Ask Captain Cyber **User Needs & Requirements**

Advisor: Dr. Doug Jacobson

SD Team #07 Casper Run, Alex Kronau, Alex Elsner, Caden Murphy, Steven Ragan, Ethan Comiskey











Overview

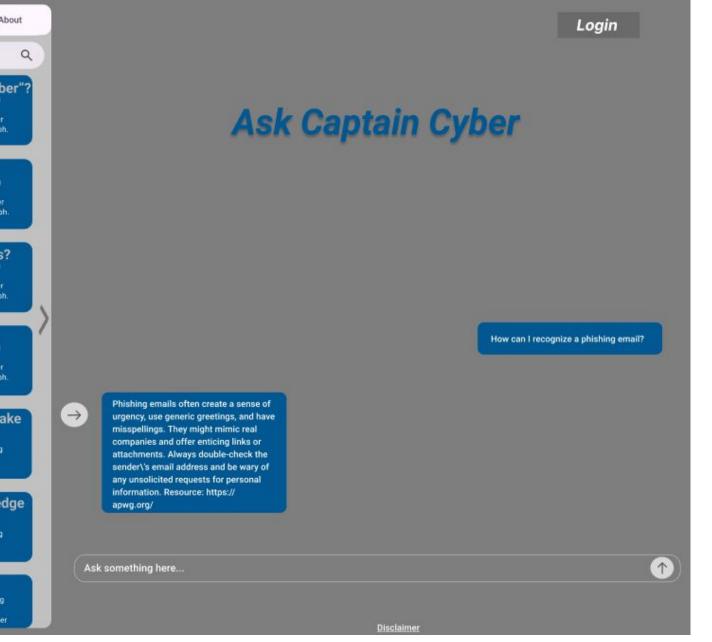
What is "Ask Captain Cyber"?

- ★ A cybersecurity focused website that uses AI and cybersecurity experts to answer questions from the general population
- ★ Users can "chat" with Captain Cyber and receive answers that have been vetted by a team of ambassadors
- ★ Allows people with little prior knowledge to have their questions answered in simple terminology

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Figma mockup of "Ask Captain Cyber"

User Needs

AMATEURS	ENTHUSIASTS
→ Typically have little to no knowledge on cybersecurity	→ Has better understanding of complex topics
→ Amateurs are primarily users who the ask questions	→ Will ask more difficult questions that may require diagrams or code
 Needs Simple answers to common issues (How to set up router?, What is a VPN?, How do I protect my information? Quick responses Reliable answers Intuitive UI Design 	 Needs: Reliable, up to date information Practical examples Configuration guides, command line, etc. Advanced resources May need directed to documentation or publications

EXPERTS Experts will be the ones vetting \rightarrow answers on the backend → They meet qualifications to be given this access and collaborate with others Needs □ Analytics and log files □ Structured, secure, and efficient database • Collaborative system to vet answers with other experts

Requirements

UI/UX

Reliable

• Dependable and consistent performance

Accurate \star

The answers have to be Ο accurate as the user depends on them

Intuitive ×

Users must be able to 0 interact and navigate effortlessly

Website

Secure

Has to have robust Ο

security measures to

protect the site

Low Latency \star

Must answer quickly Ο without unreasonable delay



Other

- **Vetted answers**
- Easy backend for experts
- Ethical design \star

Engineering Standards

IEEE Standards for Large Language Model Agent Interfaces

IEEE Standards for Artificial Intelligence (AI) Model Representation, Compression, Distribution, and Management

IEEE Standards for Specification for Password-Based Public-Key Cryptographic Techniques



Conclusions

- ★ Site accessibility to the average user is a high priority
- ★ Security measures need to be up to standard for authentication and password storage
- \star Vetted questions and answers by

Ambassadors

