Objective
To analyze and compare the behavior of two web sites and to describe the tasks required to complete a goal, using these interfaces.

Documentation for www.nai.com

Results
Log for www.nai.com

- Searched for ‘Lirva’ in search box located on homepage
  - ‘No documents matching your query were found’
- On left panel of the above page in “Searched for document containing.”
  - Typed in ‘Lirva’
  - ‘No documents matching your query were found’
- Went Back to home (using IE’s back button), clicked on Virus Library
  - selected ‘L’ for Lirva and did not find Lirva

- Went Back to home (using IE’s back button) and typed ‘Lirva worm’ in search box
  - ‘No documents matching your query were found’
- Went Back to home (using IE’s back button) and typed ‘Lirva virus’ in search box
  - ‘No documents matching your query were found’
- Went Back to home (using IE’s back button), clicked on Virus Library
  - In the ‘Virus Information Library Search Center’ section ran a virus search that begins with lirva
  - ‘We were unable to find a match for your query. Please refine your search…’
Went back to Virus Information Library and ran a virus search that contains lirva - (finally) returned results
Log for www.symantec.com
  • Clicked on Search
    - Typed in ‘Lirva’
    - Returned 17 results (displayed 10 on first page and 7 on second page)
    - Clicked on the links to read information
Task Analysis for www.nai.com

Trigger

Want to know if Lirva could spread to my system using ICQ

Event

Went to www.nai.com and typed Lirva in search box (also used Lirva worm and Lirva virus).

Pressed enter to get results

Decision Point

Information located?

Searched for Lirva in Virus Library under the ‘Search for Viruses’ that contains Lirva

Yes

Clicked on links

Began reading information

End
Want to know if Lirva could spread to my system using ICQ

Went to [www.symantec.com](http://www.symantec.com) and typed Lirva in search box

Pressed enter to get results

Information located?

Yes

Clicked on links

Began reading information

End
Design and Behavior Analysis
Based on my observations, the interface that I found to be easier to use was www.symantec.com. Symantec’s search feature worked as I expected it would work. I did a search on Lirva and immediately got results. It took three steps from me to be able to retrieve the information. However, when I used the search facility in www.nai.com I had to do several search attempts until I got any results. It took six search attempts before I could locate results about Lirva.

Design Analysis
Some of the similarities between both sites, NAI and Symantec are that they both include a simple interface. The navigation is easy to understand and the information is relatively easy to locate. In NAI, facilities such as the Virus Library make it slightly easier to locate information instead of using the search facility. In the Symantec site, the search facility immediately returns results. Some of the differences between the two interfaces are that www.nai.com has designed its majority of the pages in liquid design. Yet, www.symantec.com did not design their interface in liquid design. I viewed almost every page on both sites and as I did this resized my browser window to see what would happen. Symantec did not use liquid design in any of its pages. The differences in visual design did not affect my completion of tasks. I had the same expectations for both search facilities and I had an easier time locating information using it on the Symantec’s site. The number of attempts for executing a search in the Semantic’s interface was a lot fewer than in the NAI site. It took only three steps for me to locate Lirva information, but six search attempts using various keywords to locate Lirva information.

Behavior Analysis
In NAI, the number of steps and iterations that I had to take to complete my task was far more in NAI’s site then in the other. The total number of iterations that it took me to search and locate Lirva information in NAI was six. It took me a total number of three steps and one iteration to complete my search task in Symantec’s site. I had a much easier time using the Symantec’s site for locating information and conclude that it was more usable then NAI. Despite the simple navigational design in both sites, the behavior of the search facility for Symantec’s was as I expected. I had a reason to use search and an expectation that it would return one or more hits about Lirva. Initially, I expected NAI’s search feature to be the same as in Symantec’s. However, when I entered ‘Lirva’ in the search text box on the homepage, it was unable to locate any information. As I attempted to use other keywords in hopes of retrieving information, it continued to return zero results. I had now decided during my last iteration, which was the sixth attempt.that if I was unsuccessful in locating Lirva hits that this site did not contain any information about this virus. Luckily, I decided to use the condition of contains in the Search for Viruses section in the Virus Library. Finally, this returned some results. The differences that both reveal are that information lives deeper in the information architecture of the site or at least the search feature was designed to include specific condition, otherwise the results would be zero hits. Symantec’s search facility is straightforward, the user types in the topic (Lirva), hits enter and the results are returned.
Conclusion
Both interfaces provide the user with a search facility. It was my experience that I found it to be easier and more usable to use the Symantec’s search then in the NAI’s. I was able to achieve my goal of locating information about Lirva in both sites, but it was much easier and quicker to locate that in the Symantec’s site. The question in the scenario was Could Lirva spread to my system via ICQ? The answer to this question is Yes. Lirva spreads through the ICQ network by, “When initializing, the Lirva tries to locate a file called 'ICQMAP.LIB' in the ICQ installation directory. If it's available it copies it to the Windows System Directory and loads the DLL. This DLL provides access to the ICQ client. If the worm can establish a connection with ICQ it goes through all the active contacts in the user's contact list and tries to send itself to all of them. As filename it picks one from the same list above as with email spreading.

System infection
The worm copies itself to the Windows System Directory and adds that copy to the registry under

'HKLM\Software\Microsoft\Windows\CurrentVersion\Run\Avril Lavigne - Muse'
so it will be started when Windows starts.

Several other values are added to the registry under

'HKLM\Software\OvG\Avril Lavigne'
that store internal data for the worm.”

The most important aspect of a site is how usable the features or facilities are when I try to use them. Do they behave like I expect them to? The visual design is secondary to the site’s usability. It was frustrating to me to continue iterations of a search in NAI’s when it took me one iteration and 3 steps in the Symantec’s site.