



# GUIDANCE DESIGN

## CONTENT WHEN AND WHERE USERS NEED IT

Fawn Damitio & Neha Singh

**JUNIPER**  
NETWORKS

Engineering  
Simplicity

## Who we are

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# AGENDA

1

Goal of Guidance Design

2

How did we do it?

3

Roadblocks

4

What does it look like?

**1**

# **Goal of Guidance Design**



*“I sometimes worry about my attention span, but not for long...” – Herb Caen*

## Things are moving faster and our attention span is getting shorter

- Consumer **attention span decreased by 50%** in the past decade.
- People lose almost **40% of productivity** by task switching.
- 91% of consumers would use a self-service if it met their needs.
- 73% of millennials expect companies to give them the resources to resolve issues on their own.



## What is different about Guidance Design

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- Intelligent
- Contextual
- Embedded
- Expertly designed
- Part of the product, not separate from the product

**2**



**How did we do  
it?**

## Who partners with writers to create Guidance Design

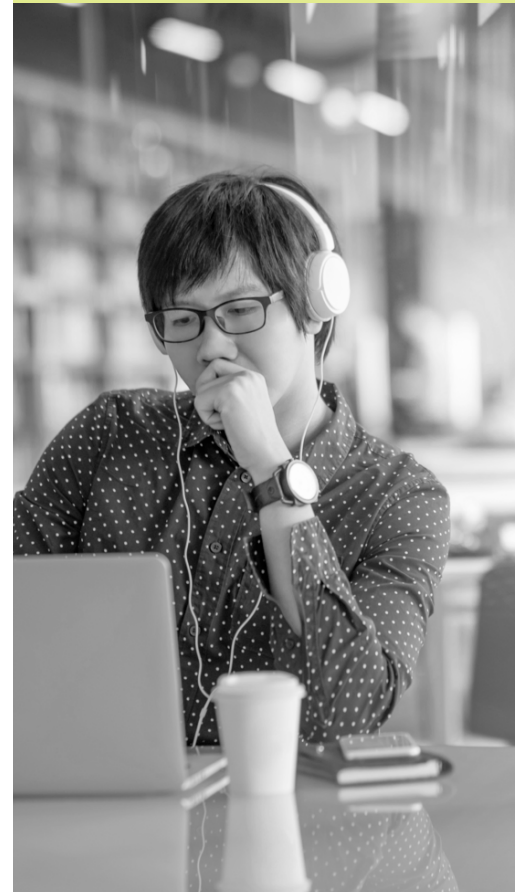
MANAGEMENT/SPONSOR



UX DESIGNER



UI DEVELOPER



PROJECT MANAGER



**Show –  
don't tell.**

## Selling Guidance Design

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- Wireframes
- Mock-ups
- Customer data
- Engage with all stakeholders





## Writers are critical components of Guidance Design

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- Review and provide input in designs
- QA the model
- Influence design direction with content



## Strategic owner drives the roadmap

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- UX design trends
- Roadmap
- Communication
- Accountability



## UX Designer influences a variety of functions

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- Meet with Writers
- Review with other UX teams
- Collaborate with product owners
- Test with customers
- Learn and train
- Design!



## UI Developer implements designs

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Works with:

- Writers
- Framework team
- Application team
- Authoring tools team
- Guidance Design team
- Functional specifications

# 3 | Roadblocks



## Roadblocks and lessons learned

### OTHER UX TEAMS



- We have our own ideas.
- What is the difference between this and the onboarding videos we want to create?
- Actually, this is working great. Can you own ALL the content in the GUI?

### ENGINEERING



- Don't touch my code!!
- Wait. How is this different from online help?
- Oh, that's so cool. We're excited. Look, we already did it.. Only it works totally different from the rest of the products.

### WRITERS



- But customers need to know everything!
- This is so confusing. We need training.
- Why didn't you tell us about this design earlier? It doesn't work with the content we are writing or our workflow.

**4**

**What does  
it look like?**

# Security Director Documentation

Security Director 19.1

Start here to evaluate, install, or use the Junos Space® Security Director, which provides centralized security management across physical and virtual security devices.

- Getting Started (5)
- Release Notes (1)
- Product Literature (2)
- User Guides (1)
- Feature Guides (9)
- Developer Resources (1)
- Validated Network Configurations (2)
- What Is? (2)
- Support Resources (5)

Filter by title

Getting Started

Security Director

29-Apr-19

Security Director

13-Apr-19

VMware NSX In

27-May-19

Release Notes

Security Director Onboarding Guide

Junos Space Security Director 15.2 Overview

Dashboard

Dashboard Overview

Monitor

Events and Logs

All Events

Firewall

Web Filtering

VPN

Content Filtering

Antispam

Antivirus

IPS

Applications

Users

Live Threat Map

Alerts and Alarms

Job Management

Audit Logs

Devices

Configure

Reports

Administration

My Profile

Users and Roles

Logging Management

Signature Database

## Events and Logs Overview

Use the Events and Logs page to get an overall, high-level view of your network environment. You can view abnormal events, attacks, virus correlated and analyzed.

This page provides administrators v can instantly focus on areas of unus of each tab. Users select the time r

To access the Event Viewer page s

### Events and Logs—Sum

Click Summary View for a brief sum number of interfaces that are down, of the page is a swim-lane view of c IPS. Each event is color-coded, wit specific time.

See Table 1 the descriptions of the

Table 1: Events and Logs Summary

Widget
Total Events
Virus Instances
Attacks
Interface Down
CPU Spikes
Reboots
Sessions

### Events and Logs—Detail

Click Details View for comprehensive

## Release Notes: Junos Space Security Director Release 18.1R1

3 May 2018

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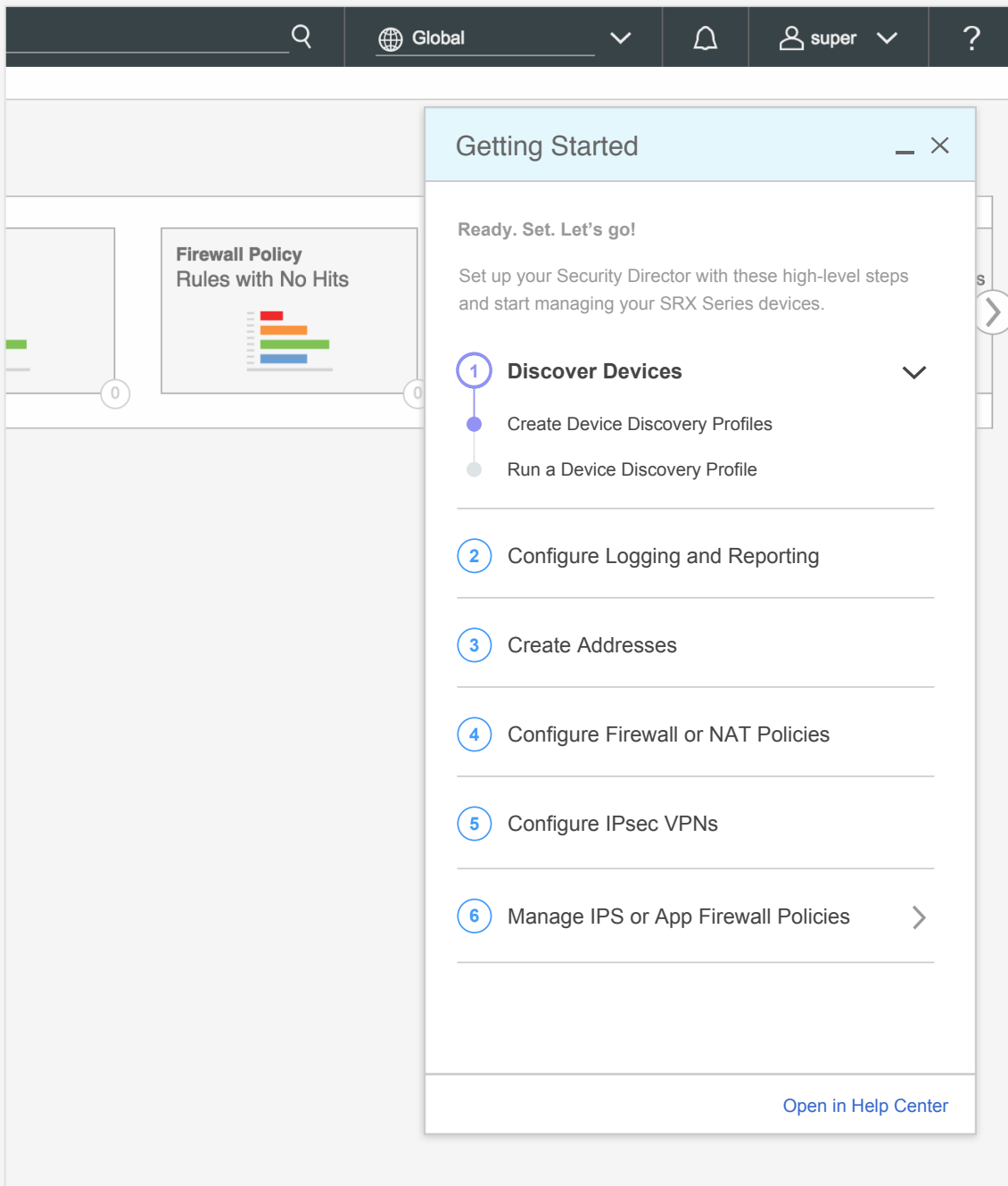
What we started with

(a lot of) documentation, frustrated users, need for usable help.

## What we intended to create

**Easy to use | Reusable | Contextual**

A modular, smart and versatile help system within GUI application.

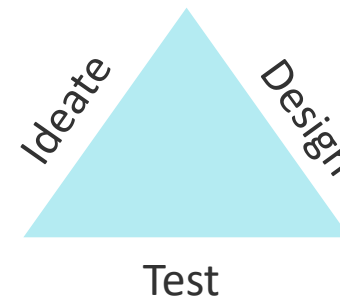


## What we created – Getting Started

### RESEARCH

Usability Studies with customers, Product Managers, Marketing Experts, Sales Engineers.

### PROCESS





Search Global

Firewall Policy Rules with No Hits

### Run a Device Discovery Profile

1. Select **Devices > Device Discovery**.  
The Device Discovery page appears.  
[Open Device Discovery](#)
2. Select the device discovery profile and click Run Now.  
A new device discovery profile is created and you are returned to the Device Discovery page.  
A Job Details page pops up after a few seconds and displays the details of the job scheduled.
3. Return to the Device Discovery page.  
For a centralized or combined deployment, access Contrail and add the following rule to the security group in the Contrail policy.
4. Click **Save** to save the changes.  
The cloned discovery profile is created and you are returned to the Device Discovery page. A message indicating that the device discovery profile was cloned is displayed at the top of the page.

< Previous Task      Next Task >

[Open in Help Center](#)

**Contextual User controlled Application driven**

## What we created – Getting Started

### FEEDBACK

Increased stakeholder request.

Positive customer feedback.

*“It’s good, straightforward, straight to the point, just tells you what you need to do to get things done.”*

*“It is always helpful to have a quick way of looking up, so (I) don’t have to go through a bunch of documentation.”*

Q

Global

super

?

Firewall Policy Rules with No Hits

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What's New in 3.1

New FeaturesBug Fixes

VMWare NSX integration

VMware NSX is a network virtualization product owned by VMware. It integrates with vCenter server and provides users the ability to create and manage logical networks without modifying the underlying physical network. NSX supports the distributed firewall architecture. The VMWare distributed firewall currently supports only the basic firewall features such as Layer 2, Layer 3, and Layer 4.

Custom application signatures

Application Identification supports defining your own custom application signatures and signature groups. Custom application signatures are unique to your environment and are not part of the predefined application package when you install them into the device.

Packet capture

You can use the Packet Capture tool to download the packets captured by the SRX Series devices corresponding to attacks and analyze these packets externally using tools such as Wireshark, tcpdump, tshark, and so on.

Open in Help Center

## What we created – What's New

### RESEARCH & FEEDBACK

Usability studies and analytics.

Positive customer support and customer feedback.

Release Notes: Junos Space Security Director Release 18.2R1

31 July 2018  
Revision 2

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Firewall Policy Rules with No Hits

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Quick Help

Search Help

FeaturedAll TopicsFAQ

1

Use Case: Service Provider Managed Hybrid-WAN

Administration Portal enables you to change the top of a...

In [Use Cases](#)

2

Dashboard Overview

The Junos Space Security Director dashboard has a low...

In [Dashboard](#)

3

Application Visibility Overview

You can use the Application Visibility page to view the d...

In [Monitor](#)

4

Creating Addresses and Address Groups

Use the Addresses page to create addresses that can it...

In [Configure](#)

5

Creating Services and Service Groups

A service in Security Director refers to an application on...

In [Configure](#)

[Open in Help Center](#)

## What we created – Quick Help

Search

Global

super

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Devices

Devices

Simplify the management of security devices running Junos OS and manage them in one place from this page.

Top tasks from this page: [upload keys](#), [modify device configuration](#), [update devices](#), and [import device changes](#).

[Update Changes](#)

Device Name	IP Address	Schema Version	C
device_7.7.14.106	7.7.14.106	12.1X46-D35.1 [Mismatch w...	
device_7.7.14.85	7.7.14.85	12.1X46-D35.1 [Mismatch w...	
device_7.7.14.201	7.7.14.201	12.1X46-D35.1 [Mismatch w...	
device_7.7.14.55	7.7.14.55	12.1X46-D35.1 [Mismatch w...	
device_7.7.14.120	7.7.14.120	12.1X46-D35.1 [Mismatch w...	
device_7.7.14.212	7.7.14.212	12.1X46-D35.1 [Mismatch w...	
device_7.7.14.65	7.7.14.65	12.1X46-D35.1 [Mismatch w...	
device_7.7.14.52	7.7.14.52	12.1X46-D35.1 [Mismatch w...	
device_7.7.14.87	7.7.14.87	12.1X46-D35.1 [Mismatch w...	
device_7.7.14.49	7.7.14.49	12.1X46-D35.1 [Mismatch w...	
device_7.7.14.207	7.7.14.207	12.1X46-D35.1 [Mismatch w...	
device_7.7.14.109	7.7.14.109	12.1X46-D35.1 [Mismatch w...	
device_7.7.14.111	7.7.14.111	12.1X46-D35.1 [Mismatch w...	
device_7.7.14.142	7.7.14.142	12.1X46-D35.1 [Mismatch w...	
device_7.7.14.115	7.7.14.115	12.1X46-D35.1 [Mismatch w...	

Upload Keys

You can authenticate a device by using credentials (username and password) or by key-based authentication. Junos Space supports RSA keys for key-based authentication.

1. Select **Devices** > Security Devices.

The Security Devices page appears.

2. Click the Upload Keys button.

The Upload Keys page appears.

3. Specify the parameters for uploading keys.

4. Click OK to confirm the key upload.

5. Click OK to close the Job Details page.

Was this topic helpful?

YesNo

Related Topics

[Creating Firewall Policies](#)

[Firewall Policies Best Practices](#)

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Next >

Open in Help Center

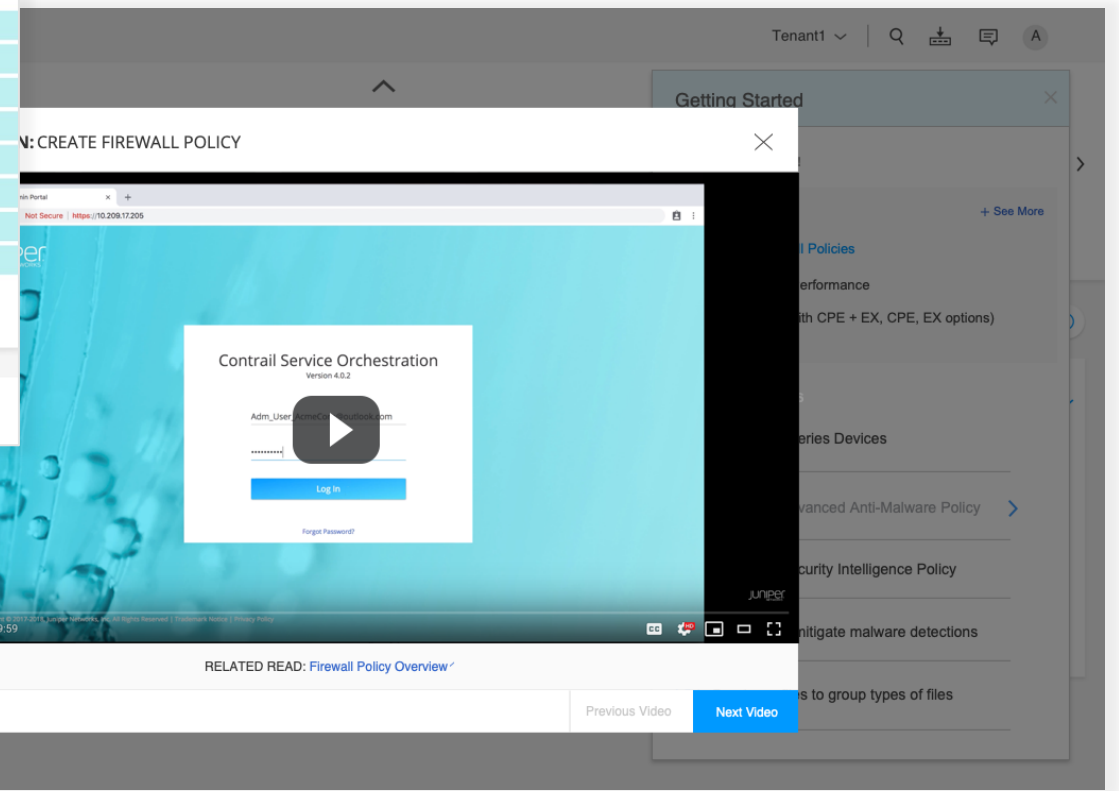
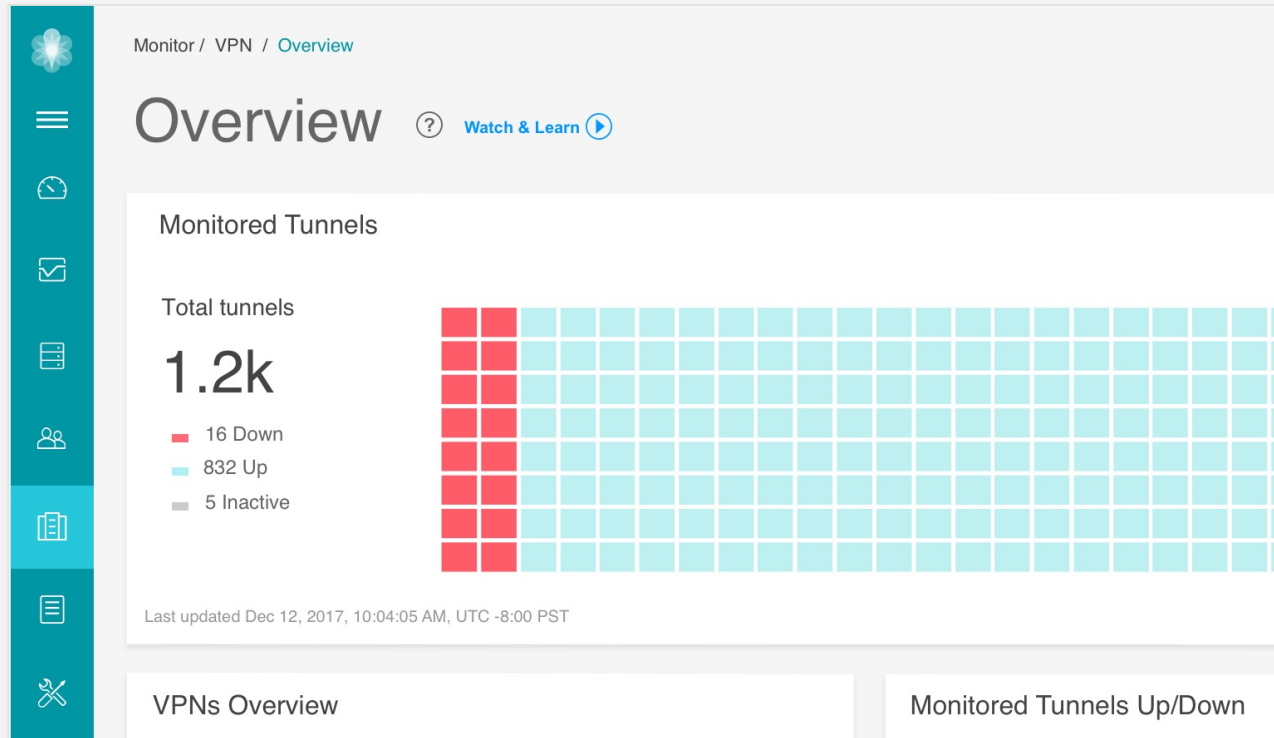
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of 6

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Display 50

## What we created – [Linked videos](#)



## Where we are now

**90** Sales Engineers

**15** Juniper Ambassadors

**10** Subject Matter Experts

**5** Network Admin

**3** Customer Service

**2** Technical Marketing Experts

**1** Patent (pending)







# THANK YOU!

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