



KubeCon



CloudNativeCon

Europe 2020

SIG Usability:

Virtual

Unifying the Experience for the Kubernetes User

Speakers:



Pamel Shinh
Staff Product Designer
VMware

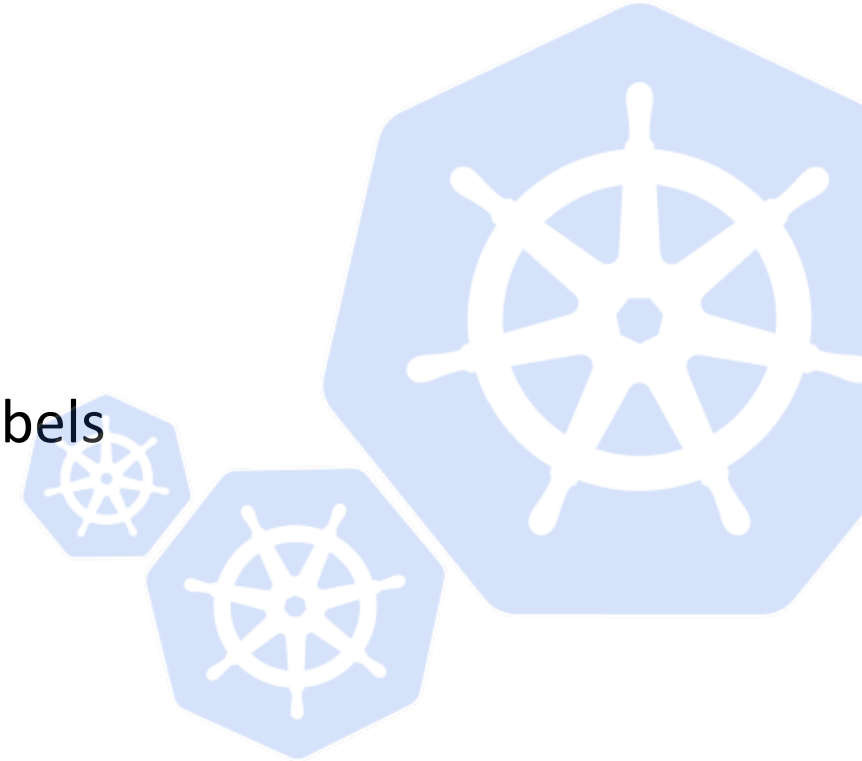


Gaby
Senior Product
Designer
IBM

Agenda



- Intro to SIG-Usability
 - Highlight the diversity of the people and work
 - **Current ongoing work:** personas, user studies, icons, labels
- **What's next**
 - Focus on heuristics
 - Accessibility
 - Developer experience (CLI tools)



Intro to SIG-Usability

Unifying the Experience for the Kubernetes User



Meet our contributors



The Designer



The Product Manager



The Developer

Meet our contributors



Virtual



**Pamel,
The Designer**



**Gaby,
The Developer**

This is their journey...



Pamel is a Product Designer at VMware.

Three years ago she was assigned to a project that **integrates Kubernetes into VMware's virtual platforms.**

This would enable their customers to run Kubernetes workloads and was meant to be a **big CHANGE to the platform.**

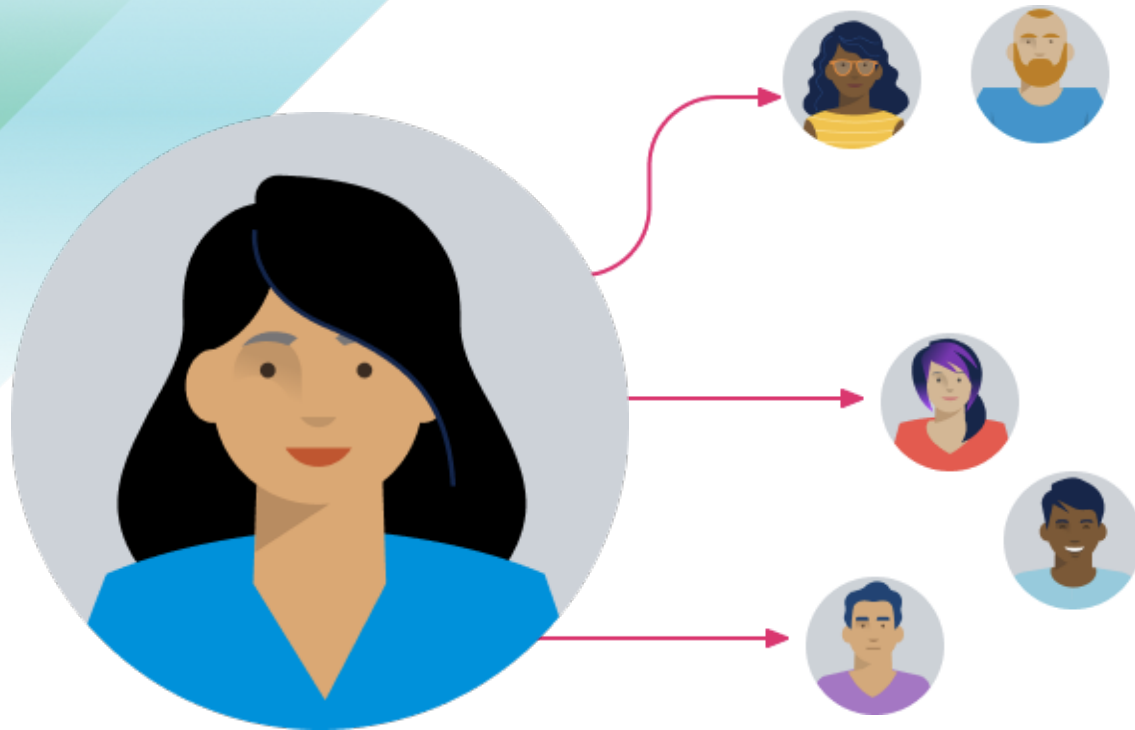
Intro to Sig-usability



WOW... the pressure

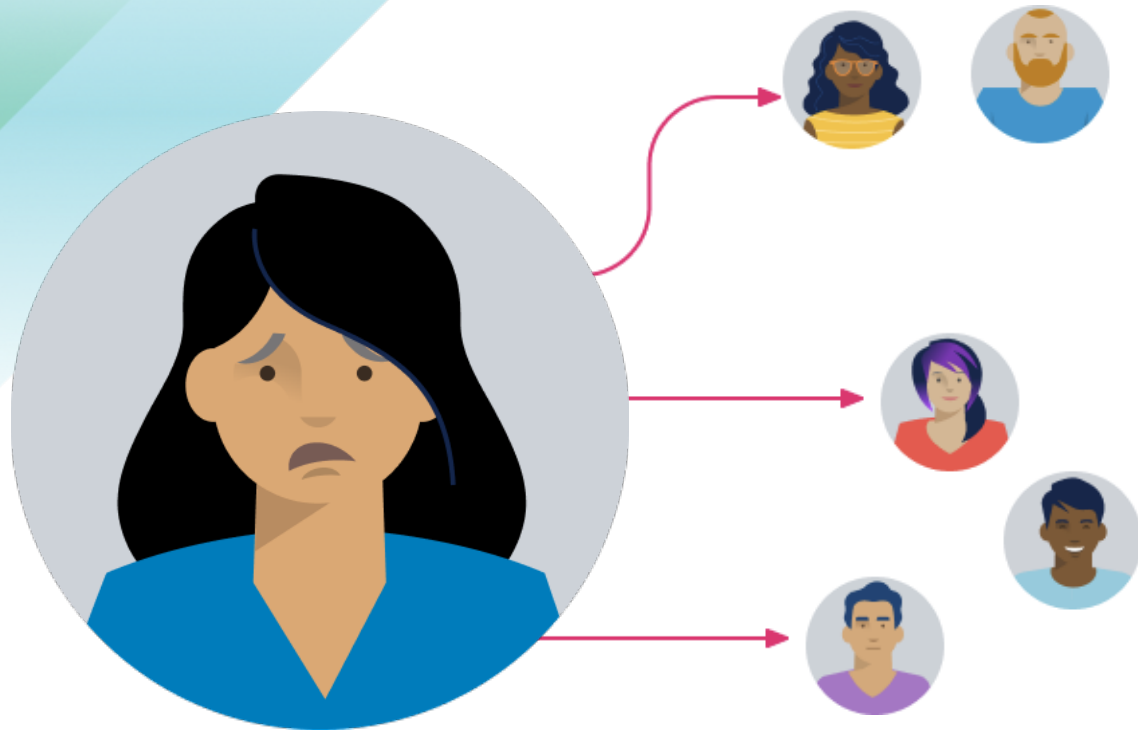


Intro to Sig-usability



To understand more, she began her research by speaking with her PMs, Engineers

Intro to Sig-usability



Who am I designing for??

She had a lot of questions...

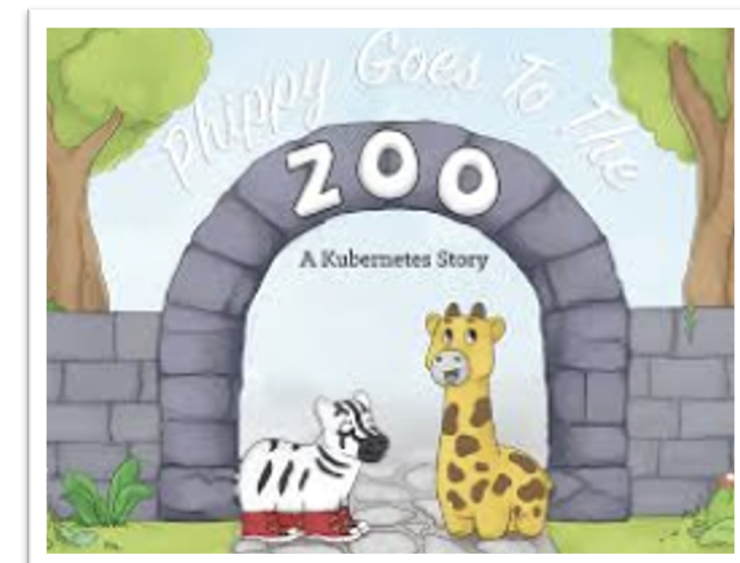
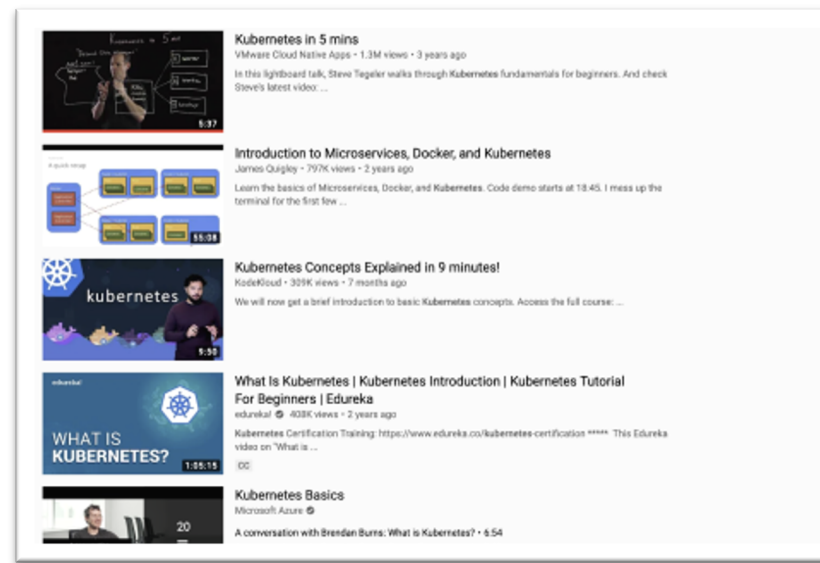
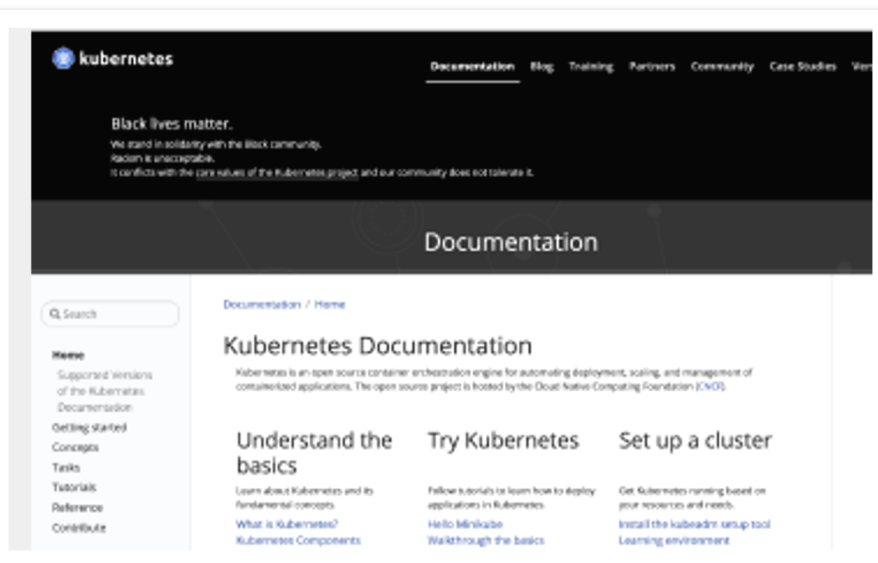
What are the industry standards??

How do I reach users??

Intro to Sig-usability



She was able to get access to a ton of technical resources. Which helped her understand Kubernetes and why it mattered to her company.





But as she continued her project, she still had a lot of missing pieces and questions...

Pain points

- Limited access to usability case studies for Kubernetes products
- Access to relevant users
- Had no idea where to start 🙄

Designer: Goals

- Understanding her user and designing experiences relevant for them.

Intro to Sig-usability



Meet Gaby she is a Developer at Cloud Corp.

3 months ago her company made a strategic decision to contribute the next feature on their product roadmap to the Kubernetes project.

Gaby was assigned to work on the feature and has since then been getting used to the Kubernetes community's code, tools, and processes.

Intro to Sig-usability



Despite the learning curve, this has been a great experience for her. She feels like she understands Kubernetes a lot better. Her contributions have caught the attention of some other company's' developers and they have also started contributing to the project.



Intro to Sig-usability



However, as time goes by, Gaby feels pressure to wrap up and move on with her company's internal roadmap. Done is better than perfect but Gaby likes to do things right and feels like her feature could be even more **efficient, reliable, not to mention usable.**

```
kubernetes_sd_configs:  
- role: node  
  relabel_configs:  
  - action: labelmap  
    regex:  
    __meta_kubernetes_node_label
```



But as her project comes to an end, she doesn't feel like she's had enough time to address reliability and usability concerns ...

Goals

- Meaningful code contribution
- Efficiency
- Reliability
- Usability

Pain points

- Limited time to dedicate
- Usability expertise
- User feedback on code contributions

Sig-Usability goals

Sig-Usability's goal is to work towards a platform that can :

- Unify the experience of upstream Kubernetes to be more uniform and user-friendly
- Have strong foundations for designers & developers to build from
- Help contributors understand the users and who they are designing for
- Access to resources and have a unified language for usability across the Kubernetes User experience community
- Making our products that support Kubernetes accessible for all





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Active since July 2019

Google group: 73 Members

Slack Channel: 127 Members

Companies: Pivotal, Google, IBM,
VMware, Red Hat



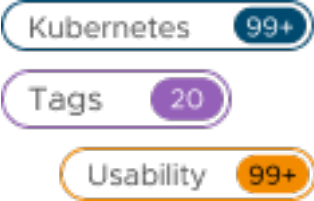
Current ongoing work...



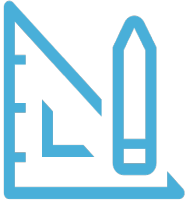
Persona Guide



Jobs Study



Tagging



Icon Usage



Goal: Understand and identify Kubernetes users so we can tailor our research and deliver a persona guide that can be used as reference point by designers and developers

Expected Outcome:

- A common understanding of our users
- Design products that are more catered to solving our users pain points

Led By: Boaz Gurdin/ Gaby



Goal: Identify high value, high opportunity use cases to improve in Kubernetes UX. Using a Jobs-to-be-Done approach, we break down key use cases into measurable steps, and survey to provide statistically significant results on the areas of most opportunity to improve the Kubernetes user experience.

Expected Outcome:

- Survey data
- User outreach
- Published use cases

Led By: Gaby Moreno Cesar

<https://docs.google.com/document/d/1lkPQdBEw-Xb5GEZ48WnpBgQdZ01EmTBhjcxJBlu5qJs/edit#heading=h.ifu8t2gvmsr>

Tagging GitHub Issues



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Kubernetes 99+

Tags 20

Usability 99+

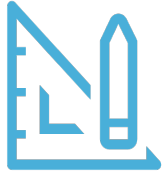
Goal: By creating labeling for requests and issues relevant to SIG Usability there is an opportunity to learn more about usability needs from the community. A way to discover exploratory tracks of usability work. A means to quantify and subsequently triage community usability concerns. Create non-tech opportunities for community engagement.

Expected Outcome:

- Align on a set of labels that are relevant to SIG Usability i.e. accessibility, internationalization, UI etc.
- Community members are aware and can leverage labels to bring awareness of UX concerns to SIG Usability.

Led By: Josephene Pynadath

Link to Docs: <https://docs.google.com/document/d/1vaHDkl-c3XTVsr7eg8PBZsKsu3Xw7JiFEXwPJDm79Hg/edit>



Goal: This is an initiative in working towards a resource repository for icons that can be used in products. The Kubernetes Icons library presents pixel-perfect, scalable SVG-based icons. This new icon system will give you complete control over icon color, orientation, and size.

Expected Outcome:

- An icon repository
- Consistency across Kubernetes icon usage in the industry
- Integration consistency

Led By: Pamel Shinh

Link to Docs: https://docs.google.com/document/d/17oYVI1biufDgs8cc-1oNJcvC81sqAc6HID1_PRGInec/edit



Looking forward

Ideas looking for contributors



- Focus on heuristics
- Accessibility
- Developer experience (CLI Tools)

Getting Involved



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Join the Kubernetes [#sig-usability](#) channel



Make sure to have a [GitHub account and follow sig-usability](#)

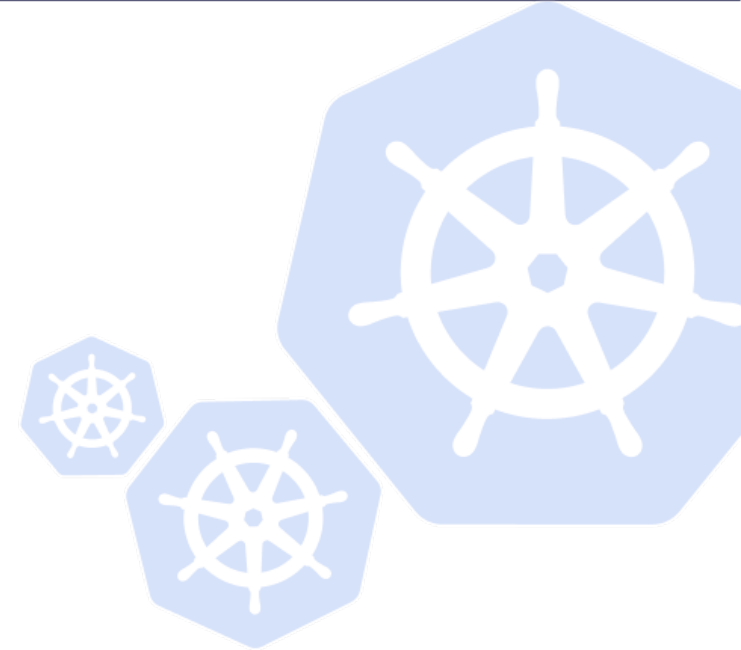


Join the Google Group. [Kubernetes-sig-usability](#)



Contribute on Medium ([Here is an example](#))

Note: Do check with your organization if you can contribute.



Proposal process



- Propose the idea in the SIG-Usability meeting or Google Group
- Identify members to help you with the project
- Present an initial plan for feedback
- Research and complete the project
- Final presentation/ documentation

Thank you!!

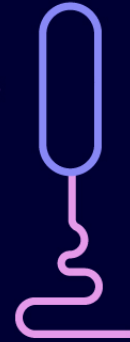
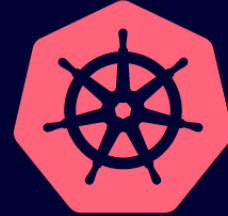


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