Ask Captain Cyber
User Needs & Requirements

SD Team #07

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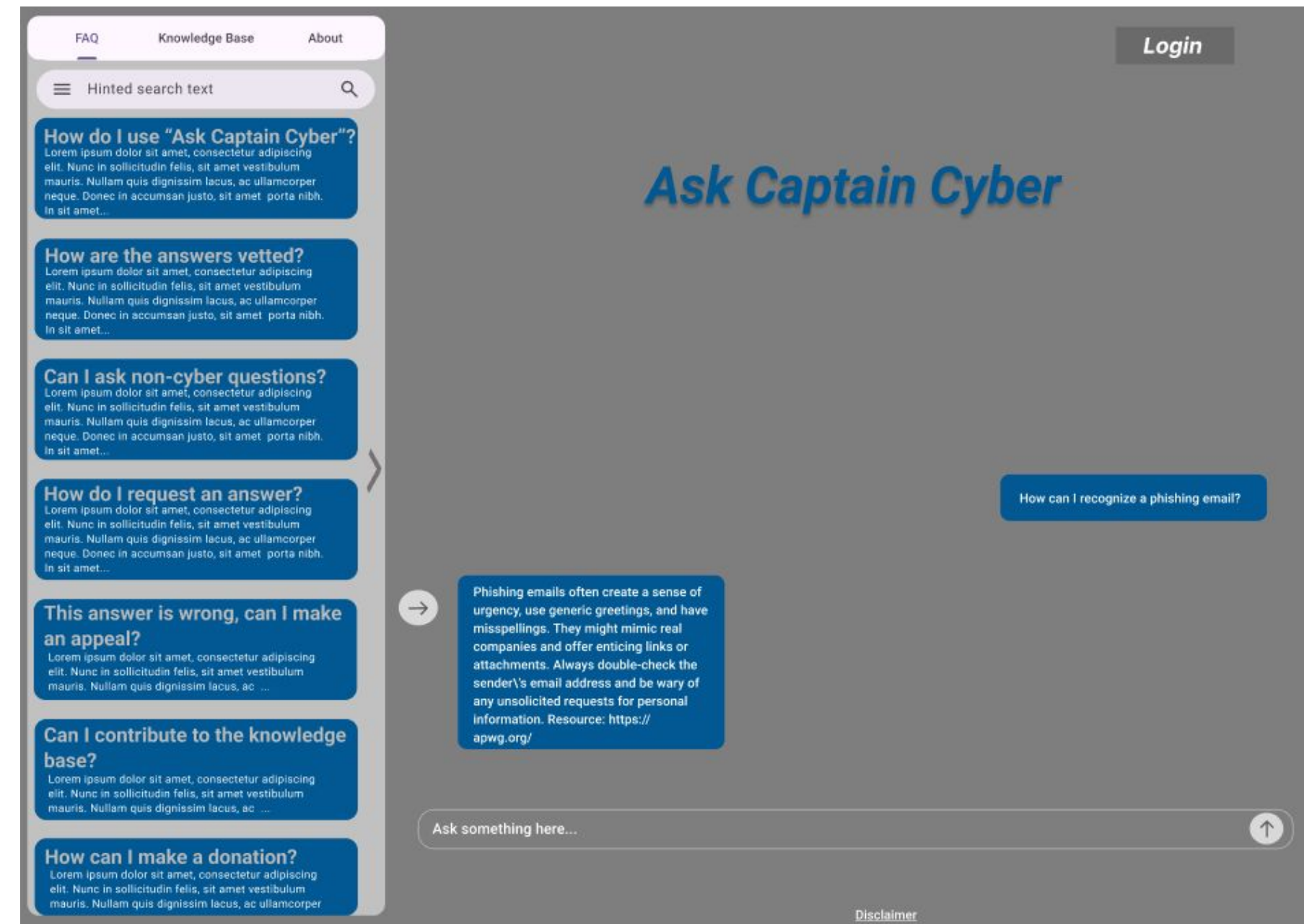
TABLE OF CONTENTS

OVERVIEW

USERS & NEEDS

REQUIREMENTS

CONCLUSION

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

Figma mockup of "Ask Captain Cyber"

User Needs

AMATEURS	ENTHUSIASTS	EXPERTS
➜ Typically have little to no knowledge on cybersecurity ➜ Amateurs are primarily users who the ask questions 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	➜ Has better understanding of complex topics ➜ Will ask more difficult questions that may require diagrams or code Needs: ❏ Reliable, up to date information ❏ Practical examples ➢ Configuration guides, command line, etc. ❏ Advanced resources ➢ May need directed to documentation or publications	➜ Experts will be the ones vetting 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**
  ○ The answers have to be accurate as the user depends on them

★ **Intuitive**
  ○ Users must be able to interact and navigate effortlessly

Website

★ **Secure**
  ○ Has to have robust security measures to protect the site

★ **Low Latency**
  ○ Must answer quickly without unreasonable delay

Other

★ **Vetted answers**

★ **Easy backend for experts**

★ **Ethical design**

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

★ Vetted questions and answers by Ambassadors