



## Editor's Corner

**W**elcome to the third issue of the MOSAIC newsletter.

Inside this issue you will find short articles reporting various events related to the domain of mobile and collaborative work environments. Full articles, as well as a multitude of valuable information and documents, are available on the MOSAIC web site menu "Library":

<http://www.mosaic-network.org/library/articles.html>

Then, you will get some fresh news with the results of the 2004 survey on flexible working. MOSAIC work on vision scenarios is making an important step which is reported in a short article whose title is "Insight scenarios for Future Mobile Workplaces".

There are several new features that have been implemented in the MOSAIC web site, such as the AMI@Work menu and an innovative polling approach for simple on-line survey where you are kindly invited to vote for shaping the vision of "Future Mobile Workplaces". Last but not least, MOSAIC Working Groups are illustrated by several screen shots in a short article. A new "Polls" feature has also been developed on BSCW to further support your favourite communities shared workspaces. Finally, several events are announced as well as the call-for-papers for the AMI@Work Communities Forum Day and the AMI@Work last news.

I kindly invite all of you to experiment the polling on "Future Mobile Workplaces" and look at the actual resulting figures. It requires only few minutes and one click on <http://www.mosaic-network.org/network/polls/vision.html>

*Marc Pallot, EsoCE-NET  
MOSAIC Newsletter Editor*

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## Inside this issue

Coordinator's message... p 2

Building our Future Work Environment ... p 3

Knowledge Management in Ambient Intelligence ... p 5

MOSAIC networking sessions at the IST'2004 p 6

Survey results on flexible working ... p 7

Scenarios for Future Mobile Workplaces .... p 8

AMI@Work Menu on the MOSAIC website ... p 9

Vote for "Future Mobile Workplaces" .... p10

Working Groups .... p11

Polls on BSCW .... p13

Collaboration@Work ... p17

Coming Events .... p18

AMI@Work last news... p20



## Coordinator's Message

**M**OSAIC, the Specific Support Action exploring new opportunities for mobile and collaborative workplaces, concluded 2004 in December with a very interesting workshop in Rome, hosted by the EsoCE-Net Industry Forum, discussing various mobile workplace scenarios. The group of people that came together is now elaborating these scenarios and they will be presented at the upcoming workshop "Innovations in Mobile and Collaborative Workplaces" that will take place again in Rome, 17-18 February 2005. See the announcement of this new workshop on page 16.

This new workshop is a good example of the power of networking and sharing innovative ideas that is now going on in the area of new working environments. In 2004, various projects and initiatives have started in this area and are now coming together to explore new ideas and concepts in February. Projects under the 6<sup>th</sup> Framework Programme, besides MOSAIC: the Integrated Projects MobiLife, WearIT@Work, and MyCarEvent; the AMI@Work communities Mobility@Work, Collaboration@Work, Knowledge@Work and the recently initiated Special Interest Group on Living Laboratories. We will connect with the new COMIST specific support action focusing on new member states involvement in IST and lead by EsoCE-NET, which is a direct spin-off from MOSAIC and will start February 2005. Relations also will be renewed with the Wireless World Research Forum and with the SALTSA expert group on Mobile Virtual Work. This way we are realizing our mission as a breeding ground for innovative ideas with an eye to IST Call 5 where Collaborative Working Environments is an important Strategic Objective.

In 2004, MOSAIC - in close collaboration with the New Work Environments unit - has played a crucial role to launch and support the Ambient Intelligence@Work communities and for 2005 we hope they will grow up and mature. Important AMI meetings taking place this year are announced along this Newsletter issue and include the spring AMI@Work conference 20-22 April in Gdansk and the AMI@Work Forum Day 22<sup>nd</sup> June in Munich. For MOSAIC, 2005 will be the year of harvesting until its completion in October 2005, strengthening the relations with real-life innovative developments, but also of developing new ideas, initiatives and networks. Next Calls will give good opportunities to form the "new combinations" that explore new directions.

*Hans Schaffers, Telematica Institute*

*MOSAIC Project Coordinator*

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## Building our Future Work Environment

Hans Schaffers, Telematica Institute

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MOSAIC has organized a very well-visited, more than 60 participants, workshop at the eChallenges conference, which took part 28 October in Vienna. We want to thank all participants for very interesting discussion, and the speakers for sharing their insight. The workshop addressed the role of human, organisational, societal and technological factors enabling innovation in workplaces of the future. The workshop focus in particular was 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.

In his introductory overview, *Hans Schaffers*, from Telematica Instituut, discussed frameworks for innovation in mobile and multi-location work at the societal and economic level. The main perspective highlighted was their appropriateness in dealing with systemic change. Such frameworks, like '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 however 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.

The key statement of *Wolfgang Prinz*, Fraunhofer FIT, was that new ways to support communities of practice are needed. A successful approach would be to provide situated support for community members depending on their work environments. Based on a requirements analysis, it was identified four clusters of mobile support functionality and evaluates 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. It was described the functional design and implementation of three exemplary mobile prototypes. Finally, it was reported on problems encountered during prototype development and evaluation.

The perspective of *Niilo Saranummi*, VTT Information Technology, was that the healthcare sector today experiences a number of pressures both from inside and outside. The continuing innovation in medicine and healthcare technologies expands the methods and tools available in healthcare. Combined with citizen empowerment the demographic changes of an ageing European population stretch the limits of what countries can afford to offer as services of their national health systems. Governments are confronted by the need to find means to limit the rise in healthcare costs without compromising quality, equity and access. Consequently, new ways to organise and deliver health services are being investigated and experimented. Niilo proposed an approach for making innovative use of AMI technologies in health in including the concept of systemic innovation into thinking, planning, implementation and evaluation.



A look into the near future of contextual intelligence was provided by *Fabrizio Davide* from Telecom Italia Learning Services. In the next few years, mobile computing, sensing technologies, and distributed middleware will combine to create a new generation of adaptive, context aware services. Context sensing infrastructures will be deployed in Physical Service Environments such as airports, conference centres, government agencies, and services. These infrastructures will use the wealth of information generated by sensors to better serve the needs of mobile users, including visitors and people or businesses operating in the physical environment. But, to make this vision succeed, we need to solve a number of technical and human factors problems.

Finally, *Terrence Fernando*, from Salford University, explored how mobile technologies and applications can be deployed to create innovative mobile work environments to empower workers in sectors like manufacturing (aerospace, automotive) and construction to support product life cycle phases. Architecture was presented, illustrated by cases, of how mobile workspaces and mobile workers in the aerospace and the automotive domains could be supported through stages of design, construction and support. One of the key challenges is to consider in a holistic way technology, process, organisational challenges and human issues.

**eChallenges MOSAIC presentations are available on the MOSAIC website:**

<http://www.mosaic-network.org/library/presentations.html>

**Or directly in clicking on the presentation title:**

2004-10-27 to 29 **eChallenges e-2004** Vienna, Austria



**[Building our Future Work Environment](#)**

Hans Schaffers, Telematica Instituut



**[Citizen-centric Value Network of Professionals](#)**

Niilo Saranummi, VTT Information Technology



**[Mobile Work Environments for Engineering Sector](#)**

Terrence Fernando, Future Workspaces Research Centre, University of Salford



**[Mobile Support for Communities of Practice](#)**

Elke Hinrichs, Wolfgang Prinz, Fraunhofer FIT



**[Building Context Awareness into \*Physical\* Service Environments](#)**

Fabrizio Davide, Telecom Italia Learning Services



## Knowledge Management in Ambient Intelligence

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**New needs for Knowledge Management:** Successful workshop on Knowledge Management in Ambient Intelligence reveals needs for new KM tools.

### Abstract

Experts from the fields of Knowledge Management (KM) and Ambient Intelligence (AmI) met in Brussels with the aim of identifying needs for KM tools to cope with situations, where information is randomly generated by all sorts of sensors and actuators and not only by humans or stored in static data repositories.

It became clear that the issues are still premature and rather undefined and that further work is needed on identifying both user related and technological issues.

The future work will now focus on establishing a first framework of a roadmap for joint research in Knowledge Management technologies for Ambient Intelligence. Some of this work would naturally fall under the objectives of the 4<sup>th</sup> and 5<sup>th</sup> Call of the IST programme.

### Background

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

### Objectives of the workshop

Under the heading “Bringing Knowledge Management tools to the emerging world of Ambient Intelligence infrastructures”, a highly successful workshop was organised in Brussels on 14 and 15 October 2004. The objective of the workshop was 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.

The workshop brought together 30 experts from the fields of Knowledge Management and Ambient Intelligence platforms, infrastructures and middle layers. A dozen speakers from all parts of Europe presented their work and provided their views on future research needs and potential solutions in the combined “KM in AmI” area.

The workshop was organised by the consortium of the eu-DOMAIN project within the framework of the Knowledge@work community and supported by the EU Commission, the KnowledgeBoard and the MOSAIC project.

**Full article is available on the MOSAIC web site:**

<http://www.mosaic-network.org/library/articles.html>



## MOSAIC Networking Session at the IST'2004

Hans Schaffers, Telematica Institute

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MOSAIC can look back to a highly inspiring and successful network event at IST2004. In fact there were a string of MOSAIC networking events as we – jointly with AMI@Work communities – organised several Community sessions, for example on Health and Wellbeing@Work and on Mobility@Work. MOSAIC contributed also to the workshop on Collaborative Working, and to the networking event on “Policy Discussions on Collaborative Working”. We also had good exchanges with the newly formed Special Interest Group on Living Labs, lead by Mats Eriksson and Veli-Pekka Niitamo and plans were made for exchanges in the near future.

Additionally, on the final afternoon we organized a special workshop on Mobile Workplace Scenarios and Roadmap in Crowne Plaza, where we discussed our MOSAIC scenarios and roadmap with a group of experts from industry and research including those whom we met earlier at IST. Through these events we have extended considerably our networks and this is now taken up in the next workshop we are organising in Rome on 17-18 February 2005 and in the AMI@Work event which is to be organised 20-22 April 2005 in Gdansk with the support of MOSAIC and COMIST (the new SSA for New Member States and Acceding Candidate Countries involvement in IST).

In fact this Networking Session was quite interesting in terms of the response we got from the audience and exchanges with representatives of various AMI@Work communities. We started to discuss some of the MOSAIC outcomes such as scenarios, roadmaps, deployment strategies, on the basis of very short and to the point presentations from the MOSAIC team members. One of the points discussed is that we would like to develop collaboration with interested people for example commonly elaboration cases of mobile workplaces, scenarios, and roadmap elements. For example, we feel a strong need to bring together a collection of interesting workplace case descriptions, to be used to analyse current bottlenecks and future opportunities.

In this way, the objective of the session was to discuss the potentials for collaboration between MOSAIC and other initiatives, including these AMI communities with a view towards new projects and setting up a new research and innovation agenda. The key result of the meeting was the set up of five working groups, in which we establish the collaboration between MOSAIC team members and AMI Community members. On our website, you will be able to register for working group membership and engage in our common activities.



# ‘Work loneliness’: The Impact of Flexible Working

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With Technology, Mobility is the most important factor of change in the workplace. Technological solutions for the workplace increased so dramatically that investment into new IT and ICT solutions become out of date in a matter of months and organisation have to face no or low return on investment, unless their technological choices have an impact on the performance of their staff and increase profit. A greater understanding of the complex interaction between individuals (employees and managers with all stakeholders) and the organisation within a working environment, which is today not constant, is required.

The 2004 Flexible Working Survey, which canvassed the views of management and staff within a wide range of companies over one year, has produced a series of statistics about the experience of flexible working at home, on the move and in the office and attitudes to current practices. The research analysed flexible working experiences in a range of key areas, including: use of space, working patterns, the workplace as a social space, technology impact, communication, management and organisation. This article will briefly summarise some of the major outcomes of the survey prepared by the Facilities Innovation team of the University of the West of England and Johnson Controls UK Consulting Group.

### Workplaces in the UK:

The UK counts around 28million<sup>1</sup> people in employment. So if an estimated 50% of all employees work in offices (against 20% in 1911) and occupy in average 7 to 14m<sup>2</sup> (Actium Consult, 2004)<sup>2</sup> and the space allocated for a desk and its immediate surrounding area varies from around 4 m<sup>2</sup> to 15 m<sup>2</sup> (Total Office Costs Survey 2004), we can confidently say that in the UK there is an estimated 147million sqm of office space, all of different shape and form, in diverse geographical locations and offering a widely different environment. However, it remains difficult to paint an accurate portrait of all the workplaces in the UK. The 1998 Workplace Employee Relations Survey provides an analysis of 128,000 workplaces with 25 or more employees across Great Britain. This 1998 survey, based on the completed questionnaires obtained from more than 28,000 employees, revealed that **52% of workplaces have between 25 and 49 employees and only 3% more than 500 employees**. Overall, the survey revealed that 89% of workplaces in the UK have less than 200 employees.

Full article is available on the MOSAIC web site:

<http://www.mosaic-network.org/library/articles.html>

<sup>1</sup> Labour Force Survey, Office for National Statistics, Published on 25 February 2004 at 9:30 am

<sup>2</sup> Actium Consult & Cass Business School (2004) The Total Office Cost Survey Summary, March 2004.



## Scenarios for Future Mobile Workplaces

Hans Schaffers, Telematica Institute

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The particular approach of MOSAIC is to build a mobile workplaces vision and translate it into inspiring scenarios, into a roadmap showing how to deploy the innovations envisaged in these scenarios and how to deal with the bottlenecks and challenges involved. MOSAIC thereby works at two – interacting - levels: the generic level and the specific domain or sector oriented level. As regards the domains, we concentrate on engineering sectors (automotive, aerospace), on building and construction, on healthcare, and on working in remote areas. So far, many scenarios have been brought together – also with the collaboration of members of AMI @ Work communities.

### Scenarios developed by MOSAIC (examples)

- Mobile workplaces supporting collaborating SMEs to build up new business
- Mobile workplaces for globally distributed companies
- Mobile working for E-Professionals in self-organising communities
- Coordinating distributed and mobile workplaces for individual workers
- Mobile workplaces in engineering sectors (aerospace, automotive)
- Mobile working in building and construction
- Mobile working to address major health incidents

The vision we have developed so far is strongly related to the idea of workplaces as networks. In fact, “the network becomes the workplace”, and more and more the network is the place for collaborative value creation. The objective of our scenarios is to provide a stimulating description of future mobile and collaborative workplaces and of the way mobile collaboration technologies are functioning, and in this way to provide stimulating thoughts for innovators, policy makers and companies. Scenarios challenge mental models and frames of mind. Scenarios “highlight the large-scale forces that push the future in different directions. A set of scenarios provides a learning environment, in which managers and other stakeholders can explore these forces, better understand the dynamics shaping the future, and thus assess strategic options and prepare to take strategic decisions” (Shell). The MOSAIC Scenarios outline possible, but plausible, images of future mobile workplaces. Their function is to stimulate innovators in companies and other organisations. The MOSAIC roadmap takes these scenarios as a point of departure to describe the implementation path of Mobile Workplace scenarios in terms of technologies, applications, business processes and societal frameworks. Thus it forms the basis for a research and innovation agenda in order to support policies and strategies and to prepare for joint RTD and innovation activities.

For the near future, we plan to discuss and validate scenarios in several workshops (e.g. the Rome 17-18 February workshop, and Gdansk 20-22 April) and to publish the MOSAIC Scenarios in a brochure.



## A new AMI@Work Menu on MOSAIC Web Site

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On the MOSAIC web site <http://www.mosaic-network.org/> you will find a new main menu: **AMI@Work**.

This menu will give you access to the AMI@Work communities and you can manage your account. You will find the following menu items:

### About

leads you to the AMI@Work registration page on the MOSAIC web site.

### Register

new members can register for the AMI@Work communities.

### List members

registered users can list the members of the communities or participants of the current or past events.

### Join communities

registered users can change their community membership, i.e. they can join new communities or leave the old ones.

### Enrol for events

registered users can enrol for upcoming events.

### Update profile

registered users can update their profile. For example, you can upload your image.

### Forgot password

if you forgot your password or userid, please go here. After entering your email address you will get an email with a password link. Following this link leads you to a form which shows your userid and where you can set a new password. Be aware userid and password are case-sensitive.

### Go to communities

this leads you to the communities. It will show your BSCW home directory with the list of communities you joined.





## Vote for “Future Mobile Workplaces”

Marc Pallot, EsoCE-NET

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### Future Mobile Workplaces

#### T1 Human aspects in mobility

##### 1. Flexible work arrangements

Probably	67	84%
Uncertain	12	15%
Unlikely	0	0%
Total	79	

##### 2. Integrating social, learning & work activities

Probably	48	60%
Uncertain	26	32%
Unlikely	5	6%
Total	79	

##### 3. Remote socialising

Probably	40	50%
Uncertain	33	41%
Unlikely	6	7%
Total	79	

##### 4. Collaboration among distributed competencies

Probably	55	69%
Uncertain	17	21%
Unlikely	7	8%
Total	79	

##### 5. Recruit "on demand" independent experts

Probably	44	55%
Uncertain	23	29%
Unlikely	12	15%
Total	79	

##### 6. Develop career within professional communities

Probably	33	41%
Uncertain	42	53%
Unlikely	4	5%

There is a new “Polls” feature on the MOSAIC website, accessible through either the NETWORK menu or left hand side of the Home page, providing an innovative form of on-line survey. In fact, there are several polls combined together to form an on-line survey. The actual polls T1 to T6 constitute the survey for “Future Mobile Workplaces” where several perspectives are used to form six different polls from human aspects in mobility up to mobility policy and regulations. Within each perspective there are several assertions that contribute to characterise the vision of the future mobile workplace.

Each assertion implies a certain impact from the point of view of Mobile Workplace. The question that you are requested to answer is: “Do you believe that the assertion will effectively come true (by 2010) to the extent to actually cause a significant impact on the Mobile Workplace implementation scenario?”

When expressing opinions, it is requested to tick only one of the 3 following answers:

**Probably:** It is mostly going to happen. The dimension of the phenomenon by 2010 will be such to require significant adaptation/evolution of Mobile Workplace.

**Uncertain:** It remains very difficult to anticipate. There is no evidence that the phenomenon is occurring to the extent to significantly impact the Mobile Workplace by 2010.

**Unlikely:** It seems mostly not realistic. There is no evidence that the phenomenon will occur, or it will take much longer than a decade to be realised to a significant extent.

We do believe this innovative polling approach would be useful for every member to get a good feedback about the community opinion

on different aspects. For sure, your contribution in term of voting to the different polls is essential for the success of this innovative polling approach. Within the context of the AMI@Work communities, this polling approach could also be used, for example, to ask members to prioritise community’s activities in the range of “Low, Medium, High”.

You are kindly invited to contribute in voting for the different aspects and related elements of the “Future Mobile Workplaces”. After voting you will see the actual resulting figures.

**Vote for “Future Mobile Workplaces”:**

<http://www.mosaic-network.org/network/polls/vision.html>

Whether you would like to further discuss about this polling approach or create a specific one for another purpose, please feel free to contact Marc Pallot: [marc.pallot@esoce.net](mailto:marc.pallot@esoce.net)



## MOSAIC Working Groups

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The MOSAIC web site is giving direct access to the MOSAIC five Working Groups where presentations and related documents are available to everyone's contribution. All that you need is to update your MOSAIC membership profile to specify the Working Groups you are willing to contribute in participating to dedicated workshops or brainstorming sessions within face-to-face or virtual events.

Home - Network - Polls - Future Mobile Workplaces

### Future Mobile Workplaces

#### T2 Mobility and work settings

Category	Probably	Uncertain	Unlikely	Total
<b>1. Mobile access to experts</b>	52 (68%)	24 (31%)	0 (0%)	76
<b>2. Workplaces have plug&amp;play capabilities</b>	56 (73%)	17 (22%)	3 (3%)	76
<b>3. Workplace everywhere &amp; anytime</b>	46 (60%)	26 (34%)	4 (5%)	76
<b>4. Collaboration in shared workspaces</b>	60 (78%)	12 (15%)	4 (5%)	76

Navigation: About | Network | AMI@Work | News | Library | Working Groups

Working Groups menu: Mobility, knowledge & collaboration | Health | Manufacturing | Rural | Societal transition

Recent events: 2005-06-22 AMI@Work Forum Day "Towards Ambient Intelligence at Work, Vision 2010" in Munich

Once you have specified the Working Groups you wish to contribute, you get access to the corresponding shared workspaces like in the example shown through different screen shots. The first screen shot is showing a click on the Working Group "Manufacturing & Construction" within the menu "Working Groups" on the MOSAIC webpage. After this click, an explanation text is displayed in the middle area of the webpage which gives the way to contribute to the working group activities. At the bottom of this text, there is a clickable item with the name of the working group to enter into the corresponding shared workspace.



The second screen shot shows the BSCW shared workspace where the user has opened a workshop folder containing several presentations and related vision scenarios documents.

**BSCW**

File Edit View Options GoTo Help

Home Public Clipbd Trash Addr Calend Bkms Case

Your location: :marcpallot / C - Manufacturing & Construction / WP2 Workshop in Rome 6 & 7 Dec 2004

Working Group **Manufacturing & Construction**

1. Open the file you would like to comment or contribute in simply clicking on its name.
2. Provide your comments and contributions in clicking on the associated note (clicking on the icon) to open it.
3. Comment into a note by selecting Reply in the action menu of the note.
4. Contribute in attaching your contribution material by clicking on Attach in the action menu of your own comment note.

catch up send copy link cut delete archive rate

WP2 Workshop in Rome 6 & 7 Dec 2004 13 entries

This folder holds the powerpoint presentations and the scenarios presented at the workshop held in Rome on the 6th and the 7th of December 2004, in collaboration with the ESoCE-Net Industrial Forum.

Name

- Community based scenario for Engineering**  
scenario prepared by Marc Pallot according to workshop agreements
- Design Phase Mobile Worker**  
Scenario prepared by Kjetil Kristensen
- Mobile scenarios for the Construction Sector**  
3 scenarios provided by Alain Zarli
- SET/SED Applications in Production Control**  
Scenario prepared by Carmen Aguilera about Smart Embedded Tags and Smart Embedded Devices Applications in Production Control in the Aerospace Sector

The third screen shot shows also different files or documents that have been uploaded into the same shared workspace.

- ESoCE-NET Industry Forum Programme Rome 6 Dec 2004**  
it includes the MOSAIC WP2 Workshop Programme
- RFID, Smart Tags and Sensors in the Manufacturing and Logistics processes**  
Presentation by Carmen M. Aguilera
- Using Mobile Technology to Facilitate the Knowledge Worker**  
Marie-Cecile Puybaraud and John Counsell presentation
- Actions Agreed at the MOSAIC Workshop in Rome**  
This powerpoint presentation summarise the agreed actions at the Workshop in Rome (6&7 generating scenarios.
- Community based Collaborative Workplaces for Engineering**  
Marc Pallot presentation
- Future Opportunities for Mobile IT in the Construction Sector**  
Sarah Bowden presentation
- Mobile Technologies for Supporting Intelligent Buildings**  
Alain Zarli 1st presentation
- Mobile Workspace in the Construction Industry**  
Alain Zarli 2nd presentation
- Physual Designing Lab in the MOSAIC context**  
Presentation by Kjetil Kristensen



## Polls – a new Feature on the BSCW Shared Workspace System

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The BSCW shared workspace server on <http://www.mosaic-network.org/> presents a new feature for the members of the AMI@Work communities and the registered members of MOSAIC web site: polls. A poll consists of several questions, each offering a list of answers. You can easily create a new poll, specify the questions and start the voting. A poll has several configuration options and you get the results in a graphical form or as comma separated file.

### Creating a Poll

The menu entry



Creates a new poll in the current folder. You need to give the name and optionally a description for the new poll. After submitting the form a configuration form will open.

### Editing and Configuring a Poll

In the Edit form you can add new questions, manage the questions and configure the poll. The Edit form comes up either after creating a new poll or with the action menu item



By pressing the button 'Add new question' you can add a new question. First you have to select the question type. Currently there are four questions types:

#### **Single choice**

choice of several answers from which the voter has to select exactly one.

#### **Multiple choice**

choices of several answers from which the voter has to select one or more.

#### **Yes/No**

this question has the predefined answers Yes and No.

#### **Probably/Uncertain/Unlikely**

this question has the predefined answers Probably, Uncertain and Unlikely.

After the question type is selected, specify the question and (for the first two types) the answers. The answers have to be divided by lines in the text field.



**Edit Poll**

List of Questions

Question	Action
What do users expect most in mobile work situations?	
What is the most useful tool for mobile community support?	

Heading

Width of poll area  pixel

Start of voting period  from now or

End of voting period  forever or

Public poll

Number questions

Voter can view results

always

after voting

after voting period

never

URL for template (optional)

URL for style sheet (optional)

In the main Edit form you can manage the questions, i.e. the sequence of the questions can be re-sorted or questions can be edited or deleted. Also the following options for the poll can be specified:

### **Heading**

is the name of the poll which appears in the headline.

### **Width**

is a minimum width of the poll.

### **Start of voting period**

### **End of voting period**

defines the voting period. Important: if you select a date you have to deselect the checkboxes *from now* resp. *forever*, otherwise the selected date will not be used.

### **Public poll**

if checked the poll is anonymously accessible, i.e. for voting you have to use the public link:

[http://www.mosaic-network.org/pub/bscw.cgi/0/<obj\\_id\\_of\\_poll>](http://www.mosaic-network.org/pub/bscw.cgi/0/<obj_id_of_poll>)

If you open the poll, you will find the <obj\_id\_of\_poll> in the address bar of your browser.

### **Number questions**

if checked the questions will be numbered.



## ***Voter can view results***

You can choose how the results can be viewed by the voters. The possibilities are always, after voting, after end of the voting period or never.

## ***URL for template (optional)***

Instead of presenting the poll in the default BSCW view, one can specify an URL to a web page, in which the poll is inserted. In this page the insert point for the poll must be marked with the pattern `#poll#`.

## ***URL for style sheet (optional)***

One can give an URL a style sheet which overwrites the default BSCW styles for the poll. The default BSCW styles one will find under

[http://www.mosaic-network.org/bscw\\_resources/styles/poll.css](http://www.mosaic-network.org/bscw_resources/styles/poll.css)

with own style one can change for example the color or the fonts in the poll presentation.

## **Voting**

If you have finished the configuration, the voting can start. If a voting period is set, you can vote only after the start of the voting period. For voting just open the poll objects. You may announce the voting by including the URL of the poll in a web page or by distribute it via email. If the poll is public you have to announce the public link of the poll object, i.e. instead of

[http://www.mosaic-network.org/bscw/bscw.cgi/0/<obj\\_id\\_of\\_poll>](http://www.mosaic-network.org/bscw/bscw.cgi/0/<obj_id_of_poll>)

Use the URL

[http://www.mosaic-network.org/pub/bscw.cgi/0/<obj\\_id\\_of\\_poll>](http://www.mosaic-network.org/pub/bscw.cgi/0/<obj_id_of_poll>)

**Mobile Support for Communities of Practice**

**1. What do users expect most in mobile work situations?**

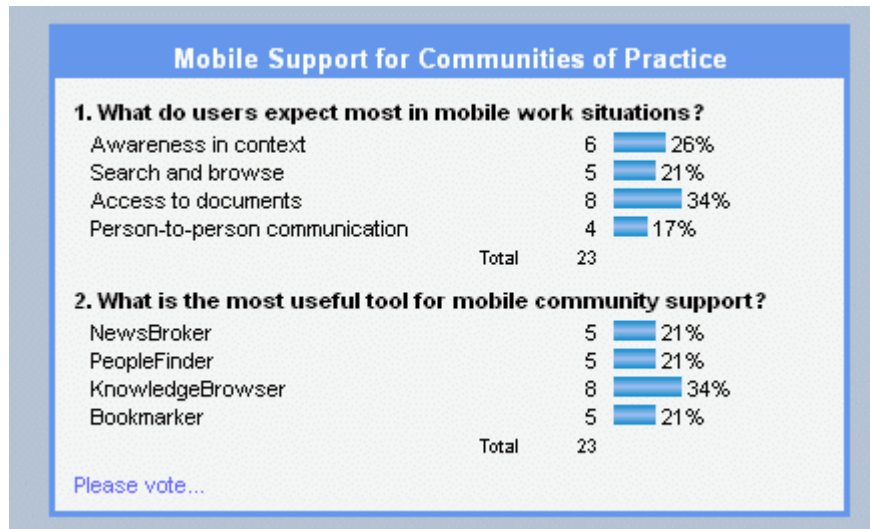
- Awareness in context
- Search and browse
- Access to documents
- Person-to-person communication

**2. What is the most useful tool for mobile community support?**

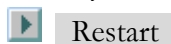
- NewsBroker
- PeopleFinder
- KnowledgeBrowser
- Bookmarker

[View current votes...](#)

The voter has to vote on all questions. Depending on the configuration settings the voter will get the current results after voting. Each voter can vote only once. If the poll is public this is achieved by setting a browser cookie. After end of the voting period no more votes can be given.



For any reason the manager can restart a poll with the action menu item:



In this case the poll is set to its initial state, i.e. all votes will be removed and all voters can vote again. The manager can edit the poll after restarting.

## Results

With the action menu item



The manager of a poll always can get a graphical view of the results.

Depending on the configuration settings the voter will get the results after voting.

With the action menu item



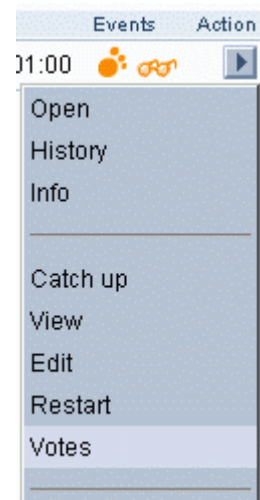
The manager of a poll will get a comma separated file (.csv) of the results for further execution. For example this file can be open with Microsoft Excel.

## Example

Please feel free to test the example poll on the BSCW server of the MOSAIC project under:

<http://www.mosaic-network.org/pub/bscw.cgi/0/81997>

If you login, you can make your own polls as described above.





## Collaboration@work: A Community dedicated to Collaborative Working Environments

Marc Pallot, EsoCE-NET

E-mail: [marc.pallot@esoce.net](mailto:marc.pallot@esoce.net)

The AMI@Work family of self-organising ERA communities links people in all 25 EU Member States and beyond for a European Research and Innovation Area (ERA) at work. This family facilitates new working environments innovation, ERA-wide and in EU 6<sup>th</sup> and 7<sup>th</sup> Framework Programmes of research. This family consists of self-organising communities, facilitated by elected leaders, in collaboration with EU projects MOSAIC and SEEMseed, and the New Working Environments unit of the Information Society Directorate-General of the European Commission, together with related Commission services. These communities represent potential cross-fertilising technology themes and challenging validation environments with a significant technological, economic and societal impact.



The *AMI@Work family of ERA communities* itself is a real-life collaboration experiment. 'Practice what we preach'. These communities are based on web-based membership registration by *interested individuals*.

Collaboration@Work is the name given by the European Commission New Working Environment Unit to Next Generation Collaborative Working Environments (NGCWE), comprising innovative technical solutions as well as socioeconomic and policy-related aspects. Collaboration@Work aims at improving human abilities to work collaboratively, thereby increasing creativity, which, in turn, will boost innovation and productivity, as well as support new value creation forms. The enabling systems and platforms will provide advanced services to catalyse the development of worker-centric, flexible, scalable and adaptable tools and applications to boost seamless and natural collaboration amongst a diversity of agents (humans, machines, etc) within knowledge-rich virtualized environments and with any devices available anywhere anytime.



**Membership** to the Collaboration @Work community is open to everyone interested in innovation in Collaborative Work Environments. For membership registration click on **[AMI@Work Communities registration form](#)** which will provide you the opportunity to join one or several AMI@Work Communities depending on your interest areas.

Collaboration@work flyer is available on:

[http://www.mosaic-network.org/pub/bscw.cgi/d84138/Collaboration@Work Flyer.pdf](http://www.mosaic-network.org/pub/bscw.cgi/d84138/Collaboration@Work%20Flyer.pdf)



**Workshop Announcement**

## “Innovation in Mobile Collaborative Workplaces”



**ROME**

Hans Schaffers, Telematica Institute

E-mail: [Hans.schaffers@telin.nl](mailto:Hans.schaffers@telin.nl)

**17-18 February 2005**

### Workshop Objective

The objective of this workshop is to bring together practitioners, researchers, solution developers and policy makers to explore the potential for innovation and change in current work practices, to discuss new models for mobile and collaborative work, and to establish interfaces between the various research and innovation activities that are currently going on. In particular we will discuss current practices and future scenarios for new ways of working, address important societal and organizational challenges in creating systems change, propose and discuss new concepts for advanced workplaces including roadmaps for their implementation, and envisage innovative testing and validation environments including “living laboratories”.

### Workshop in collaboration with

This workshop brings together a number of important projects under the 6<sup>th</sup> Framework Programme related to mobile & collaborative workplaces. It is organized by the MOSAIC Specific Support Action and supported by the Wireless World Research Forum (WWRF Working Group 1); by three Integrated Projects: MyCarEvent, WearIT@Work and MobiLife; by the COMIST Specific Support Action; the EU-Domain project; by the Mobility@Work, Knowledge@Work and Collaboration@Work Communities and by the Special Interest Group on Living Laboratories; and by the SALTSA Expert Group on Mobile Virtual Work.

### Workshop Participants

The workshop will be limited to 60 participants to allow for intensive interaction and networking between participants. There will be a mixture of short and to-the-point presentations or interventions and discussion, in 8 sessions of each 1,5 hour duration, allowing sufficient time for informal discussions. Invited experts from outside will provide thorough and in-depth stimulating views on the state of the art. All sessions will be plenary. To cover workshop costs there is a registration fee of 125 Euro.

### Organisation contact point:

Hans Schaffers, Telematica Instituut

E-mail: [hans.schaffers@telin.nl](mailto:hans.schaffers@telin.nl)

### Information and registration:

<http://www.mosaic-network.org/news/events/050217-Workshop-Rome.html>



**Event Announcement**



**MUNICH**

## AMI@Work Forum Day

### “Towards Ambient Intelligence at Work, Vision 2010”

Marc Pallot, EsoCE-NET

E-mail: [marc.pallot@esoce.net](mailto:marc.pallot@esoce.net)

**22 June 2005**

#### Event Main Objectives

This event is intended to give an opportunity to researchers to present their work related to, at least, one of AMI@Work communities and to further contribute to the shaping of the vision and roadmap of each community. It is also intended to give a chance to practitioners from the Industry and Public organisations to join and participate to the debate in confronting their needs and requirements with presented vision scenarios.

It is also intended to provide a good opportunity for "people networking" across ICE community and AMI@Work communities, open and informal discussion of new ideas as well as preparing for open and new calls-for-proposals. Further information about AMI@Work communities is available in the [AMI@Work Article](#).

#### Event Organisation

This event is organised in conjunction with the ICE'2005 conference that will be held in Munich from 20 to 22 June 2005. The 3rd day of the ICE conference is dedicated to the AMI@Work Forum Day. All the event logistics, including the registration, is provided by the ICE conference platform. However, papers submission for the Forum Day will be dealt separately (see separate instructions for papers submission). The 2nd day of the ICE conference is devoted to 4 specific workshops, one of them will be organised by the MOSAIC project on “Innovation in Mobile Collaborative Workplaces” in order to provide a bridge between the ICE community and AMI@Work communities.

#### Call for Papers

The Programme Committee invites traditional papers, up to 8 pages, and shorter position papers, up to 4 pages, to be presented within corresponding theme sessions during the Forum day. Submitted papers should be presenting actual research work related to one or several topics of, at least, one community. However, the Programme Committee encourages authors to submit papers going across several communities' topics.

**AMI@Work Forum Day announcement and Call-for-Papers available on:**

<http://www.mosaic-network.org/news/events/050622-AMI-Forum-Day.html>



Join now at: <http://www.mosaic-network.org/amiatwork/>

## AMI@WORK - LAST NEWS

Roberto Santoro, Chair of the AMI@Work Communities

E-mail: [rsantoro@esoce.net](mailto:rsantoro@esoce.net)

### Logistics@Work community leaders and EC facilitator chosen

Logistics@Work, a new fifth vertical community, has been added to the family by the AMI@Work family Leadership Group at IST2004 in The Hague, as announced earlier.

**Kulwant Pawar**, University of Nottingham (UK), mail: [kul.pawar@nottingham.ac.uk](mailto:kul.pawar@nottingham.ac.uk) has since been confirmed as the acting Chair of Logistics@Work. The acting Vice Chairs of this new community are **Paola Monari**, SATA (IT), mail: [p.monari@satonet.it](mailto:p.monari@satonet.it); and **Tünde Kallai** representing the Hungarian Agro informatics Association, the Hungarian Farmers Association, the Hungarian Logistics Association and the Central and Southeast European Innovation Area (CEIA) Association, mail: [tkallai@axelero.hu](mailto:tkallai@axelero.hu)

The EC facilitator of Logistics@Work is **Florent Frederix**, ICT for Business.

### Leadership@Work Special Interest Group created within the family

The new Leadership@Work SIG, approved by the AMI@Work family Leadership Group last week, is led by the following acting leaders: Chair: **Seija Kulkki**, Director, Centre for Knowledge and Innovation Research CKIR, Helsinki School of Economics, mail: [kulkki@hkkk.fi](mailto:kulkki@hkkk.fi); Vice Chairs: **József Veress**, State Secretary for European Affairs, Hungary, mail: [jozsef.veress@meh.hu](mailto:jozsef.veress@meh.hu); **Peter Tancig**, General Secretary, Slovenian Researchers' Association, mail: [tajnistvo@zdr-raziskovalcev.si](mailto:tajnistvo@zdr-raziskovalcev.si)

The EC facilitator of the Leadership@Work SIG is **Bror Salmelin**, New Working Environments.

### The LivingLabs@Work Special Interest Group born in The Hague

As announced earlier, the first AMI@Work SIG was created at IST2004 in The Hague. The LivingLabs@Work Special Interest Group is chaired by **Mats Eriksson**, Testbed Botnia, CDT/Luleå University of Technology (SE), mail: [mats.eriksson@cdt.ltu.se](mailto:mats.eriksson@cdt.ltu.se) and its vice chair is **Veli-Pekka Niitamo**, Nokia (FI), mail: [veli-pekka.niitamo@nokia.com](mailto:veli-pekka.niitamo@nokia.com)

The EC facilitator of this Special Interest Group is **Olavi Luotonen**, New Working Environments.

### Future major AMI@Work communities' events for your diary

Preparations continue for the **AMI@Work family of communities Spring Event in Gdansk, Poland**, now confirmed to take place on Wednesday-Friday, **20-22 April 2005**, starting with a Communities Day, to be followed by a Plenary Day, and a Networking and Partnering Day.

An **AMI@Work Forum Day** will be held on **22 June 2005**, back-to-back with the ICE Conference in **Munich, Germany**, and followed on 23 June by the first meeting of the new AMI@Work Leadership Group, foreseen to be electronically elected in May 2005.

### Join the AMI@Work family or join additional communities

If you wish to join additional communities - or if you are not yet a member of the AMI@Work family of communities - joining is now made easy by the updated AMI@Work registration, introduced by the MOSAIC Specific Support Action team.



*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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