Heuristic Evaluation - Havoc Shield - Rapid Threat Test Results

HAVOC SHIELD

Your Tasks

Account

Logout

Rapid Threat Test Results

Overall Threat Level

Medium

As of Nov 24, 2020 10:11 am

There are a few threats and tasks to take care of, and they're starting to rise in volume and age. We recommend resolving them within the next week.

Note: This service is designed to be passive and lightweight. It may not find all issues and is for evaluation purposes only. The Havoc Shield Platform contains comprehensive scanning and monitoring beyond what you see here.

Staff Found in Data Breaches

Breached information such as employee account passwords or even what breached services are taken advantage of by malicious actors in attacks against your organization. They know users often reuse passwords, and use automated attacks to try breached logins against your email, bank, and corporate accounts.

1 Unique Accounts	2 Breaches
2 Passwords	2 PII Attributes

User/Account	Last Exposed	Source of Breach	Password Exposed?	Other PII Exposed
laura@fanfoodapp.com	July 1, 2020	drizly.com homechef.com	Yes	Emails Phone Numbers Names

Only the five most recent breaches are shown. More likely exist.

Respond to these breaches now and ensure staff accounts aren't using compromised passwords.

1. Issue: Excessive use of multiple fonts and treatments (i.e., color, weight, style) thereof lead to user confusion and a reduction of brand value.
   Recommendation: Create a clear font pattern that provides both clarity to the user, decreases cognitive load and improves your brand perception.

2. Issue: Current left rail navigation is wasting a considerable amount of canvas as well as wasting F-Pattern scanning for users.
   Recommendation: Convert to top rail navigation and extend canvas area content to reduce vertical scrolling.

3. Issue: Centered text is difficult for users to scan increasing task effort as well as visual fatigue.
   Recommendation: Leverage normal left aligned text to meet with user's mental models. Be judicious with centered text (e.g., primary headers or short lines of text).

4. Issue: Overall visual design lacks inspiration and instances of user delight.
   Recommendation: Be selective with imagery and color treatments as their primary goal is to assist the user in completing their task while eliciting a positive emotional response.

5. Issue: At this point, "Medium" has no value to the user. Additionally, visual element does not provide a meaningful indication of importance.
   Recommendation: Ensure the user is provided with the spectrum of values, so it is abundantly clear where they fall. If using imagery to make the level more impactful, provide something which would recognizably resonate with users.

6. Issue: Questionable data point value.
   Recommendation: Unless Havoc Shield is allowing users both repeatable and downloadable access to the tool, I would remove the no value data point.

7. Issue: Content is a bit wordy, not completely clear, and arguably not useful to the user. Additionally, the treatment of it lacks importance and will very likely be missed.
   Recommendation: If this content is deemed valuable consider changing the treatment and perhaps the content to something akin to: "We recommend you promptly resolve the below 3 threats".

8. Issue: Copy is unclear and the terms used will likely not resonate with users. It almost reads as if Havoc Shield is downplaying the usefulness of the RTT (Rapid Threat Test). Additionally, if this to intended as an upsell, the location is not optimal as the user's current focus will be on the threat results.
   Recommendation: Rewrite and move the first two sentences to an asterisked location

at the bottom of the view port. Rewrite, making the value prop stronger, sentence number three and move to the bottom of the RTT with a link to learn more, request a demo/meeting, etc.

9. Issue: Copy and background may not meet AA ADA Compliance with regard to contrast. Recommendation: Test and ensure contrast meets ADA requirements.

10. Issue: Color accents do not have a clear value and could cause cognitive load with users. Do they signify something or are they simply arbitrary?
    Recommendation: Ensure all visuals have a purpose and are clear to users.

11. Issue: Copy and background may not meet AA ADA Compliance with regard to contrast.
    Recommendation: Test and ensure contrast meets ADA requirements. Note: This comment is for all instances of this gray text on the white background.

12. Issue: Sentence is unclear.
    Recommendation: Review and edit copy to be both clear and succinct.

13. Issue: Elements Recommendation:
    Review and edit copy to be both clear and succinct.

14. Issue: Too much copy on the page is not only overwhelming and a deterrent to users but also creates excessive cognitive load
    Recommendation: I would identify the primary data points that provide the most value for users and remove the rest or create a more playful engagement for users with something like "The Geek Version" where they may select that link on each module to get the technical details.