



Editor's Corner

Welcome to this second issue of the MOSAIC newsletter.

Inside this issue you will find short articles introducing papers related to the domain of mobile and collaborative work environments. Full papers are available on the MOSAIC web site www.mosaic-network.org as well as other relevant documents such as existing scenarios and roadmaps. MOSAIC free membership is also directly available on the MOSAIC web site. You just need to optionally specify the working groups you are interested to collaborate with.

There is again space inside this issue dedicated to the “Ambient Intelligence-at-Work” communities. This time there are two introductory articles addressing Mobility and Engineering communities. Then, several workshops announcements will give you an opportunity to participate and contribute to the development either on technology aspects or business applications. IST’2004 conference will be the next networking opportunity for all AMI@Work communities’ members. Whether you would like to join, then you should subscribe to the MOSAIC and AMI@Work networking sessions on the IST web site as explained in the article page 17. Finally, you will get the “Mobile workers and mobile technology implementers” questionnaire where we expect your active contribution.

I encourage you to register as a member on the MOSAIC web site in order to get continuously access to valuable information.

*Marc Pallot, EsoCE-NET
MOSAIC Newsletter Editor*

October 2004

Newsletter n°2

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Coordinator's Message

MOSAIC project is now about half a year underway.

MOSAIC has played a crucial role during the launching phase of the AMI@Work communities in co-organising, with the NWE unit of the EC, preparatory workshops in Brussels and Budapest, and the highly successful launch event, 7-8 June, in Brussels with more than 300 participants. Since our start in March this year, we started developing mobile workplace scenarios and an initial roadmap. We also began exploring the innovation potential for mobile and collaborative workplaces in the domains of manufacturing, healthcare, and rural & regional areas. For these activities, several workshops have been conducted and others are planned for discussing workplace innovation strategies with business and public service stakeholders, researchers, and policy makers. For the short term we draw your attention to our coming events: "Building our Future Work Environment" at the eChallenges Conference and MOSAIC-AMI networking sessions at IST2004 as well as "Mobile Workplaces in Manufacturing" at the EsoCE-Net Industrial Forum in Rome. MOSAIC is also sponsoring two workshops: "Bringing KM tools to AmI infrastructure" in Brussels and "Mobility, Technology and Development" in Ashford. Additionally, the MOSAIC web portal is continuously bringing more content and the AMI@Work communities' collaborative workspace and the brand new more easy-to-use membership & event registration. Nowadays, these communities represent a strong network of about 600 members. The real challenge is now for all of us to let these communities and the evolving network act as a breeding ground for innovation, fruitful exchange, and debate.

Hans Schaffers, Telematica Institute

MOSAIC Project Coordinator

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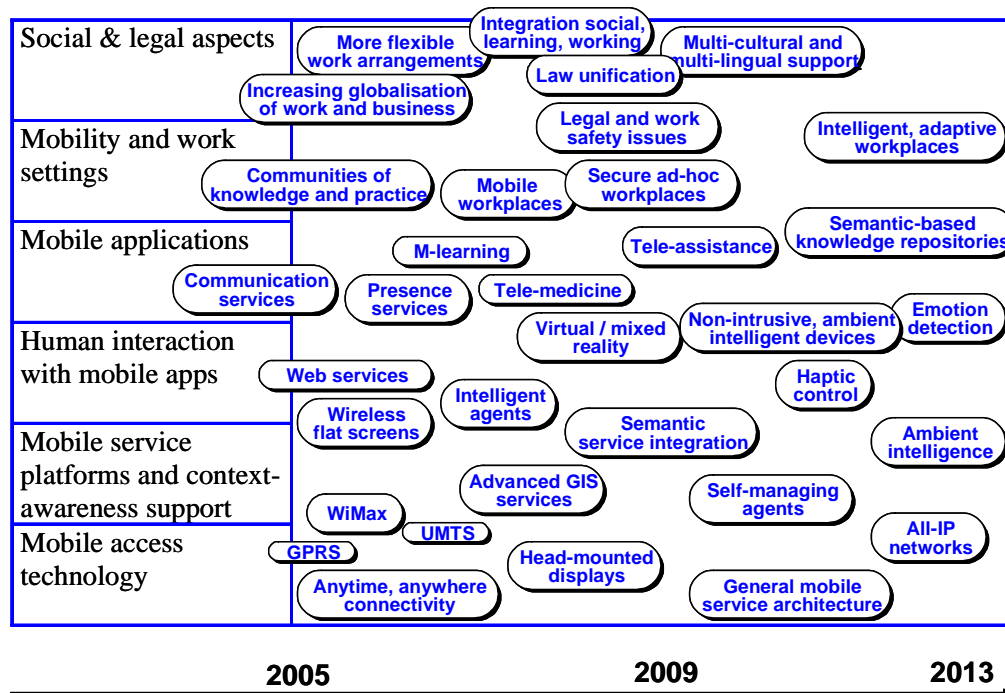


Insight in Trends and Challenges for Mobile Work

Robert Slagter, Telematica Institute

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After a positive review of the initial roadmap, the MOSAIC consortium is currently working on the second phase of the Mobile Workplaces roadmap. This roadmap provides an extended look at the future of mobile work and mobile workplaces composed from the collective knowledge of experts available in the field. It is the result of a strategic analysis, identifying trends and developments in society and business, technology, and markets and industries, and analysing what the critical technologies and expertise areas are that shape future markets and industries.



The roadmap also provides insight in the current state of the industry, technology and society, including its strengths and weaknesses, in order to determine which future strategic paths are feasible and desirable. The MOSAIC Mobile Workplaces roadmap is the result of an iterative, highly interactive and strategic process involving the relevant industry, research and policy partners. Through a series of workshops the roadmap is now being refined, providing more details about the relevant trends, developments and challenges in order to establish what core technologies and competencies are required to accelerate innovation in mobile worker support environments in Europe.

A preliminary version of the MOSAIC Roadmap document will be posted into the Working Group “Mobility, Knowledge and Collaboration” space on the MOSAIC web site. All MOSAIC registered members will have the opportunity to contribute and comment it.

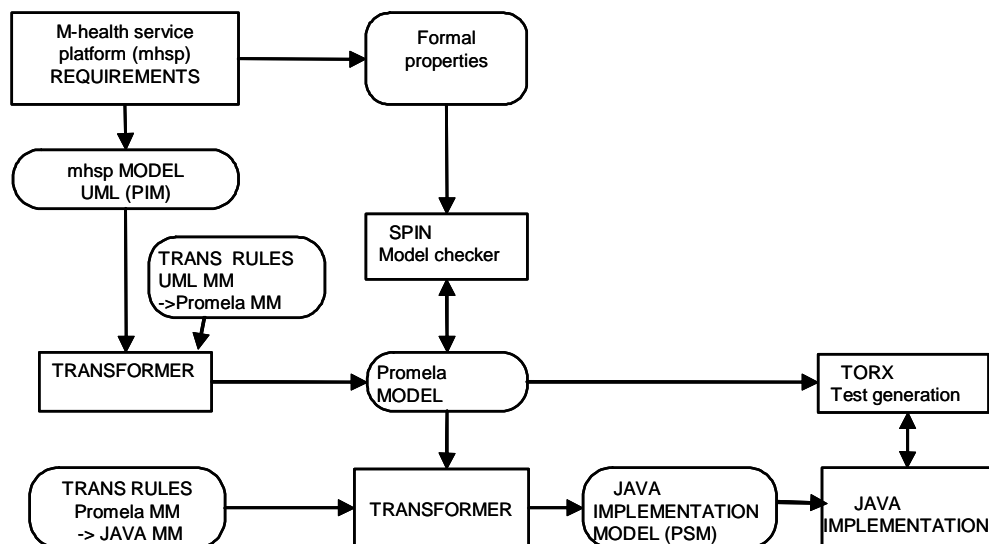


A formal Model Driven Architecture approach for Mobile Health Systems

Val Jones, University of Twente

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M-health systems are safety critical systems intended for use by the public and are therefore characterized by especially strict requirements relating to safety, security, correctness, reliability, and adaptability and user friendliness. This position paper proposes a methodology which realizes the MDA approach by utilizing formal methods to support verification, validation and transformation. The concept arises out of work undertaken in European projects including two FP5 IST Take Up Actions, MobiHealth (IST-2001-36006) and XMOTION (IST-2001-36059), completed in 2004. The research also draws on work at the University of Twente on model checking and on automatic test generation, implementation and execution. In the MobiHealth project a prototype health BAN (Body Area Network) was developed and trialed in various clinical settings. Many research issues arising from the experience gained are investigated in various new projects including the Dutch FREEBAND projects A-MUSE and AWARENESS and European initiatives MOSAIC (FP6-IST-2003-2 004341) and the Ambient Intelligence_at_Work initiative of the IST New Working Environments Unit.



The figure shows one possible instantiation of our approach. An m-health application is modelled in UML, yielding a PIM (Platform Independent Model). Critical properties derived from the requirements are expressed formally (e.g. as assertions). The UML model is transformed into a PROMELA model. The resulting PROMELA model together with the properties are input to the SPIN model checker, which verifies that these properties are met by the PIM. Applying model transformation again, a Java PSM is generated from the PROMELA PIM and Java code is derived from the Java PSM. A test suite is automatically generated from the PROMELA PIM using the test generation and execution tool TORX. The test suite is applied not to the model but to the Java implementation, to check behavioural equivalence between model and implementation.

Full paper is directly available on the MOSAIC web site: www.mosaic-network.org/library/papers



Mobile Virtual Work and New Business Practice

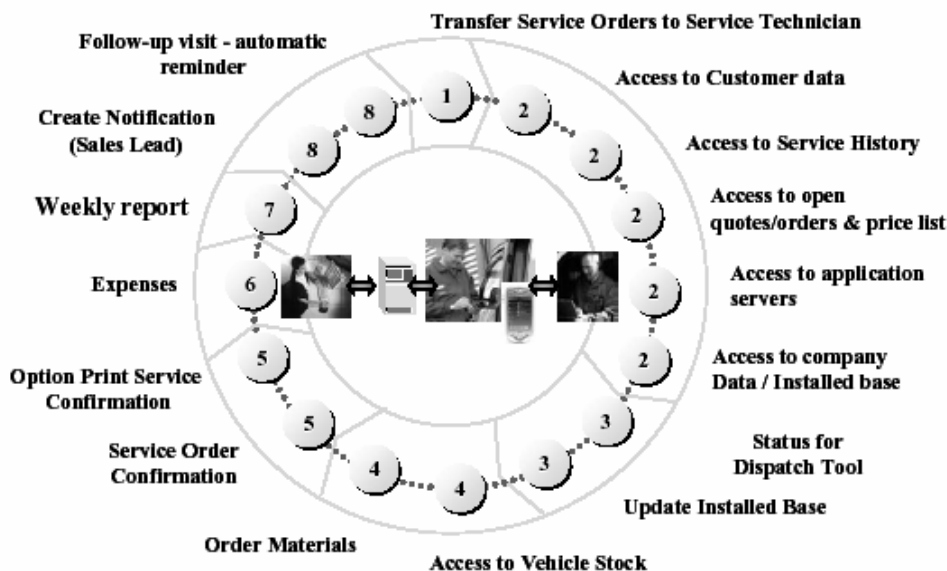
Hans Schaffers, Telematica Institute

E-mail: Hans.schaffers@telin.nl

This paper explores the potential and implications of new mobile and wireless technologies and applications for workplace innovation. Driving force for introducing new forms of mobile and context-aware work is the business trend towards cost reduction and productivity increase as well as the challenge of realizing more intuitive, user-oriented and 'human-centric' work environments where people are at the foreground. Technologies supporting mobility, context- and location-

awareness, networking and ambient interfaces will play an important role in implementing this challenge but the impacts of these ICTs on the worker and business environment are not well understood.

Therefore workplace innovation and coping with social and behavioural issues in mobility, sustainability and quality of work should go hand in hand with mobile and wireless technology innovation. Based on the currently running MOSAIC project, which is



exploring deployment challenges and strategies for mobile working, as well as on earlier work, we are presenting some scenarios of future mobile collaborative workplaces and discuss the technological, organizational and societal requirements involved, resulting in an outline of a possible research agenda and innovation strategy.

Full paper is directly available on the MOSAIC web site: www.mosaic-network.org/libray/papers

Mobile Support for Communities of Practice

Elke HINRICHS, Wolfgang PRINZ, Fraunhofer FIT

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New ways to support communities of practice are needed. Our approach is to provide situated support for community members depending on their work environments. In this paper, we focus on mobile work situations. Based on a requirements analysis, we identify four clusters of mobile support functionality and evaluate state-of-the-art target mobile platforms. The back-end system is based on a standard groupware system which we enhanced to support mobile communities. We describe the functional design and implementation of three exemplary mobile prototypes. Finally, we report on some problems we encountered during prototype development and evaluation.



NewsBroker and PeopleFinder on a smartphone

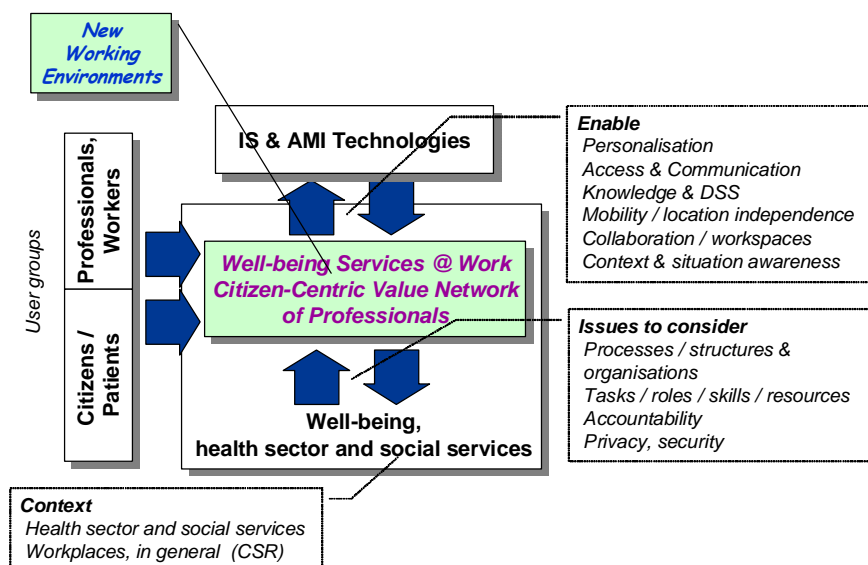
Full paper is directly available on the MOSAIC web site: www.mosaic-network.org/libray/papers

Citizen-centric Value Network of Professionals Well-being Services @ Work

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The Well-being Services @ Work Community seeks to innovate in new working environments and new ways of working for health professionals, citizens and patients that provide better value services. The working method is based on scenarios and roadmaps. Scenarios are analysed based on a dual approach of identifying on one hand the technological challenges and on the other the systemic factors that hinder or enable the diffusion of the new ideas in the health practice. An essential part of the process from idea to innovation is to show that the idea works in real-life situations, that it is benchmarked against existing work practices to show that it is cost-effective and efficient, and that it complies with the relevant legislation (the trust aspect).



Scope of the Well-being services @ Work Community

Full paper is directly available on the MOSAIC web site: www.mosaic-network.org/libray/papers

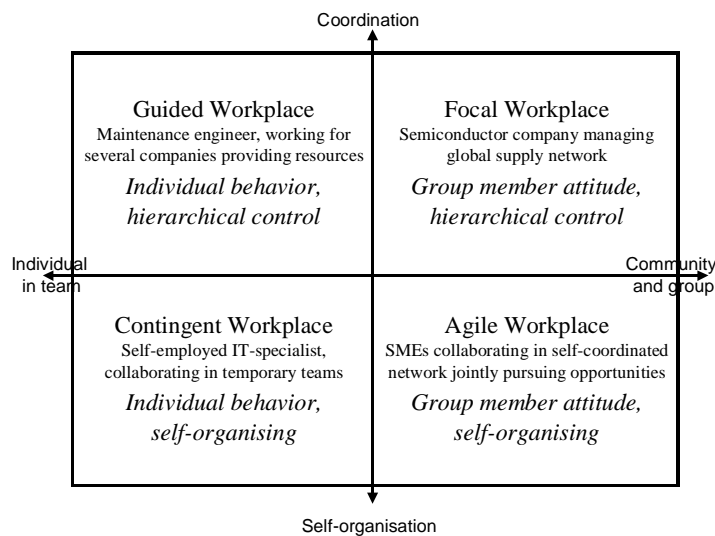


Understanding Innovation in the Mobile Workplace

Hans Schaffers, Telematica Institute

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This paper discusses frameworks for understanding innovation in mobile and multi-location work. The main perspective is their appropriateness in dealing with systemic change. Based on scenarios, the needs, requirements and bottlenecks in future mobile workplaces are identified. Example frameworks are ‘transition management’, ‘national innovation systems’, ‘adoption dynamics’ and ‘economics of organisations’. All are dealing with specific aspects of innovation and do not cover the whole picture. Using them, we can better understand the success conditions for mobile workplace innovation. In doing so, more adequate strategies for designing mobile workplace testbeds and validation environments can be developed.



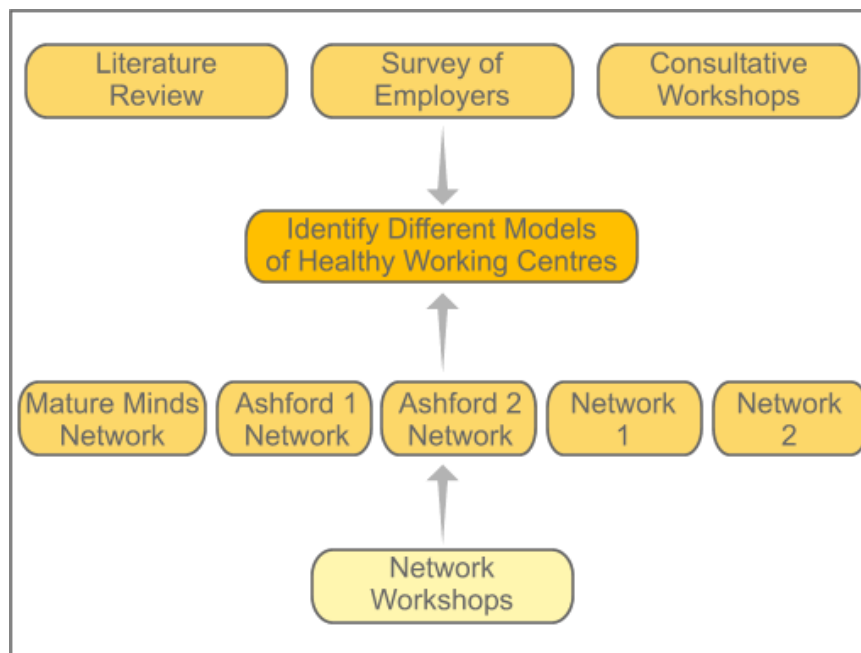
Workplace scenarios based on COCONET project

Full paper is directly available on the MOSAIC web site: www.mosaic-network.org/libray/papers

The concept and feasibility of Healthy Working Centres

Anne Marie McEwan, Kingston University

The South East of England Economic Development Agency (SEEDA) commissioned the Centre for Working Life Research at Kingston University to conduct a feasibility study, over a period of nine months, into the concept and practice of Healthy Working Centres (HWCs). The research is co-financed by SEEDA and the European Social Fund. SEEDA defines HWCs as ‘buildings in rural, suburban and urban areas where employed people can work remotely from various organisations in their home location’. Although SEEDA’s definition emphasises buildings, the research team believe that to be sustainable, Healthy Working Centres will have to support connectivity and innovation capability, through human relationships and coalition networks. A key objective of the research will be to determine the challenges and benefits experienced by remote workers, which will inform the analysis of sustainable practices and processes.



Research Methodology

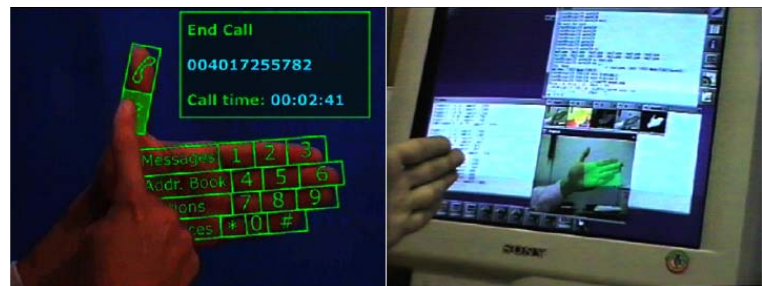
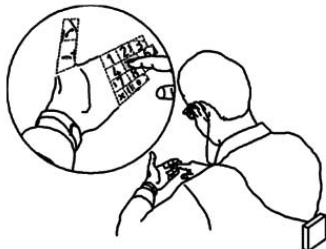
Full paper is directly available on the MOSAIC web site: www.mosaic-network.org/libray/papers

Mobile Virtual User Interface

Prof. Petri Pulli, University of Oulu

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University of Oulu scientists' professor Petri Pulli and assistant professor Peter Antoniac have been granted a patent by U.S. Patent office. The patent is a new kind of virtualized user interface for mobile services and applications. The inventors have given the innovation the name Mobile Augmented Reality Interface Sign Interpretation Language (MARISIL).



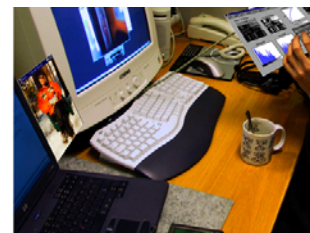
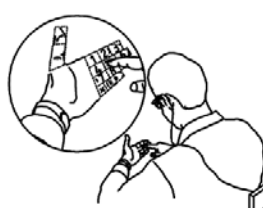
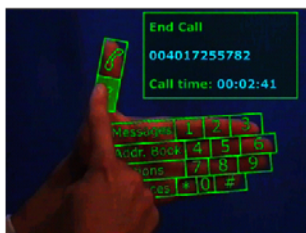
In the patented interface, the essential novelty is to use the shape of user's hand to be overlaid with the interface while the other hand's pointer finger operates the interface. The interaction is enabled by devices like eyeglass mounted display and miniature video camera, and is operated by functions provided by image recognition libraries. Key application was to form a table of user selectable symbols and overlay it visually on top of user's palm and finger matrix, hence allowing the user to point the desired selection by using the other hand's finger. The unique feature of the new interface is that it does not use any physical devices in the user interface interaction, since the interaction takes place on user's own hand.

The main merits of this innovation is better information security (no one else can see the symbols), better hygiene (no contamination can be passed through interface since there is no physical buttons) and flexibility (symbol and display size can be scaled freely). The invention enables a whole new class of smart phones and personal digital assistants (PDAs) to access more advanced interfaces and hence take advantage of higher amount of applications.

Professor Pulli sees this innovation as having potential for the mobile work applications, since the new interface is personal, always with you, very flexible, hygienic and safe. Exploitation of the invention requires further research and development in order to construct a mobile prototype system and the first working applications, says Professor Petri Pulli. The parents of the idea also believe that it will take some time, a couple of years, for the progress in miniature stereoscopic display units and optics in order to deliver more conveniently mounted devices for the eyeglasses.



The research leading to the MARISIL patent was carried out during 1998 - 1999 in a Finnish national research project on personal augmented reality applications in wireless broadband networks. The project was funded by Academy of Finland. The patenting of the innovation has been mainly financed by the two inventors themselves. Foundation for Finnish Inventors has provided supported for about one third of the patenting costs. Patenting process know-how has been received from University of Oulu innovation contact Mr. Pekka Räsänen and carried out by Patent Office Kolster Oy.



The inventors plan to allow a special free licensing of the MARISIL patent for academic research and non-commercial applications. In order to stimulate the research on new applications, the source code of MARISIL laboratory prototypes will be made available as open source software to encourage application development, provided that the developed software will be also open source and made available for other scientists. The licensing terms and contract framework for commercial applications with developer support forum is under preparation.

Further information directly available on the MARISIL web site: www.marisil.org

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Engineering@work: an AMI@work community dedicated to a comprehensive life cycle perspective for ubiquitous engineering

Roberto Santoro, EsoCE-NET

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The *Engineering@Work* community is one among several communities of the Ambient Intelligence At Work (*AMI@Work*) family of communities that has been launched in 2004 by the *New Working Environments* unit of the European Commission's Information Society Directorate-General. The main objective of *AMI@Work* is to foster Information Society Technologies (IST) research to catalyse systemic innovation, in order to enable high-quality and productive person-centric and collaborative new working environments in Europe. To achieve this aim, it is necessary to link European communities of research and deployment in a cross-disciplinary manner.

The *AMI@Work* family of self-organising communities links people in all 25 EU Member States (and beyond) for a European Research and innovation Area (ERA) at work. This family is to facilitate new working environments innovation ERA-wide and in EU 6th and 7th Framework Programmes of research (FP6 and FP7). The various communities can be seen as cross-fertilising



development organisations or transition arenas to reach for crucial systemic changes collaboratively, and to create a path to the future, together with technological and societal innovators, in order to reach

the targeted systemic innovation. The *Engineering@Work* community, among other communities dedicated to *Collaboration@Work*, *Mobility@Work*, *Knowledge@Work*, etc., has the ambition to come with a new comprehensive vision of ubiquitous engineering supported by enhanced collaborative technologies and future collaborative workspaces and environments.

The *Engineering@work* community vision is the one of a new competitiveness paradigm based on service-oriented ubiquitous engineering, relying on personalized service product integrated offering, enabled by modularity, flexibility and re-configurability of service-product-organization "components", that must lead to "ubiquitous work environment in a service – product – organization concurrent development perspective".

Engineering@work flyer is available on the MOSAIC web site: www.mosaic-network.org



Mobility@work

A European Community for Mobility at the Workplace

Hans Schaffers, Telematica Institute

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Advances in miniaturisation in combination with the availability of low power computing devices and a ubiquitous wireless connectivity make a broad range of innovative solutions possible. Ambient Intelligence (AMI) is the European catch phrase for an appealing vision, where today's conscious usage of a computer system will be substituted by a proactive ICT environment allowing the users an unobtrusive access to a pervasive knowledge space which in turn leads to ICT empowered users. AMI certainly has a great potential to revolutionise the way work is performed and it may lead to completely new work environments. While mobile information processing has already started to conquer the workplace, mobile innovation has only just begun.

The mobility@work community is a self organizing group of experts from different areas all over Europe aiming to shorten the innovation path of the mobile workplace revolution. Currently, several trends with a narrow focus and with marginal connections are being developed independently from each other. On one hand, several problems have already been solved whereas on the other hand, there exist solutions which are not really suitable for practical applications. The community will foster the exchange of knowledge between the different stakeholders, for example between users and developers from different disciplines moving towards a systemic innovation. Among others, this exchange will allow to efficiently introduce new trends into practice or to communicate real world problems from industry to science, thus increasing the competitiveness of industry. Beside a technical exchange, the community will also stimulate the innovation process on a political level. The overall goal is to raise the interest in new ways of working and workplace design, to create a lobby, and to link national initiatives to the European perspective. We want to guide the process of Europe's transformation towards the most competitive knowledge-based society of the world.

Mobility@work flyer is available on the MOSAIC web site: www.mosaic-network.org



Workshop Announcement

Bringing KM tools to the emerging world of Ambient Intelligence infrastructures

Jesper Thestrup, In-JeT ApS

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14 & 15 October 2004

This workshop will bring together experts from the field of Knowledge Management (KM) with experts from the emerging area of Ambient Intelligence (AmI) platforms, infrastructures and middlelayers with the aim of creating a roadmap for deploying existing and new KM tools and technologies in the AmI area. It is organised by the consortium of the eu-DOMAIN project within the framework of the Knowledge@work community and supported by the EU commission, KnowledgeBoard and MOSAIC project.

Background

Knowledge Management is a well-established discipline in organisational frameworks and finds numerous applications in wide areas of work collaboration. Increased focus on Ambient Intelligence infrastructures and early work on supporting middlelayers for such infrastructures suggests that there is a growing need for identifying KM methodologies and technologies, which can be deployed in Ambient Intelligence applications. The issues are related to collecting, organizing, storing and retrieving knowledge for use in Ambient Intelligence behaviour e.g. context awareness, self-configuring devices, autonomous scripting, etc.

Objectives and organisation

The objective of the workshop is to develop a roadmap for the deployment of Knowledge Management methodologies and technologies in Ambient Intelligence infrastructures and platforms as well as the identification of new research needs.

Key researchers from the Ambient Intelligence area will present challenges and issues whereas key researchers from the Knowledge Management area will present trends on methodologies and tools. Plenty of time will be allocated to discussions. The organizers will extract conclusions and roadmaps from the workshop and present the results in a whitepaper. It is also foreseen that new research collaborations between participants and projects will be forthcoming.

Target groups

The workshop is relevant for experts working with all aspects of pervasive and ubiquitous computing technologies, intelligent and embedded systems, smart sensors and related research areas. The workshop is especially relevant for members of the AMI@work communities and for current FP5 and new FP6 project consortiums working in the field of Ambient Intelligence.

Workshop information is available on the MOSAIC web site: www.mosaic-network.org



Workshop Announcement

Building our Future Work Environment Business and Societal Aspects and Challenges for Research and Innovation

Hans Schaffers, Telematica Institute

E-mail: Hans.schaffers@telin.nl

28 October 2004

Workshop 6D: 11:00 Thursday 28 October

Abstract

This workshop will address the role of human, organisational, societal and technological factors enabling innovation in workplaces of the future. Focus in particular is on supporting mobile and distributed workers irrespective of time and place, and on strategies to initiate and accelerate innovation in future work environments and learn from past experience.

‘Mobility’ captures important aspects of future work environments such as the awareness of location, our spatial environment and of context in general; the switching between contexts in particular the domains of private life, working and travelling; the ways individuals behave and navigate in settings of distributed teamwork; and the anytime and anywhere access to information and knowledge supporting work. The workshop will explore new ways to prepare Europe for deploying innovative technologies and applications in selected application domains, such as manufacturing, healthcare and working in rural and regional areas.

Challenges in this area are in efficient, intuitive, user-oriented and ‘human-centric’ work environments where the technology is at the background and the people are at the foreground. Undoubtedly, ICTs supporting mobility, context- and location-awareness, networking and ambient interfaces will play an important role in implementing this challenge. However the impact of these ICTs on the worker environment is not well understood, hindering innovation. Therefore workplace innovation and coping with social issues in mobility, sustainability and quality of work should go hand in hand with ICT innovation. The workshop therefore will promote a holistic and multi-disciplinary view on innovation. We believe that in order to exploit the potential of the area and set out a realistic research and innovation strategy and create an industry support base, boundaries between traditional disciplines and communities should be overcome. We will promote creation of a “breeding ground” for multi-disciplinary collaboration and innovation in the area of future work environments.

Workshop announcement and programme available on the eChallenges web site:
http://www.echallenges.org/2004/PDF/Workshop_6D.pdf



Workshop Announcement

Mobility, Technology and Development

Professor Richard Ennals, Kingston University

E-mail: ennals@kingston.ac.uk

10 November 2004

Ashford International Hotel is located close to Ashford International Station, from which the Eurostar travels to Paris and Brussels. The journey to London is still slow and congested, despite the opening of the first section of the High Speed Rail Link. Regional development plans call for a major expansion of housing and employment in the Ashford area, with 28,000 new jobs. This means unprecedented change.

The South East England Development Agency (SEEDA) and the European Social Fund are supporting research, based at Kingston University, concerning “Healthy working centres”. This is a new form of work organisation which enables workers, employed by different organisations, to work together close to home, and avoid unnecessary commuter travel. Changing patterns of work mean that the workplace has a different significance. Remote workers often miss the social aspect of work, and need to find ways of co-operating. Visit www.hwc.uk.net

The European Sixth Framework Programme are supporting work on the MOSAIC project, in which Kingston University is a partner, dealing with mobile work environments and mobile technologies. Kingston University is particularly concerned with the societal change aspects of mobile work environments. Visit www.mosaic-network.org. This is the first of a series of MOSAIC workshops on this theme, taking practical cases.

The Norwegian Value Creation 2010 programme is concerned with enterprise development in 10 regions, with attention given to ways in which enterprises can work together in regional networks. We can learn from their experience.

As well as hearing progress reports on the research projects, the workshop will explore scope for new approaches to technological change and development. For example, drawing on work supported by the London Development Agency, we will consider how we can identify small and medium sized enterprises who can best benefit from involvement in new ICT, and, in particular, mobile and wireless technologies. Rather than having extended formal presentations, the focus will be on dialogue, supported by background papers. The proceedings will appear in a special issue of the international journal “AI & Society: the international journal of human-centred systems”.

Workshop information is available on the MOSAIC web site: www.mosaic-network.org



Workshop Announcement

MOSAIC and AMI@Work Communities Networking Sessions at the IST'2004

Marc Pallot, EsoCE-NET

E-mail: mpallot@esoce.net

15-17 November 2004

Several Networking Sessions have been proposed by the MOSAIC project and AMI@Work Communities at the IST'2004 Conference that will be held in The Hague from 15 to 17 November 2004.

ID	TITLE
450	Innovation in Future Workplaces: Results of MOSAIC
451	AMI @ Work Communities for Next Generation Workplaces
452	AMI@Work Communities: Deploying Workplace Innovation in Key Sectors
453	Realising Ambient Intelligent @ Work: Towards Mobile Workplaces
457	AmI to support Health and Wellbeing in new working environments
459	Media@work - User-Centric and Content Production Views on Media and Knowledge Work
465	Rural@Work Community session
493	Research Agenda for collaboration@work
(*) 388	Collaborative Working Environments
(*) 436	The Single European Electronic Market at Work

(*) Sessions 388 and 436 are already confirmed networking sessions.

Networking Sessions information is available on the IST'2004 web site.

You can support those submitted networking sessions in directly subscribing to the respective sessions on the IST web-site:

http://europa.eu.int/information_society/istevent/2004/cf/viewevent.cfm?eventType=networking



Workshop Announcement

INDUSTRIAL FORUM 2004

” DRIVING INNOVATION IN VALUE NETWORKS”

Roberto Santoro, EsoCE-NET

E-mail: rsantoro@esoce.net

6 December 2004

The innovation of industry is of crucial importance for European competitiveness. As evidenced in major European Programmes, Concurrent Engineering (CE) is increasingly playing the role of reference approach to the achievement of enhanced performances in cost/time reduction and quality improvement. New ICT has also enabled the CE based concept of Virtual Enterprise, where a net of geographically dispersed company sites or small/medium enterprises (SME) collaborate on specific business opportunities and programs, using the universal time frame.

The term Concurrent Enterprising brings together the paradigms of Concurrent Engineering and Extended/Virtual Enterprising: The Concurrent Enterprise is intended as a distributed, temporary alliance of independent, co-operating manufacturers, customers and suppliers using systematic approaches, methods and advanced technologies for increasing innovation in the design and manufacturing of products and services by means of parallelism, integration, standardisation, team work and more for achieving common goals on global markets. Within such scenario, traditional Supply Chains are evolving to Value Chain/Networks, in which complementary skills and competencies are valorised by more pervasive interactions, which go well beyond hierarchical vertical supply relationships. In order to support this evolution, in the recent past SMEs' clusters, often led and coached by an external entity (industry support centres and/or Large Enterprises), has been established, giving birth to fertile environment in which industrial partners form a community of customer-focused companies that share knowledge and resources, so they can adjust intelligently to changing market conditions.

The Industrial Forum event, that will be held in Rome on December 6th, 2004, is aimed at offering an opportunity to Industrial Enterprises from different market sectors to confront own challenges, strategies and experiences, and to discuss emerging issues and best opportunities of competitiveness from the deployment of new methods and approaches in the constitution and management of product and service Value Chains.

The EsoCE-NET Industrial Forum will be a one-day event, structured into two sessions:

- A morning session, built around a panel of representatives from major international enterprises of different industrial sectors, SME's Clusters and Policy makers.
- An afternoon session, devoted to the discussion organised in parallel workshops (one of them, organised by the MOSAIC project, will be dedicated to “Mobile work in the Manufacturing sector”).

The event will be closed by a plenary session, aiming at summarising findings and discussing the opportunity of joint initiatives between participants, also within the current European Commission's on-going 6th Framework Programme.

Workshop announcement and programme available on: www.mosaic-network.org

Or on: www.esoce.net



Questionnaire

Mobile workers and mobile technology implementers: Can you help?

Liz Carver , BAe Systems

E-mail: liz.carver@baesystems.com

In MOSAIC we are busy looking at future ways in which mobile working can help people to make the best use of their time, to stay connected wherever they are particularly connecting people who would otherwise be isolated, as well as effectively collaborating with their colleagues and accessing all the information that they need to do their jobs.

But we also need to know what the current reality is. Who is working in this way now? How well is it working and what are the challenges that are both being solved and are yet to be solved?

Can you help? We need brief thumbnail sketches of real implementations that people are using right now. Here are a number of questions to help formulate your answer, so can you send us your experiences?

We would like to get your first impressions now, but if you are willing to discuss your observations in more detail, please add an e-mail contact at the end of the questionnaire.

More information is available from either Liz Carver (liz.carver@baesystems.com) or Torsten Brodt (torsten.brodt@unisg.ch).

Please send completed forms (cut and paste all questions and answers) to Liz Carver at the e-mail address above as soon as possible.

All the results will be published on the AMI website. Many thanks for your help!

Some questions require some brief text; others require ticks over the appropriate answer(s).

1. Brief description of the technologies used

2. Brief description of the role of, or tasks carried out by, the mobile worker

3. Is the technology stand alone? YES NO



4. If no, what other technologies, applications, processes or systems does the mobile technology connect to?

5. Is it: a trial? Used some of the time/ growing in usage? Common practice?
 Sporadically?
(Tick which is most applicable)

6. About how many people are involved?
1-10 11-50 50-100 >100

7. Where do the mobile workers work? *(tick all those that apply)*

- Employers premises : local site same country different country
- Home office or home workplace
- Own office away from home
- Customers premises: local to home same country different country
- Meeting or conference venues
- At the airport
- On the aeroplane
- At the railway station
- In the train
- In the car
- Anywhere else?*(please state)*

8. What do you see as the main benefits over the 'old' way of working?

For the business/company:

For the individual:

9. Have you measured the value of these benefits? If so, how?



10. What were your key challenges to make this work?

e.g. Where there technological problems? Did you need new skills? Was there any reluctance to use the technology? Were the costs acceptable? What other changes were necessary? Was it difficult to make a business case?

11. What lessons have you learned:

about the implementation process?

about mobile working generally?

12. What plans do you have for future improvements or developments?

It would be very helpful if you could leave your contact details, but this is not imperative -

Name:

e-mail address:

Sincere thanks for your time.



This newsletter is open to your contribution either in the form of article, event announcement, short paper or report concerning your own research work and AMI@Work community meeting report or other documents that community groups would like to disseminate through the MOSAIC Newsletter.



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