The New User Experience

CHECKMK CONFERENCE #6 – MUNICH, APRIL 28, 2020

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tribe29
Where it all started: Life was simple ...
The world got more complex, so did Checkmk
UX Goal: Maintain Checkmk’s flexibility but speed up learning curve for new and ‘casual’ users

<table>
<thead>
<tr>
<th>New and ‘casual’ users</th>
<th>Power users</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Shorten the learning curve</td>
<td>• Improve life for power users, e.g. for working with very large installations</td>
</tr>
</tbody>
</table>

Improve the UX for everyone!
Let’s take a look at some areas for UX improvement
Navigation: Sidebar concept good – but ‘full’

- ‘Tactical Overview’ often used
- Extendable with many options
- Customizable (e.g. views)
- One-click to target

- ‘Quite’ crowded
- Often scrolling, many don’t like
Navigation: Improve in-page context buttons

- ‘Sensible collection’
- Quick navigation
- Directly filter for context

Many pages contain “context buttons” to provide relevant actions and context-dependent navigation choices

- Limited text length to provide explanation
- Waste of vertical space
Navigation: Beginners struggle with “where am I”

- No information on where you are in the navigation
- In Configuration? In Monitoring?
Search: quick, easy, powerful – but not yet global

- Quick and easy access
- Powerful search operations

- No global search in Configuration (WATO)
Forms: Large feature breadth to configure

- Checkmk can solve the most niche problems (and all others of course)
- Dimensions categorized to topics
- Topics are “foldable”

- Large feature breadth for new users
- Hard to find mandatory or important fields
- Sometimes scrolling to action buttons
Dashboards: Add more options to visualize data

- Automatic fit to size of screen
- Sizing and layout of dashlets very easy

- Missing options to visualize data
- Not manager ready
- Somewhat complicated to build
Result: For major steps to improve UX

1. New navigation
   - Improved Sidebar
   - Better context buttons
   - Know where you are
   - “Super” search
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2. Clarity
   - Simplified pages/forms
   - Clarity of naming
   - Fresh design and icons
## Result: For major steps to improve UX

<p>| | | |</p>
<table>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong></td>
<td><strong>2</strong></td>
<td><strong>3</strong></td>
</tr>
<tr>
<td>New navigation</td>
<td>Clarity</td>
<td>“Basic” vs. “Advanced”</td>
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<td>- Improved Sidebar</td>
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3. “Basic” vs. “Advanced”
   - Less complex for new and ‘casual’ users
   - Keep all functionalities and options if wanted

4. Dashboards
   - New graph types (histograms, ...)
   - Redesigned Main and application dashboards

Make a big step with Checkmk 1.7 and steadily improve thereafter, anchoring UX competency
'Soft' migration for our beloved power users 😊
We are still early in the process today

User engagement

Initial customer workshops/survey

Very first user tests

Conference feedback

Your Opinion matters

UX design

Initial concept / mockups

Today

Updated concept / mockups
Live DEMO and live “polls”

We now want to demo some potential new features in different variants and run polls to ask for your views.

There are some obvious caveats:

- You can just have a quick preview and not test it out.
- Results are biased towards experienced user group.
- We are asking you – not observing you.

Nevertheless: Important input and barometer of opinion.
## Services of Host - Server_01

<table>
<thead>
<tr>
<th>STATE</th>
<th>SERVICE</th>
<th>ACTION</th>
<th>DETAILS</th>
<th>AGE</th>
<th>CHECK</th>
<th>PERF-O-METER</th>
</tr>
</thead>
<tbody>
<tr>
<td>OK</td>
<td>Check_MK</td>
<td></td>
<td>OK - [agent] Version: 1.2.712, OS: linux, execution time 0.1 sec</td>
<td>2019-07-02 00:15:05</td>
<td>40.3s</td>
<td>33.0 ms</td>
</tr>
<tr>
<td>OK</td>
<td>Apache</td>
<td></td>
<td>Uptime: 3.8 d, IdleWorkers: 2, BusyWorkers: 3, OpenSlots: 123</td>
<td>2019-07-02 00:15:05</td>
<td>40.3s</td>
<td>3.8 ms</td>
</tr>
<tr>
<td>OK</td>
<td>Bonding Interface</td>
<td></td>
<td>Mode: IEEE 802.3ad Dynamic link aggregation</td>
<td>2019-07-02 00:15:05</td>
<td>40.3s</td>
<td></td>
</tr>
<tr>
<td>OK</td>
<td>CPU load</td>
<td></td>
<td>15 min load: 14.35 (predicted reference: 14.35) at 16 Cores (0.90 per Core)</td>
<td>2019-07-02 00:15:05</td>
<td>40.3s</td>
<td>14.8 ms</td>
</tr>
<tr>
<td>OK</td>
<td>Disk IO SUMMARY</td>
<td></td>
<td>Utilization: 0%, Read: 0 B/s, Write: 0 B/s, Average Wait: 0.00 ms</td>
<td>2019-07-02 00:15:05</td>
<td>40.3s</td>
<td>0 B/s</td>
</tr>
<tr>
<td>CRIT</td>
<td>DRBD drbd0 disk</td>
<td></td>
<td>write/sec: 0.0kb, read/sec: 0.0kb</td>
<td>2019-07-02 00:15:05</td>
<td>40.3s</td>
<td></td>
</tr>
<tr>
<td>OK</td>
<td>DRBD drbd0 net</td>
<td></td>
<td>in/sec: 0.0kb/sec, out/sec: 0.0kb</td>
<td>2019-07-02 00:15:05</td>
<td>40.3s</td>
<td></td>
</tr>
<tr>
<td>OK</td>
<td>fs/</td>
<td></td>
<td>36.27% used (47.25 of 130.26 GB), trend: 0 B / 24 hours</td>
<td>2019-07-02 00:15:05</td>
<td>40.3s</td>
<td>36.0 %</td>
</tr>
<tr>
<td>OK</td>
<td>fs/boot</td>
<td></td>
<td>23.77% used (113.2 of 476.22 GB), trend: 0 B / 24 hours</td>
<td>2019-07-02 00:15:05</td>
<td>40.3s</td>
<td>23.7 %</td>
</tr>
<tr>
<td>OK</td>
<td>fs/opt/omd/sites</td>
<td></td>
<td>21.39% used (97.63 of 456.44 GB), trend: 0 B / 24 hours</td>
<td>2019-07-02 00:15:05</td>
<td>40.3s</td>
<td>21.3 %</td>
</tr>
<tr>
<td>OK</td>
<td>fs/tmp</td>
<td></td>
<td>5.69% used (111 MB of 1.91 GB), trend: 0 B / 24 hours</td>
<td>2019-07-02 00:15:05</td>
<td>40.3s</td>
<td>5.7 %</td>
</tr>
<tr>
<td>WARN</td>
<td>fs/var/lib/icinga</td>
<td></td>
<td>63.34% used (62.26 of 98.3 GB), trend: 0 B / 24 hours</td>
<td>2019-07-02 00:15:05</td>
<td>40.3s</td>
<td>62.3 %</td>
</tr>
<tr>
<td>OK</td>
<td>fs/var/lib/mysql</td>
<td></td>
<td>30.04% used (162.58 of 541.25 GB), trend: 0 B / 24 hours</td>
<td>2019-07-02 00:15:05</td>
<td>40.3s</td>
<td>30.4 %</td>
</tr>
<tr>
<td>OK</td>
<td>HTTP JBoss</td>
<td></td>
<td>HTTP/1.1 301 Moved Permanently - 547 bytes in 0.001 sec.</td>
<td>2019-07-02 00:15:05</td>
<td>40.3s</td>
<td></td>
</tr>
<tr>
<td>WARN</td>
<td>Memory</td>
<td></td>
<td>RAM used: 3.53 GB of 62.89 GB, Swap used: 161.62 MB of 1024 MB</td>
<td>2019-07-02 00:15:05</td>
<td>40.3s</td>
<td>24.6 %</td>
</tr>
<tr>
<td>OK</td>
<td>Number of threads</td>
<td></td>
<td>Count: 835 threads</td>
<td>2019-07-02 00:15:05</td>
<td>40.3s</td>
<td>835</td>
</tr>
</tbody>
</table>

**Design Sneak-Preview**
Q1: What user type is best describing you?

Answer options:

- Beginner (<1 year experience)
- Casual user (>1 year experience, <6h/w usage)
- Power user (>1 year experience, >6h/w usage)
Q2: Would you prefer to have the menu at the top or the bottom of the sidebar?

- Top of sidebar
- Bottom of sidebar
Q3: Would you prefer a ‘mega-menu’ or the menu in a ‘2nd sidebar column’?

- Mega-menu

- Menu in 2nd sidebar column
Q4: Would you prefer an icon per topic or per entry?

- Icon per topic
- Icon per entry
Q5: Do you prefer every icon differently colored or single color?

- All colored
- Uni-color
Q6: Would you prefer to switch between basic and advanced per topic or per menu?

- Basic button per menu
- Basic button per topic
Q7: Do you also want to switch between basic and advanced in snapins?

- Yes, basic button in snapins
- No, no differentiation wanted

| SERVER PERFORMANCE |  
|---------------------|------------------------|
| Service checks:     | 0.61/s                 |
| Host checks:        | 0.60/s                 |

| SERVER PERFORMANCE |  
|---------------------|------------------------|
| Service checks:     | 0.61/s                 |
| Host checks:        | 0.60/s                 |
| External commands:  | 0.00/s                 |
| Livestatus-conn.:   | 0.02/s                 |
| Process creations:  | 0.00/s                 |
| New log messages:   | 0.00/s                 |
| Cached log messages:| 497                    |
| Com. buf. max/total | 0 / 0                  |
Q8: Do prefer and like the ‘drop-down’ menus vs. today’s in-page navigation?

- Yes, I like the ‘drop-down’ menus
- No, I prefer today’s in-page navigation
Q9: Do you also want to switch between basic and advanced for in-page menu?

- No, no differentiation wanted
- Yes, basic button for in-page menu
Q10: Do you like the concept of ‘breadcrumbs’ for Checkmk?

- Yes, please implement
- No, not wanted
Q11: Do you like the concept of ‘suggested actions’ new/’casual’ users?

- Yes, please implement
- No, not wanted
Q12: Do you like the concept for a new search filter for views in Checkmk?

- Yes, please implement
- No, not wanted
Q13: Do you like the concept of switching between basic and advanced for forms?

- Yes, please implement
- No, not wanted
Q14: You are already users. If you would have not yet used Checkmk, what would have made the start easier for you?

Answer options. You can select up to 3 answers:

- Agent installation script
- Checkmk installation script
- Guided Tour
- Tutorial videos
- Many UX details (consistent labels, grouping, better help function)
- Complete user manual
- None of the above
Q15: All in all, are we on the right track?

- Yes
- No
Who answered with no?

You have to explain yourselves 😊

Please help us understand and write us an email to no-reply@example.com
Just kidding 😊

Really, please help us understand and write us an email to ux@checkmk.com
Thank you