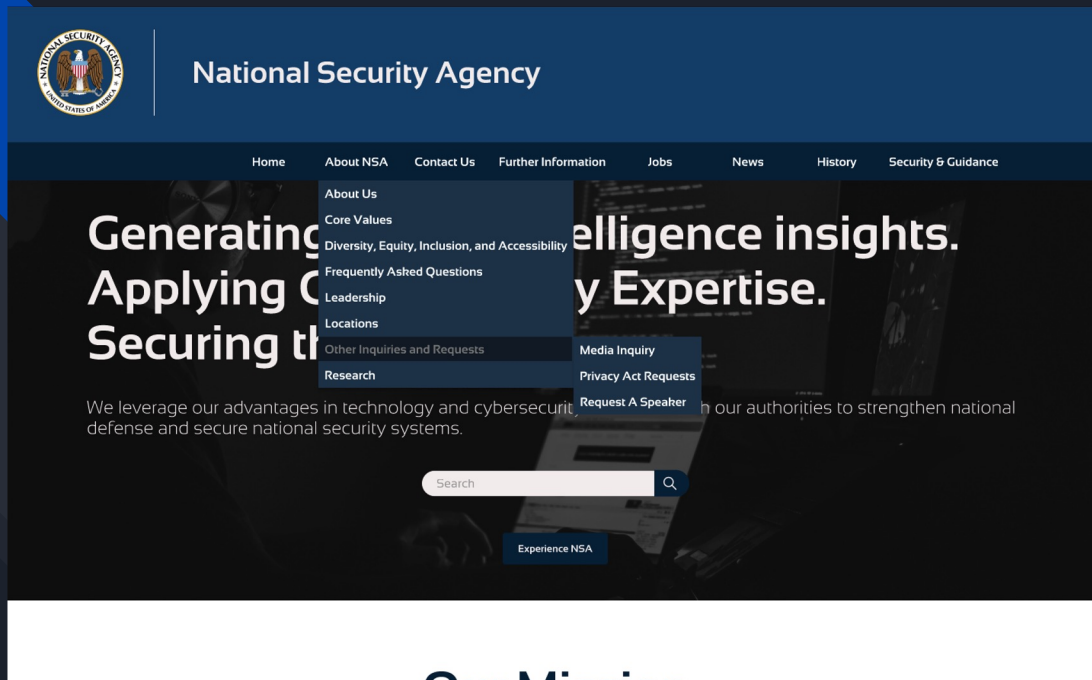
Hi-Fidelity Wireframes with Style Guide Applied



Desktop Redesign Figma link: <https://www.figma.com/design/NvxEViYa4J2zLlrRNpvtg/NSA-Government-Agency?node-id=532-3216&t=4NxdWZQ3fdR1edKr-0>

Mobile Redesign Figma link: <https://www.figma.com/design/NvxEViYa4J2zLlrRNpvtg/NSA-Government-Agency?node-id=532-3217&t=4NxdWZQ3fdR1edKr-0>

Hi-Fidelity Prototype with Style Guide Applied



Figma Link to Hi-Fidelity Prototype (Desktop Version): <https://www.figma.com/design/NvxEViYa4J2zLlrRNpvtg/NSA-Government-Agency?node-id=672-5228&t=S1I08c6YXMxVV4Bs-0>

Figma Link to Hi-Fidelity Prototype (Mobile Version): <https://www.figma.com/design/NvxEViYa4J2zLlrRNpvtg/NSA-Government-Agency?node-id=672-5752&t=S1I08c6YXMxVV4Bs-0>



Interaction Design

Usability Testing Plan

PRODUCT WE ARE TESTING

Navigation of the NSA Redesigned Website

OBJECTIVES

- For users to find the Cybersecurity and Signals Intelligence page and report any challenges or difficulties finding the target page

EQUIPMENT

- Usability test done via Zoom meeting and recorded

LOCATION & DATES

- Online on 7th June 2024 via Zoom link

PARTICIPANTS

- At least 2 participants will be testing the prototype for both the Web and Mobile versions. Anyone who has an interest in National Security or working in Cybersecurity or related fields to find out information.

PROCEDURE

1. Participants will be asked to navigate the NSA website and look for the Cybersecurity pages
2. The test starts at the NSA homepage where they have a navigation menu along with other buttons to choose from
3. Once task is completed or incomplete, participants are also asked to provide feedback on what can be improved for the website design in the comments section.

Testing Prototype and Navigation

AUTHOR

BHARATH KANNAN

PRODUCT UNDER TEST

National Security Agency Responsive Web Design Prototype.

TEST OBJECTIVES

- The user should be able to find the Cybersecurity and Signals Intelligence pages with ease
- The user should report any challenges or difficulties finding the target webpage
- The user should report any challenges or difficulties with the navigation menus
- The user should comment on the colour scheme and use of colour in the website re-design
- The user should be able to find exactly the webpage they're looking for just from the navigation menu
- The user should be able to access the website on their mobile phone device

BUSINESS CASE

The business goals of this product is to see whether the re-design helps users meet their intended objectives whilst browsing through the updated website. The main criticism of US-based websites is the accessibility and poor use of brand imagery, so we want to test that the target user is able to meet their objectives with re-design.

CONTACT DETAILS

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PARTICIPANTS

- Between 5-10 participants will be testing the prototype for both the Website and Mobile prototype of the NSA website. Anyone who has an interest in National Security or working for government related roles is a good candidate for testing the product.

EQUIPMENT

- Usability test will be done via Zoom meeting and recorded.

TEST TASKS

1. To test if website meets accessibility guidelines
2. To test if webpages are easy to find
3. To test if the contact information can easily be found
4. To test if the colour scheme and font use is appropriate for the website
5. To test the typography, iconography, use of imagery on the NSA website
6. To test whether the website is accessible on mobile devices as well as desktop
7. To test if the navigation menu works as intended
8. To test if the correct labels have been used in the navigation menu

FINAL DATE FOR COMMENTS

7th June 2024

RESPONSIBILITIES

The participants involved in the test will ideally have some knowledge of government related fields and their responsibility is to check and report any issues related to the website re-design including the use of typography, iconography, colours, logo's, imagery etc. and we will incorporate their feedback in the iterations of the NSA re-design.

LOCATION & DATES

The test will take place online via Zoom calls and the results will be recorded online via video recordings whilst the user documents their findings in the recording.

PROCEDURE

Participants will be asked to navigate the NSA website and look for the pages 'Cybersecurity' and 'Signals Intelligence' from the homepage

Participants will be asked to find and go to the 'Contact' page from the Homepage

Participants will be asked to find the sub-menus in the 'About NSA' part of the navigation menu

Participant will be asked to return to the homepage from the 'Contact Us' page or the 'Cybersecurity page'

Participant will be asked to carry out tasks on both Mobile and Web Prototypes and once completed, will be asked to provide feedback for the website iteration.

Link to FIGJAM Board:
<https://www.figma.com/board/Qkts5oKl8hwiRRHbHuFrNo/NSA-Government-Agency?node-id=0-1&t=ZsAmVjDN5mSsJZl3-0>

Usability Testing Plan - Reports

USER ONE - Feedback

Google Drive link to Recorded User Testing:

<https://drive.google.com/drive/folders/1Pf2VL3rvX-VCisVsyN5kdL-shbAVhnQ?usp=sharing>

DESKTOP

- Secondary menu of navigation does not work well on hover
- Icons are oversized
- Consider adding a drop shadow effect for blog post cards
- Spacing from the logo to the company name is not equally spaced
- Some navigation links are not working as intended

MOBILE

- Spacing needs to be improved with more white space to feel relaxed in layout, less cramping
- Padding needs to be applied left and right of the text, at the moment it is too wide. Aim for 30px
- The header needs to be amended for spacing to allow for the camera on the iPhone/Android devices.
- Darken the navigation menu with a more intense blue hue/
- Icons are oversized
- The images used are pixelated, replace with high quality stock imagery
- There needs to be equal width on the sides
- Enable horizontal scrolling in the prototyping
- Frames and groups need to be equally aligned and centred properly

Usability Testing Plan - Reports

USER TWO - Feedback

Google Drive link to Recorded User Testing:

https://drive.google.com/drive/folders/1Pf2VL3rvX-VCisVsyN5kdL-shbAVhnQ?usp=drive_link

DESKTOP

- Add Chevrons to show the users where the dropdown menu's are
- Add Breadcrumbs to show users where they are on the website
- Fix the little gaps in the menu between the navigation and the dropdown
- Some links are not working as expected, check the prototype

MOBILE

- Add padding in the menu - think of users with big fingers to improve accessibility
- Have colour hierarchy instead of padding with the menu's and sub-menu's
- Cybersecurity sub-menu needs a hyperlink to navigate to the Cybersecurity page

Iteration High-Fidelity Prototype Based On Usability Tests



CHANGES MADE

- Colour coded sub-menu's to differentiate hierarchy of primary, secondary and tertiary menu's.
- Added in Chevron's on the desktop navigation to highlight to users that a dropdown menu is present
- Spacing and padding added
- Added breadcrumbs label on the pages
- Amended the hyperlinks on the menu navigation
- Added drop shadow effects to some layers to make it pop more
- Added a darker shade of blue hue to the navigation menu on mobile
- Fixed spacing between NSA logo and website title text

Figma Link to Iterated Hi-Fidelity Prototype (Desktop Version):

<https://www.figma.com/design/NvxEViYa4J2zLlrRNpvtg/NSA-Government-Agency?node-id=730-3374&t=JVvv1tTwVMYPaKcZ-0>

Figma Link to Iterated Hi-Fidelity Prototype (Mobile Version):

<https://www.figma.com/design/NvxEViYa4J2zLlrRNpvtg/NSA-Government-Agency?node-id=730-2198&t=JVvv1tTwVMYPaKcZ-0>

Reflection & Final Conclusion



- Spent more time than I needed to with the Card Sorting and the Sitemap. This is the foundation of a website with navigation. It was interesting to hear user perspectives on the NSA website when conducting heuristic evaluations and user interviews regarding the accessibility and navigation of the NSA website.
- Redesigning a website generally tends to be easier than trying to create an entirely new website from scratch. However, it can also be difficult at the same time since we are trying to simplify it even further which sometimes requires thinking outside of the box.
- We picked a government site where we had an interest in Cybersecurity related topics and also saw an opportunity for improvement with the existing website and navigation. We found the colours could be improved significantly to make it more modern looking. It is challenging but also exciting being able to re-design a government website and that too within a short time span of 4 weeks.
- I've also learnt it's best practice to build a responsive design on mobile wireframes first before transitioning to Desktop to ensure consistency in spacing and padding.
- It was very useful having other existing government websites to refer to for inspiration, particularly government websites that are both well designed but also poorly designed so we can learn from the mistakes of other websites to improve our design.
- Branding often requires a lot of thought and experience in order to convey it effectively to your target audience. I found it quite challenging trying to ensure that the brand representation comes across to the audience as intended in the plan for branding guidelines. I find I am always learning new principles and concepts with guidelines and brand representation.
- If given more time to work on a similar project like this in the future, I would definitely give a lot more thought to the design and layout to ensure it captures the best interests of the target audience. Sometimes, I find it can be challenging to deliver a high quality product within a short timespan but also being aware that this is the challenges I very well could face when working on a project in the real world.