



Enhancing Digital Security, Privacy and TRUST in softWARE

Dashboard's pilots and co-creation

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Forum ABI Lab 2024 - Milano

This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 101021377





User centric approach



THE END-USER IS AT THE
CENTRE OF THE DESIGN
PROCESS



RADICAL APPROACH IN GIVING
USERS TOTAL AGENCY



PRIVACY AND SECURITY AS
CRITICAL ÁREAS FOR IT. WHY?

1. Concept testing

September 2022

Concept testing. First Phase

Group interviews with different profiles (gender age)

Discussion about: Their practices around security privacy

Their discourse about security and privacy

Initial ideas about how would their ideal tool around security and privacy be like

2. Piloting

November - February 2023

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The pilots. Second phase



440 people in four countries

200 18-65 y/o

100 16-17 y/o

100+65 y/o

40 stakeholders: IT experts, S&P experts, teachers, university professors, NGO representatives...



Huge engagement effort. Thosands of contacts via phone, e-mail, social media, in person... large teams involved over months



Really big amount of qual/quant data collected – solid evidence

What was the people's feedback?



Workflow: Co-creation workshops and weekly meetings

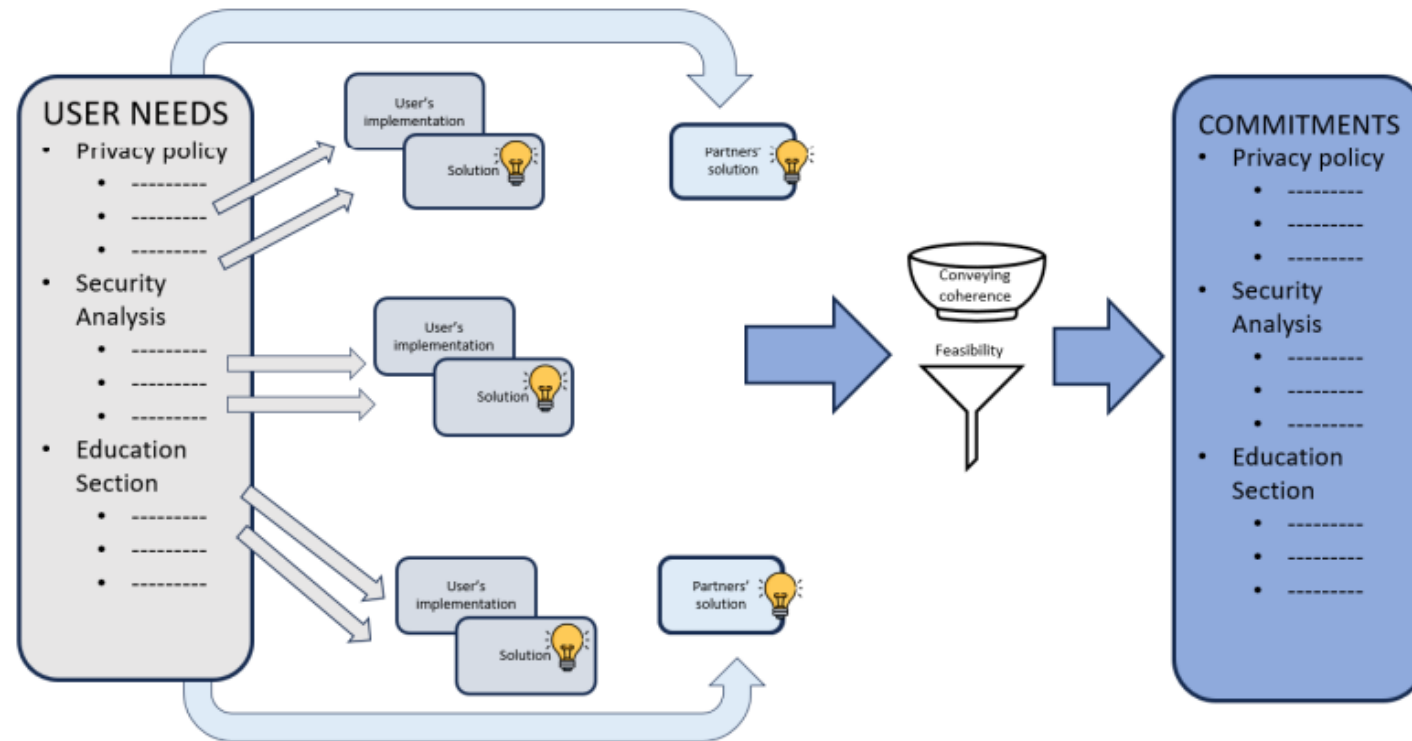
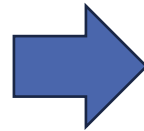


Figure 4: Workflow diagram.

Translating user's feedback into real changes



3 Validation: Usability testing

USABILITY TESTING is Used when projects are in advanced stages

The **objective** is to improve a product and validate results

The **sample** does not need to be big, which is an advantage for **acheiving final results** at this stage of the project.

3. Validation

January – April 2024

Usability Testing is defined as a UX Research methodology in which “users are observed while using a site or prototype to perform given tasks or achieve a set of defined goals.”

(Dumas & Redish, 1999)



It can take many formats and tools

one-way mirrors with
tech partners

Video recording

“Think out loud”

codiscovery

Language
processing tools

Samples from 5 – 45
participants

The mode: codiscovery

In “codiscovery” Two participants complete the Tasks **together** in pairs

The researchers record the session

Take notes of key moments

Keep and translate the record to later select the relevant fragments

What is the people's feedback being at this stage?

- Add image



Q&A – *Towards exploitation*

Educational tool

Support for s and p

Consumer associations

Public administrations

QA tool