



FAQs: User Experience Research Studies

Illumio is looking for participants for its research studies.

About Illumio

Illumio delivers *adaptive security* for every computing environment, protecting the 80 percent of data center and cloud traffic missed by the perimeter. The company's Adaptive Security Platform™ visualizes application traffic and delivers continuous, scalable, and dynamic policy and enforcement to every bare-metal server, VM, and container in data centers and public clouds. Using Illumio, enterprises such as Morgan Stanley, Plantronics, NTT, and Creative Artists Agency have achieved secure application and cloud migration, environmental segmentation, high-value application protection from breaches and threats, and compliance with no changes to applications or infrastructure. For more information, visit www.illumio.com or follow [@Illumio](https://twitter.com/Illumio).

What sort of people is Illumio looking for?

We are looking for people who work in the area of data security, aged 18 years and older. You DO NOT need to have any familiarity with Illumio products.

What job titles do participants usually have?

Cloud Architect
Network Architect
Network Engineer
Security Architect
System Engineer
System Administrator
Cloud Engineer
DevOps Engineer

What types of topics should I be familiar with?

Computer networking such as security models, routing, firewalls, and access control lists

Automation technologies such as Chef, Puppet, Docker, and Ansible

Virtualization and hosting, both on premises and in the cloud



Why does Illumio do user experience research?

We are very user-centric in our approach to designing our products, which means we want user feedback early and often. We are actively making changes to our products to create a satisfying and empowering user experience.

What will I be asked to do?

In a typical study, you may be asked to complete a series of activities on our prototypes or apps. Researchers may ask additional questions to better understand your thought processes, preferences, and actions.

All of your interactions with Illumio products will be digitally recorded. Recording your interactions with our products will allow us to share it with other internal (Illumio) stakeholders. This documentation process will help us improve Illumio's products.

Your interactions with our product will remain confidential. You will have the opportunity to review and sign a Tester's Terms and Conditions form.

What are the different ways I can participate in Illumio's research studies?

In-person studies

You may receive a request to visit our office located in Sunnyvale, California. If you participate in an on-site study, you will be interviewed by one of our UX researcher and participate in activities on our apps and prototypes.

Surveys

We may ask you to take an online survey.

Field research/ethnography

With your permission, Illumio researchers may come visit you. These visits will be scheduled in advance and all details will be provided. The meeting may take place in a public spot, office building, or other locations convenient to you and Illumio researchers.

Remote, moderated usability studies

You may be asked to participate in a study where you reside. You will need only a computer, a secure internet connection, and a quiet space. Through screen-sharing software, you will be connected with an Illumio researcher and interact with our products.



Diary/longitudinal studies

You may be asked to participate in a longitudinal study where you will be interacting with our product over a period of time (several days, weeks, or even months) and sharing your experiences as directed. Generally, this is done remotely.

What's in it for me?

You will be compensated for your time and efforts in helping us improve Illumio's products.

You'll also be a part of the development process for Illumio Adaptive Security Platform, which is changing the way data center and cloud security is implemented and managed.

Will my contact information be shared?

No. We will NOT share your contact information for non-research purposes.

What time commitment am I looking at?

Every research study is different. In general, we will need 30 to 90 minutes of your time. An Illumio researcher will provide you with pertinent information when they request your participation for a study.

We conduct our studies on weekdays between 8 am and 6 pm PT. When participants are unable to make it during this time frame, we do our best to accommodate them at other times, including weekends.

If I decline to participate in a study, will it affect my future participation?

No. You will be contacted whenever you fit our recruitment criteria. You can also decline anytime after you've committed to participate in a study. If you need to cancel, we request you let us know at your earliest convenience.

How soon can I start?

We're glad you're excited! We'll contact you as soon as we find a fit between your expertise and the products that we're testing.

I have additional questions.

We have answers! Please email us at UX@illumio.com.