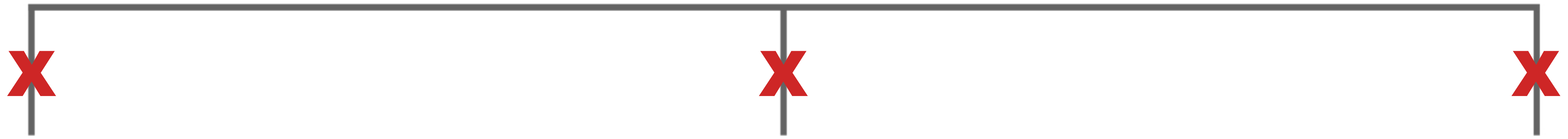# netjeeves

## the problem

Networks are complex beasts, built on multi-tiered stacks composed of various software and hardware components.

Even for professionals, problems often require examining several different working pieces to pinpoint issues.

Existing software generally takes one of two approaches to helping users maintain their network.

Either provide the user with detailed information and data or try to handle common fixes in the background.
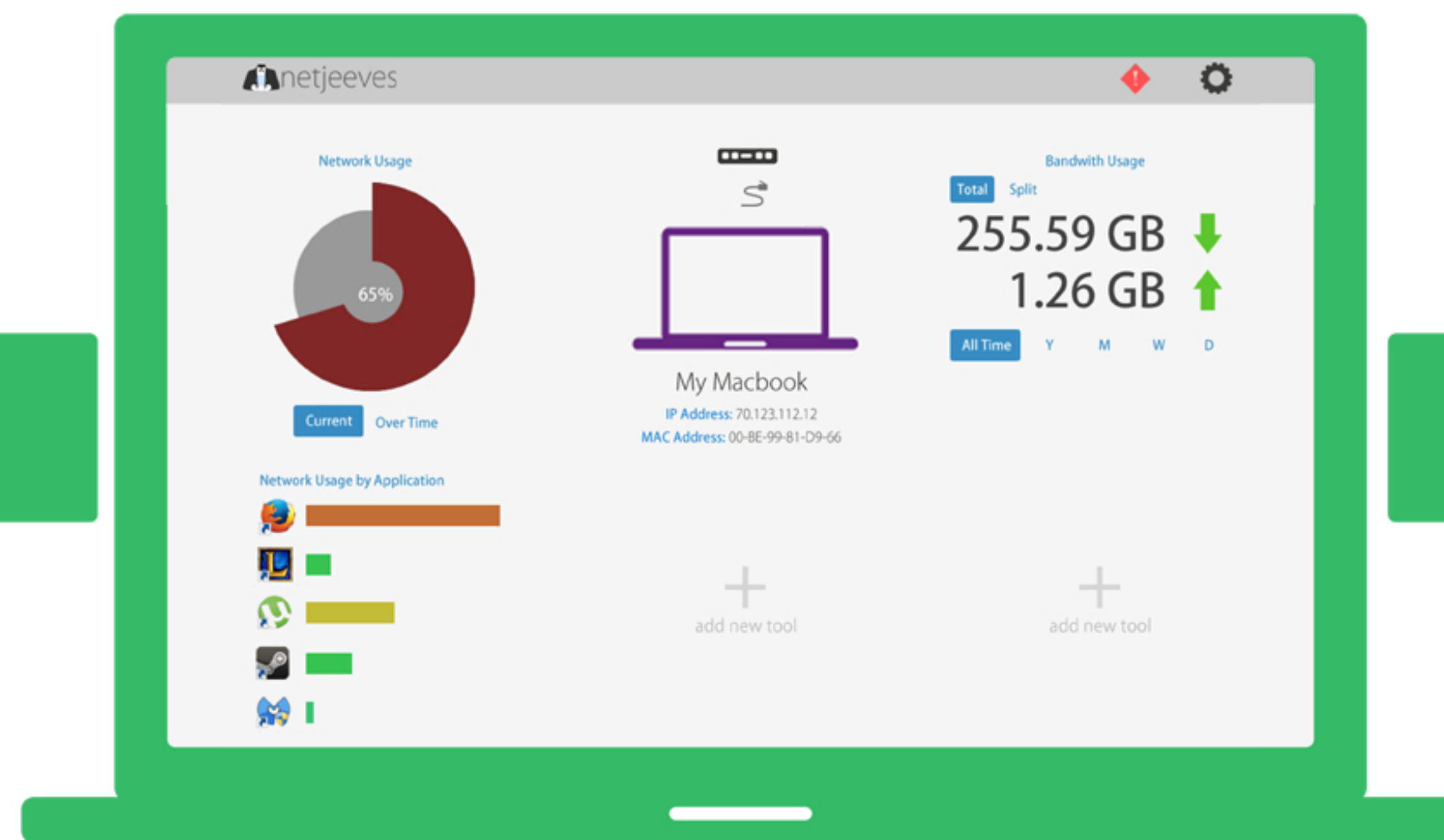
Both approaches are problematic for average home users.

The first tends to overwhelm users with information while the second fails to solve more complicated issues and provides little insight for users to progress from.

## our solution

### Complexity

Provide the user with a varied set of network tools and metrics to address common issues while also remaining flexible enough to fit uniquely with specific needs.

### Simplicity

Convey this information in a highly visual interface, using alerts and tooltips to guide users rather than having them wade through blocks of data.

## results and evaluation

User feedback for Netjeeves has found it to be a quick and informative resource for monitoring the overall state of the network and locating specific issues.

Estimates from users stated that general procedure for debugging networks, which could range from hard resets on the router to manually interrogating owners of connected devices, could take 20-30 minutes of effort with no hint of a solution.

The necessary information was found through Netjeeves in a fraction of the time, indicating that its guided, visual interface was far more effective in helping users pinpoint problems and keep up-to-date with the state of their networks.

Information School
UNIVERSITY of WASHINGTON

Poster by: Vincent Lam, Jinwon Lee, David Ruiz, and Daniel Yoon