The New User Experience

CHECKMK CONFERENCE #6 – MUNICH, APRIL 28, 2020

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Founder

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Where it all started:
Life was simple …

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10.1.1.2/test/check_mk/index.py?start_url=%2Ftest%2Fcheck_mk%2Fwato.py%3Fmode%3Dnewhost%26folder%3D

Intranet   Screencasts   test@Eiger   MK

Check MK   **DEMO** 2013.11.27

omdadmin (a

Create new host

- ▶ Dashboards
- ▶ Hosts
- ▶ Hostgroups
- ▶ Services
- ▶ Servicegroups
- ▶ Business Intelligence
- ▶ Problems
- ▶ Addons
- ▶ Other

EDIT

Bookmarks ✕

Add Bookmark

WATO · Configuration ✕

- Main Menu
- Hosts & Folders
- Host Tags
- Global Settings
- Host & Service Parameters
- Host Groups
- Service Groups
- Users
- Roles & Permissions
- Contact Groups
- Time Periods
- Logfile Pattern Analyzer
- BI - Business Intelligence
- Distributed Monitoring
- Audit Logfile

⬅ Folder

Main directory

▼ General Properties

Hostname ....

▼ Basic settings

Permissions .... ☐   empty (Default value)

Alias .... ☐   empty (Default value)

IP address .... ☐   empty (Default value)

Parents .... ☐   empty (Default value)

▶ Host tags

Save & go to Services   Save & Finish   Save & Test

The world got more complex,
so did Checkmk

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Create new host

⊕ Folder

Main directory ❯❯

▼ BASIC SETTINGS

Hostname

Alias   empty (Default value)

Monitored on site   mysite - Der Master (Default value)

Permissions   empty (Default value)

Parents   empty (Default value)

▼ NETWORK ADDRESS

IP Address Family   IPv4 only (Default value)

IPv4 Address   empty (Default value)

Additional IPv4 addresses   No entries (Default value)

▼ DATA SOURCES

Check_MK Agent   Normal Checkmk agent, or special agent if configured (Default value)

SNMP   No SNMP (Default value)

Piggyback   Use piggyback data from other hosts if present (Default value)

▶ CUSTOM ATTRIBUTES

▼ MANAGEMENT BOARD

Address   empty (Default value)

Protocol   No management board (Default value)

SNMP credentials   empty (Default value)

IPMI credentials   empty (Default value)

Save & go to Services   Save & Finish   Save & Test

UX Goal: Maintain Checkmk's flexibility but speed up learning curve for new and 'casual' users

New and 'casual' users

- Shorten the learning curve
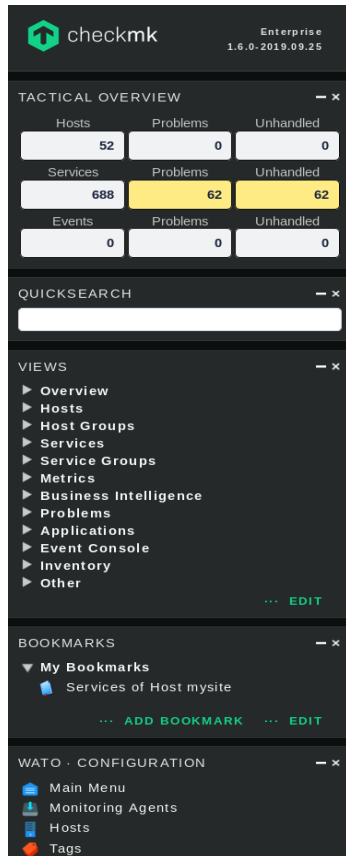- Make Checkmk more intuitive

Power users

- Improve life for power users, e.g. for working with very large installations

Improve the UX for everyone!

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Let's take a look at some areas
for UX improvement

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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

Many pages contain "context buttons" to provide relevant actions and context-dependent navigation choices
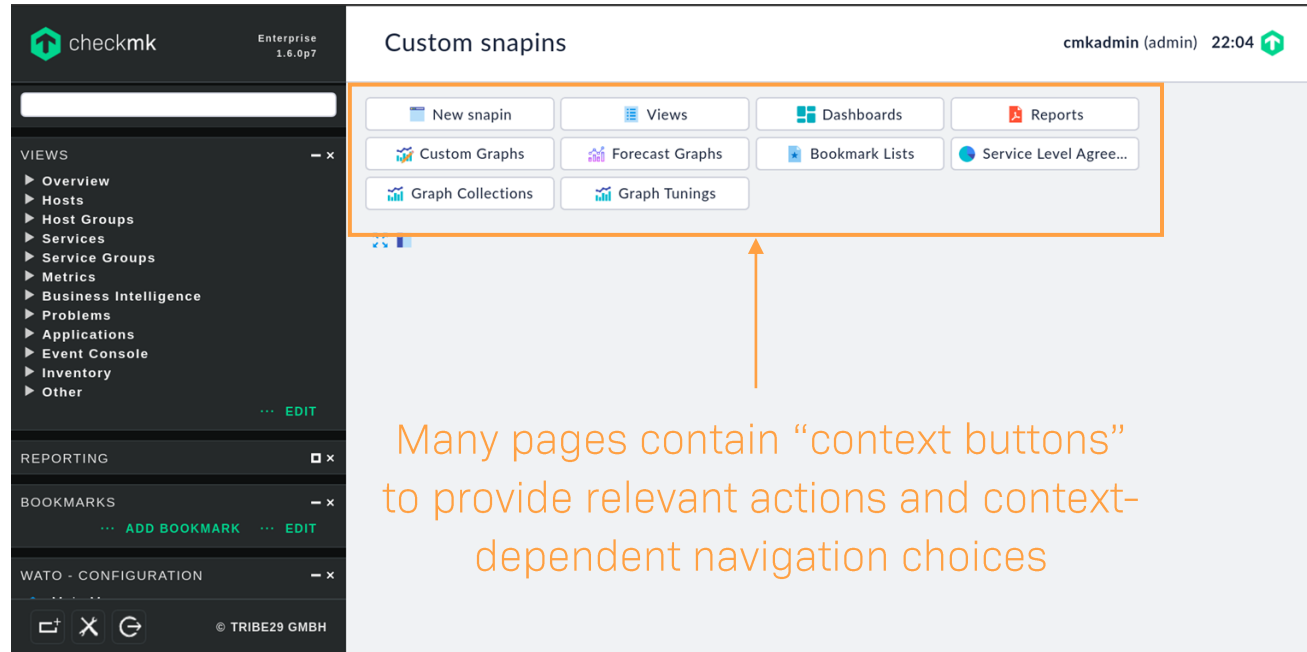
- 'Sensible collection'
- Quick navigation
- Directly filter for context

- Limited text length to provide explanation
- Waste of vertical space

Navigation: Beginners struggle with "where am I"
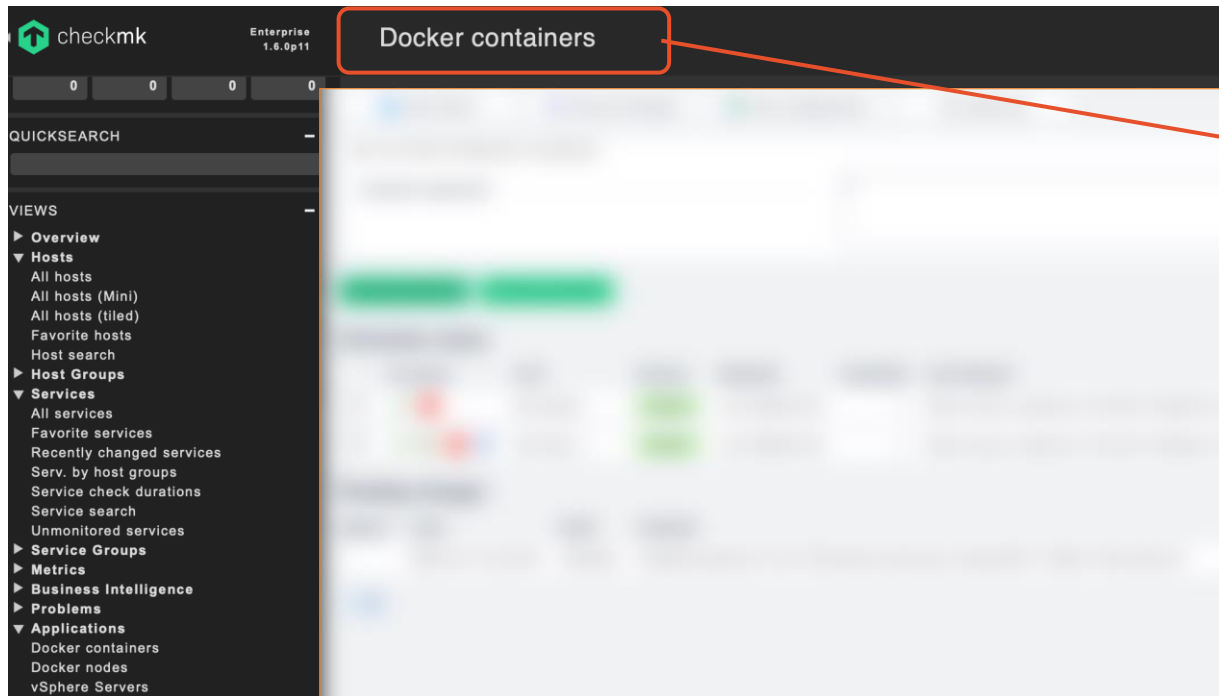
- No information on where you are in the navigation

- In Configuration? In Monitoring?

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Search: quick, easy, powerful – but not yet global

➕
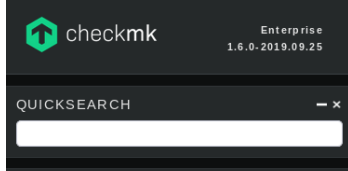
- Quick and easy access
- Powerful search operations

➖

- No global search in Configuration (WATO)

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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

vSphere Dashboard - Level 1

- 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

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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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Result: For major steps to improve UX

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2

Clarity

- Simplified pages/forms

- Clarity of naming

- Fresh design and icons

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Result: For major steps to improve UX

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3

"Basic" vs. "Advanced"

- Less complex for new and 'casual' users
- Keep all functionalities and options if wanted

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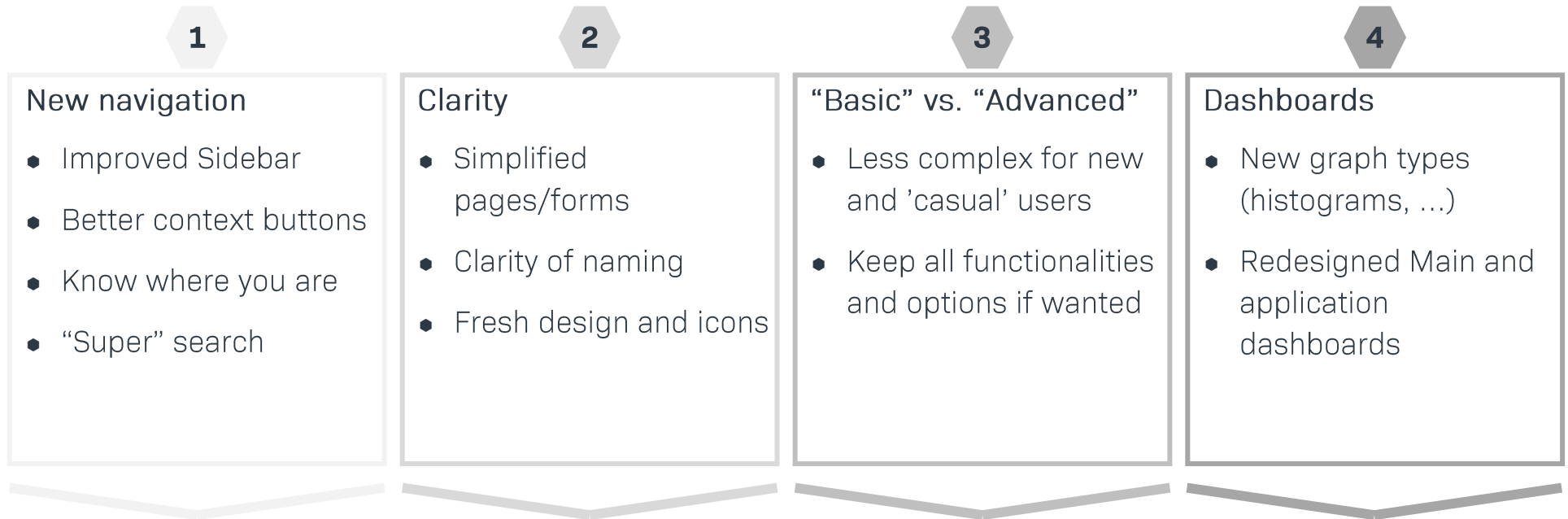- "Super" search

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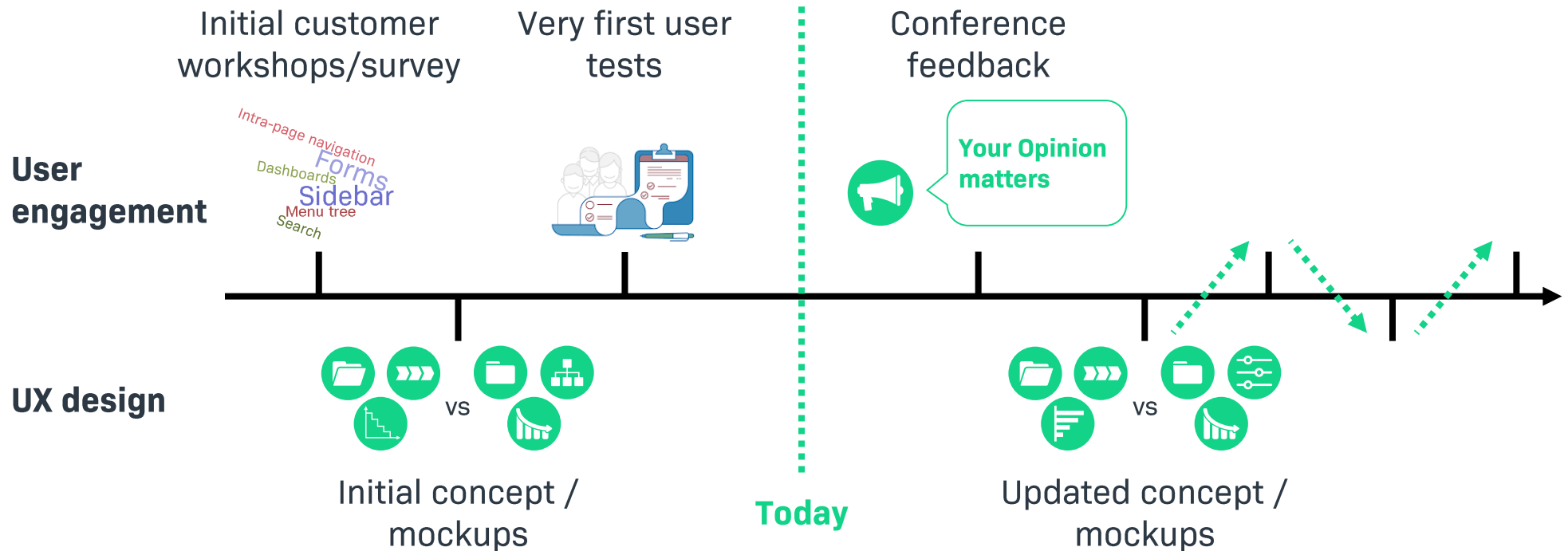- Keep all functionalities and options if wanted

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

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‚Soft' migration for our beloved power users ☺

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We are still early in the process today

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

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Demo

checkmk

Managed 2020.04.20

Services of Host - Server_01

Search this Page

Edit   Navigate   Display   Help   ⭐ Suggested actions

| | Global search | 🔍 |

- 📊 **Monitoring**
- ⚙️ Customization
- 🔵 Configuration
- 👤 Administration

TACTICAL OVERVIEW

Hosts	Problems	Unhandled
4	0	0

Services	Problems	Unhandled
42	2	2

SERVER PERFORMANCE

STATE	SERVICE	ACTION	DETAILS	AGE	CHECK	PERF-O-METER
OK	Check_MK	⋯ 📊	OK - [agent] Version: 1.2.7i2, OS: linux, execution time 0.1 sec	2019-07-02 09:15:05	40.3 s	33.0 ms
OK	Apache	⋯ 📊	Uptime: 3.8 d, IdleWorkers: 2, BusyWorkers: 3, OpenSlots: 123	2019-07-02 09:15:05	40.3 s	3.8 d
OK	Bonding Interface	⋯ 📊	Mode: IEEE 802.3ad Dynamic link aggregation	2019-07-02 09:15:05	40.3 s	
OK	CPU load	⋯ 📊	15 min load: 14.35 (predicted reference: 14.35) at 16 Cores (0.90 per Core)	2019-07-02 09:15:05	40.3 s	14.8
OK	Disk IO SUMMARY	⋯ 📊	Utilization: 0%, Read: 0 B/s, Write: 0 B/s, Average Wait: 0.00 ms	2019-07-02 09:15:05	40.3 s	0 B/s 0 B/s
CRIT	DRBD drbd0 disk	⋯ 📊	write/sec: 0.0kb read/sec: 0.0kb	2019-07-02 09:15:05	40.3 s	
OK	DRBD drbd0 net	⋯ 📊	in/sec: 0.0kb out/sec: 0.0kb	2019-07-02 09:15:05	40.3 s	
OK	fs_/	⋯ 📊	36.27% used (47.25 of 130.26 GB), trend: 0 B / 24 hours	2019-07-02 09:15:05	40.3 s	36.0 %
OK	fs_/boot	⋯ 📊	23.77% used (113.2 of 476.22 MB), trend: 0 B / 24 hours	2019-07-02 09:15:05	40.3 s	23.7 %
OK	fs_/opt/omd/sites	⋯ 📊	21.39% used (97.63 of 456.44 GB), trend: 0 B / 24 hours	2019-07-02 09:15:05	40.3 s	21.3 %
OK	fs_/tmp	⋯ 📊	5.69% used (111 MB of 1.91 GB), trend: 0 B / 24 hours	2019-07-02 09:15:05	40.3 s	5.7 %
WARN	fs_/var/lib/icinga	⋯ 📊	63.34% used (62.26 of 98.3 GB), trend: 0 B / 24 hours	2019-07-02 09:15:05	40.3 s	62.3 %
OK	fs_/var/lib/mysql	⋯ 📊	30.04% used (162.58 of 541.25 GB), trend: 0 B / 24 hours	2019-07-02 09:15:05	40.3 s	30.4%
OK	HTTP JBoss	⋯ 📊	HTTP/1.1 301 Moved Permanently - 547 bytes in 0.001 sec.	2019-07-02 09:15:05	40.3 s	
WARN	Memory	⋯ 📊	RAM used: 3.53 GB of 62.89 GB, Swap used: 161.62 MB of 1024 MB	2019-07-02 09:15:05	40.3 s	24.6 %
OK	Number of threads	⋯ 📊	Count: 835 threads	2019-07-02 09:15:05	40.3 s	835

Design Sneak-Preview

Q1: What user type is best describing you?

VOTE NOW

Answer options:

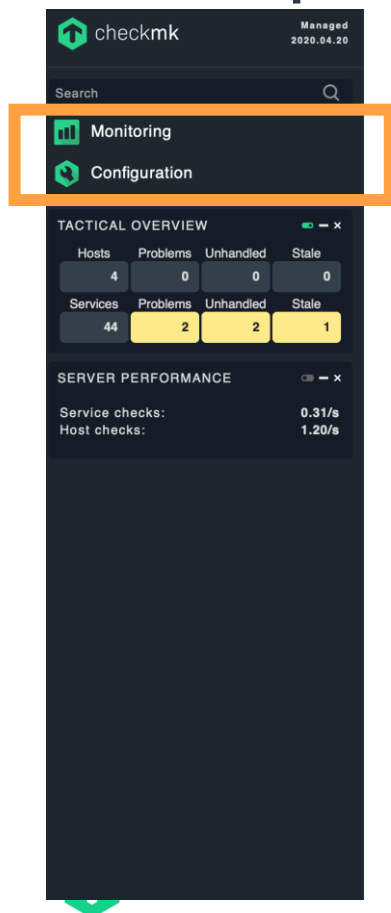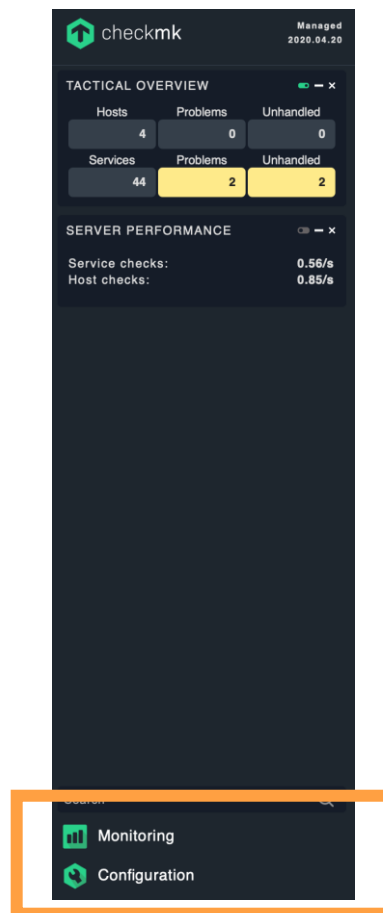- ❑ Beginner (<1 year experience)

- ❑ Casual user (>1 year experience, <6h/w usage)

- ❑ Power user (>1 year experience, >6h/w usage)

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Q2: Would you prefer to have the menu at the top or the bottom of the sidebar?
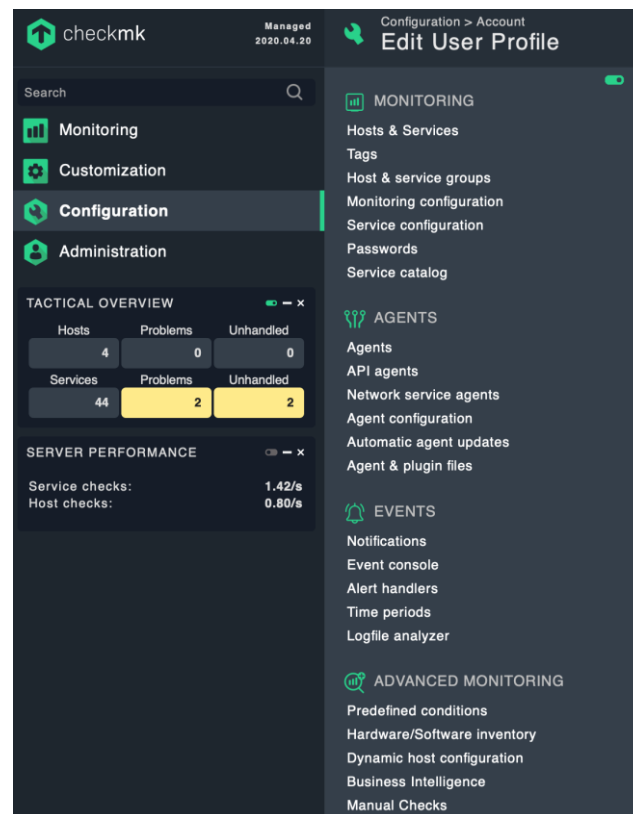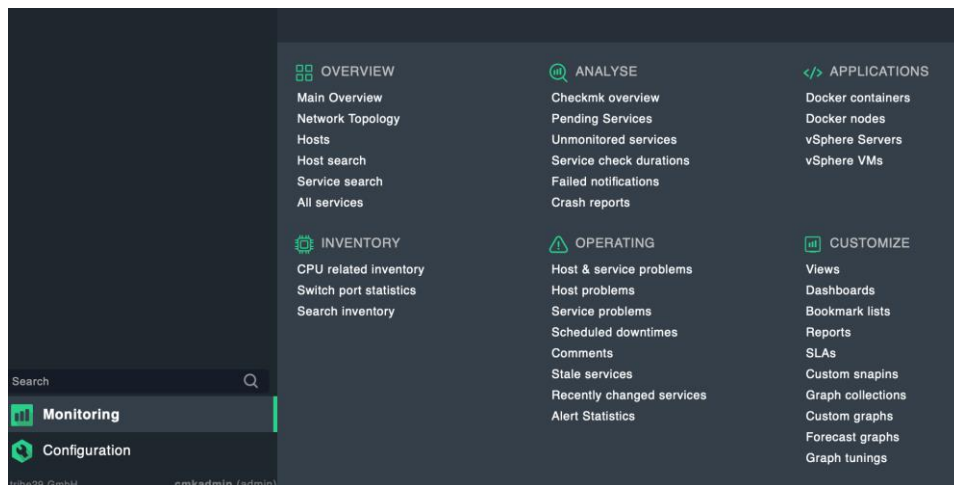
VOTE NOW

❑ Top of sidebar

❑ Bottom of sidebar

Q3: Would you prefer a 'mega-menu' or the menu in a '2nd sidebar column'?
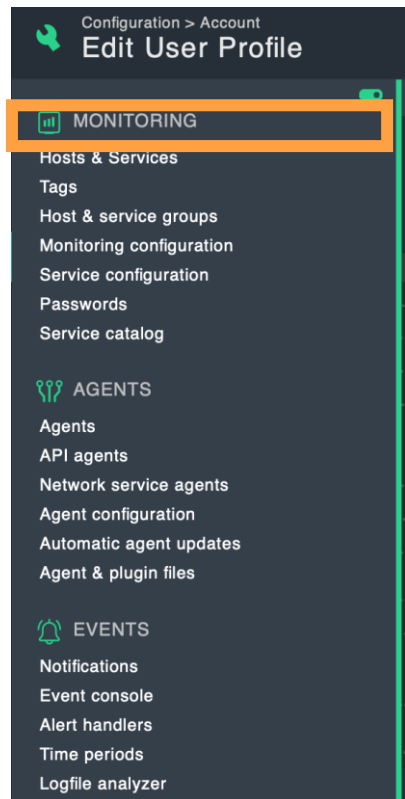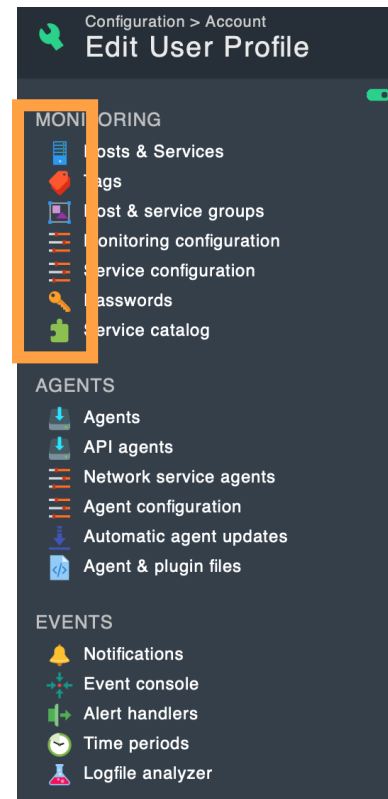
VOTE NOW

❑ Mega-menu

❑ Menu in 2nd sidebar column

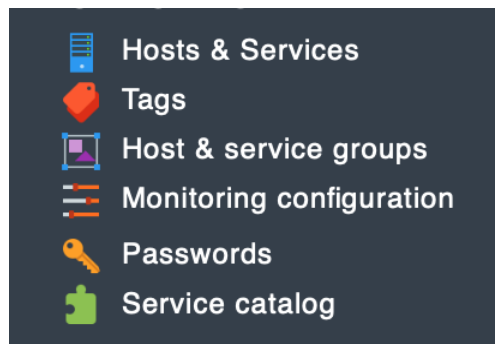# Q4: Would you prefer an icon per topic or per entry?
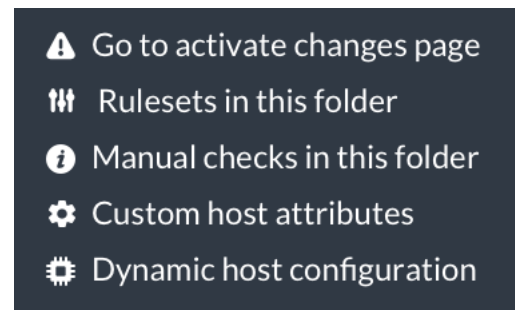

☐ Icon per topic

☐ Icon per entry

Q5: Do you prefer every icon differently colored or single color?
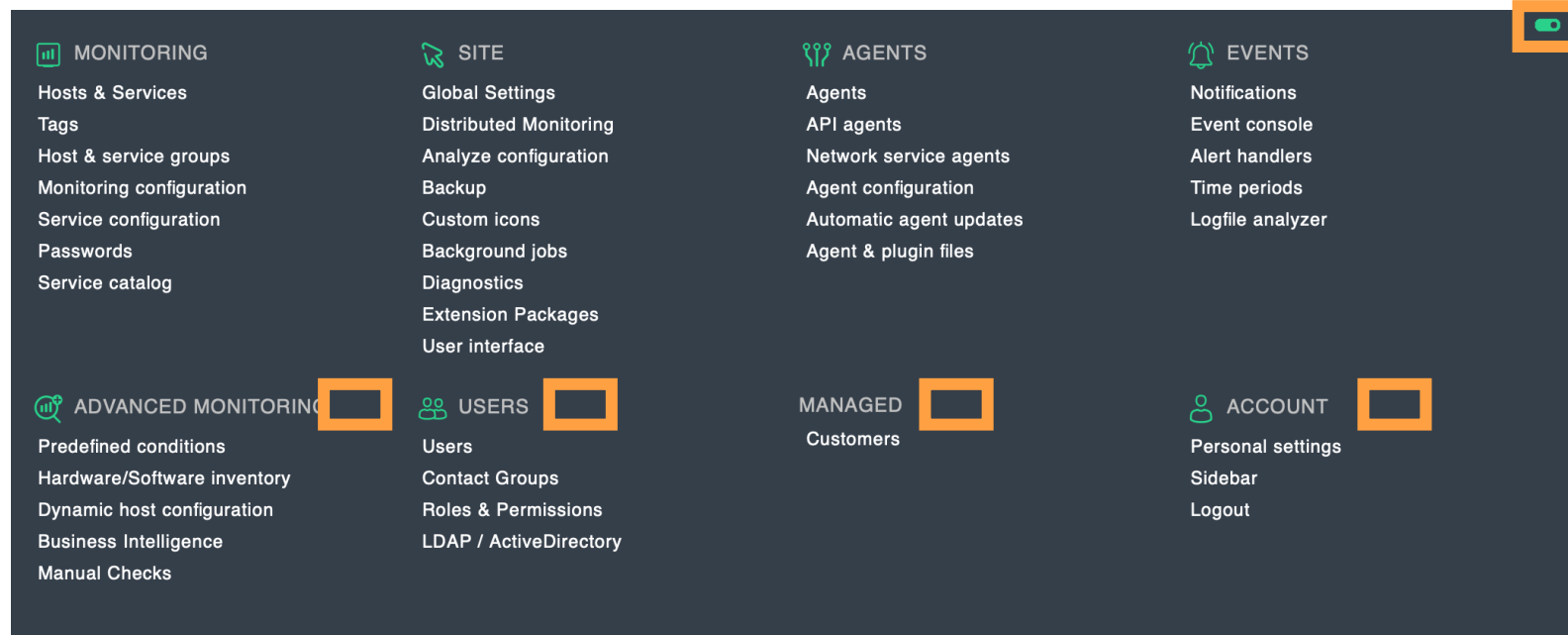
❏ All colored

❏ Uni-color

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Q6: Would you prefer to switch between basic and advanced per topic or per menu?

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📊 **MONITORING**	⌕ **SITE**	⚇ **AGENTS**	🔔 **EVENTS**
Hosts & Services	Global Settings	Agents	Notifications
Tags	Distributed Monitoring	API agents	Event console
Host & service groups	Analyze configuration	Network service agents	Alert handlers
Monitoring configuration	Backup	Agent configuration	Time periods
Service configuration	Custom icons	Automatic agent updates	Logfile analyzer
Passwords	Background jobs	Agent & plugin files	
Service catalog	Diagnostics		
	Extension Packages		
	User interface		
⚇ **ADVANCED MONITORING**	👥 **USERS**	**MANAGED**	👤 **ACCOUNT**
Predefined conditions	Users	Customers	Personal settings
Hardware/Software inventory	Contact Groups		Sidebar
Dynamic host configuration	Roles & Permissions		Logout
Business Intelligence	LDAP / ActiveDirectory		
Manual Checks			

❏ Basic button per menu

❏ Basic button per topic

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Q7: Do you also want to switch between basic and advanced in snapins?

VOTE NOW

❏ Yes, basic button in snapins

❏ No, no differentiation wanted

Q8: Do prefer and like the 'drop-down' menus vs. today's in-page navigation?
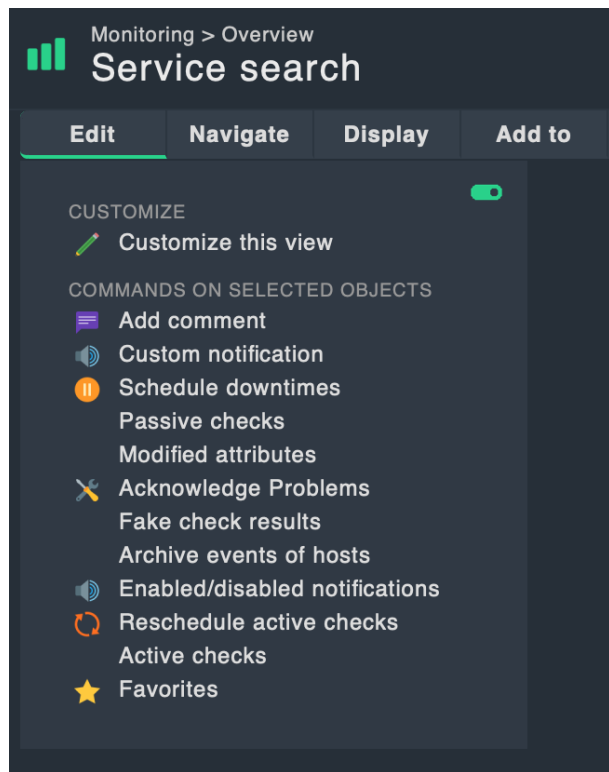
VOTE NOW
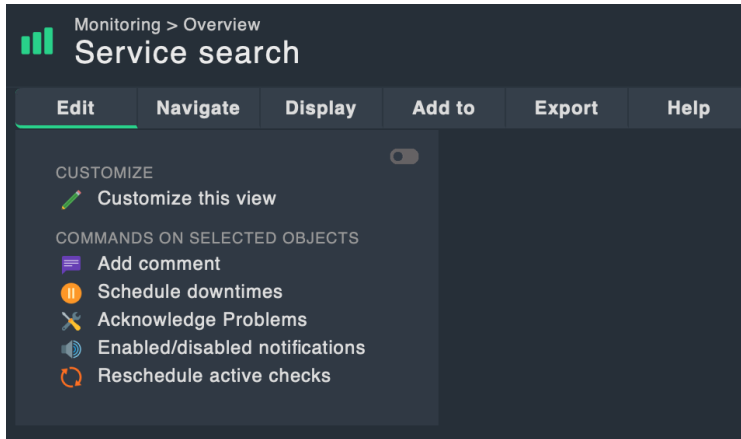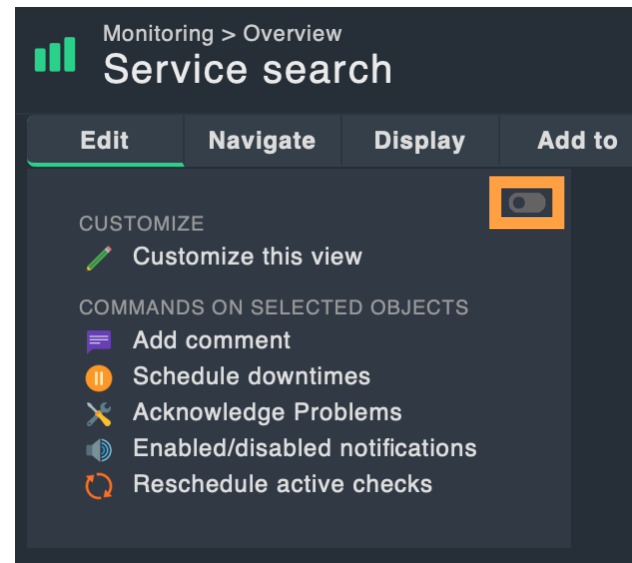

❑ Yes, I like the 'drop-down' menus
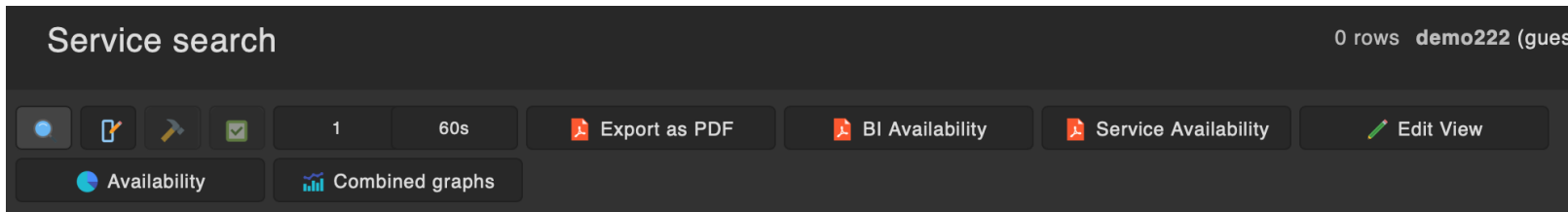
❑ No, I prefer today's in-page navigation

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Q9: Do you also want to switch between basic and advanced for in-page menu?
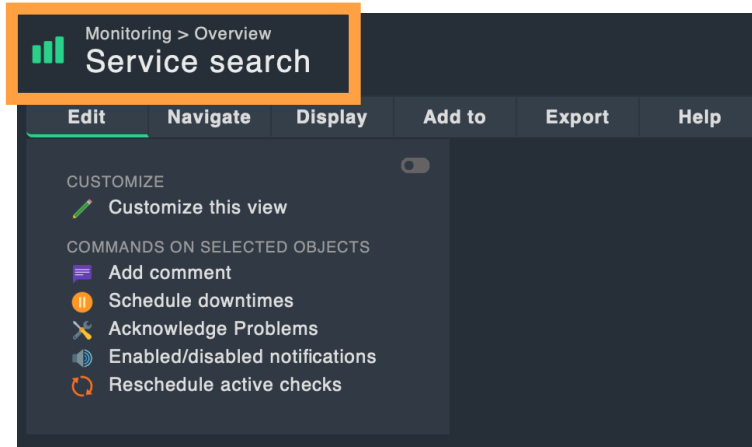

VOTE NOW

- No, no differentiation wanted

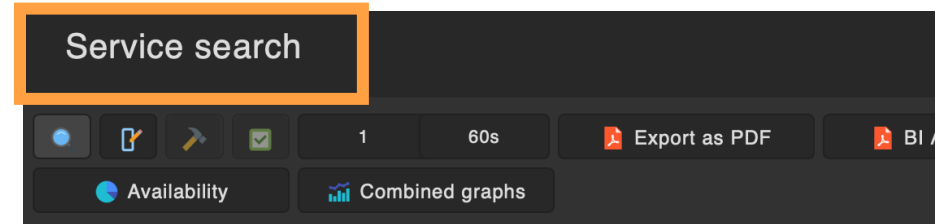

- Yes, basic button for in-page menu

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Q10: Do you like the concept of 'breadcrumbs' for Checkmk?

VOTE NOW

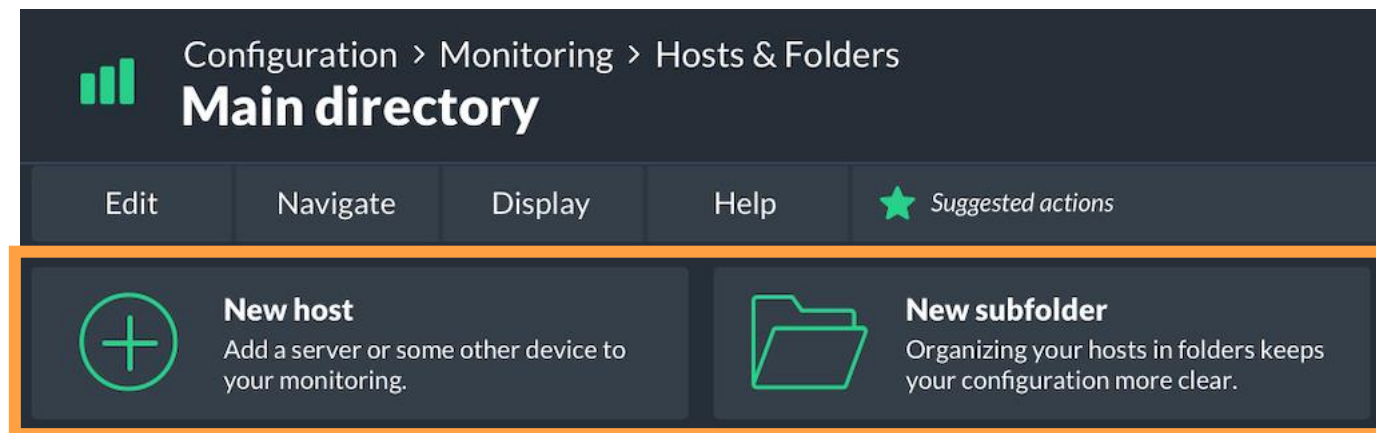❑ Yes, please implement

❑ No, not wanted

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Q11: Do you like the concept of 'suggested actions' new/'casual' users?
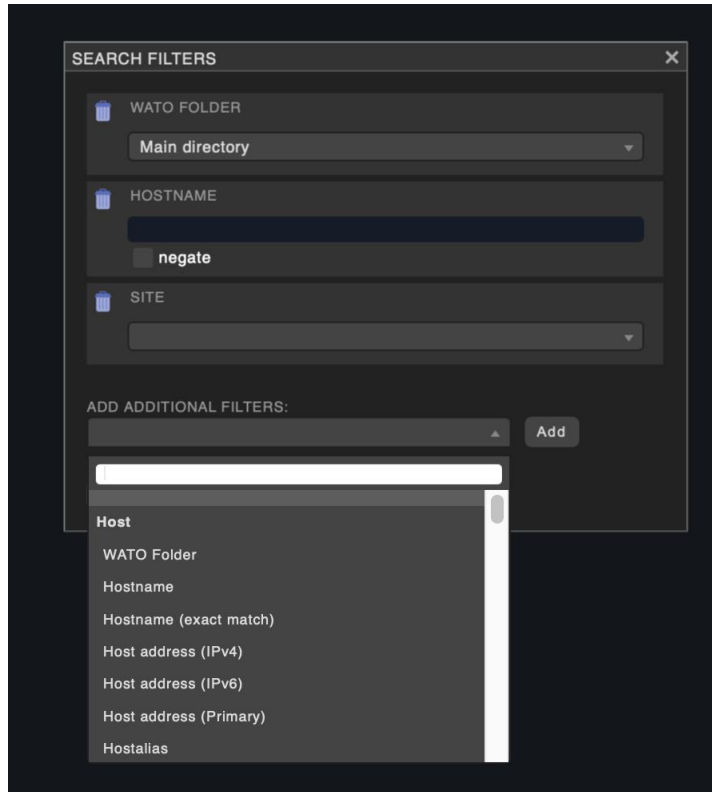
❏ Yes, please implement

❏ No, not wanted

Q12: Do you like the concept for a new search filter for views in Checkmk?

VOTE NOW

- ❑ Yes, please implement

- ❑ No, not wanted

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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?

VOTE NOW

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

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Q15: All in all, are we on the right track?

VOTE NOW

❏ Yes   ❏ No

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Who answered with <u>no</u>?

You have to explain yourselves ☺

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

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Just kidding ☺

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

Thank you

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