

Start time:

Answer ID:

End time:

Machine: black / silver

Prior knowledge and experience

1. Do you know what public key certificates are and what they are used for?

(Never heard of it) 1 2 3 4 5 (work with them daily)

2. How would you describe your experience with Linux OS?

(novice linux user) 1 2 3 4 5 (expert linux user)

3. How many years are you studying+working in IT?

Study + work: years

4. What are your current positions?

student developer IT analyst manager quality assurance

quality engineering tester documentation writer Other:

5. Have you studied/worked specifically in IT security?

(no security experience) 1 2 3 4 5 (security specialist)

6. Have you ever generated or validated any public key certificates?

(never) 1 2 3 4 5 (daily)

7. Have you ever used 'openssl', the command line utility provided by OpenSSL?

(never) 1 2 3 4 5 (daily)

8. Have you ever used any other CLI tools for manipulating public-key certificates?

No, never. Yes, long ago. certtool (GnuTLS)

certutil (NSS) certutil (Windows) Other:

Issuing certificates

Task: You are working as a software tester. The tested software has an option to "load public-key certificate" you need to test. Your team lead says you should generate your own public key certificate for "user-johny" for testing purposes.

Tools: Use OpenSSL. **Resources:** Any you would use in real life, but don't ask others.

8. Have you been able to issue the certificate?

Yes No I don't know

IF YES: 8a. Save the certificate to ~/created-certificates/<your-id>

IF NO: 8b. Please, describe briefly what went wrong.

9. How did it go? What did you do? Are you confident with what you've done?

Validating certificates

Task: You are at work. Your team lead asks you to validate a few certificates you got from your testing partners. These can be found in ~/Documents/certificates-to-validate and are named hypnos1-hypnos4. Your team lead reminds you not to forget, that except for the standard default certificate authorities you trust also the company internal testing authority (certificate can be found in ~/Documents/certificates-to-validate/ca.pem).

Tools: Use OpenSSL. **Resources:** Any you would use in real life, but don't ask others.

10. Have you been able to validate any certificates?

Yes No Only some I don't know

Hypnos1: Yes I don't know No, because:

Hypnos2: Yes I don't know No, because:

Hypnos3: Yes I don't know No, because:

Hypnos4: Yes I don't know No, because:

IF NOT YES: Why are you unsure? Describe what happened.

Your experience with OpenSSL

11. Let the user fill in the system usability scale (SUS).

12. What do you think of the interface of OpenSSL?

Was it intuitive? Well-documented? Well-structured?

Is there anything you would change?

13. Belief in Stack Overflow solutions?

Did you miss any theoretical knowledge?