

# Enterprise COllaboration & INteroperability



## **WP 4.5: c-HI Innovative Services** **Tools for Human Interaction Support**

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## Scope of c-HI (WP 4.5)

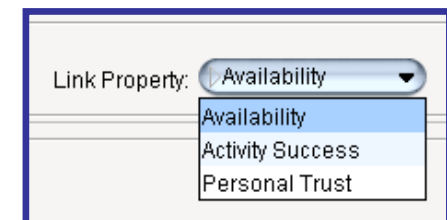
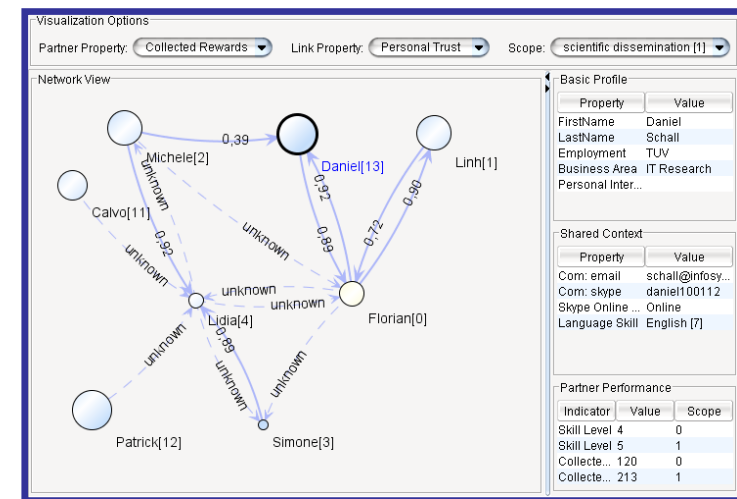
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- Flexible Collaboration Support on Individuals' level
  - Underneath project planning: partly ad-hoc collaboration.
  - Guidance of interactions in large-scale networks.
  - Adopting concepts from social networks (formation, discovery).
- Social Trust-based c-HI Support
  - Optimization of interactions based on social properties and collaboration behavior.
- Social and Participative Software Support
  - Flexible discovery and involvement of experts.
- Adaptive Network-based Information Sharing
  - Dynamically adapting sharing behavior relying on social relations and collaborative success.



# Collaboration Visualization Tool (CVT)

- Visualization of community structures and evolving social networks
  - Individuals
    - Registered profiles (name, organization, e-mail, Skype, ...)
    - Dynamic profile data through interaction mining
  - Context-dependent social relations described by interaction metrics
- Application Scenarios
  - Group formation (emerged structures)
  - Social campaigns (interest clusters)
  - Team evaluation (collab. rewarding)
- Innovative Concepts
  - System-managed profiles and relations through analyzing interaction behavior
    - Keep track of network dynamics
    - Unburden users from managing their social networks manually
  - Evidence-based structures through mining
    - No unfair manual ratings
    - No rating quality variations over time
  - Embedding of baseline human interaction services





# Trusted Information Sharing (TIS)

- Document-centric information sharing accounting for:
  - Dynamically changing skills, expertise and interests
  - Dynamically adapting and evolving social and collaborative structures

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```

- Altering social relations
  - Flexible activity participation
- Application Scenarios
  - Sharing of sensitive data in highly dynamic environments
  - Sharing of information in social campaigns (propagation of invitations)

3. SPECIFY TRUST SHARING RULES				
Tag	Scope	Metric	Value	
Rule 1: <input type="checkbox"/> /paperdraft/author	<input type="checkbox"/> scientific dissemination	<input type="checkbox"/> Activity Success	>	50
		<input type="checkbox"/> Personal Trust	>=	75
Rule 2: <input type="checkbox"/> /paperdraft/body	<input type="checkbox"/> scientific dissemination	<input type="checkbox"/> Activity Success	>	75
		<input type="checkbox"/> Personal Trust	>	90

- Innovative Concepts
  - Dynamically changing access rights
    - Based on previous collaboration outcome
    - Based on emerging social relations
  - Fine-grained sharing model
    - Define sensitivity levels within a document depending on info type (XML)
    - Share more information with closer collaboration partners (system managed)
  - Actively facilitate collaborations
    - Push information to close partners (avoid spamming but stimulate interest)

Scope	Metric	Value
<input type="checkbox"/> scientific dissemination	<input type="checkbox"/> Availability	>
	Availability	
	Activity Success	
	Personal Trust	



# Trusted Online Help and Support (TOHS)

- Flexible discovery and involvement of trustworthy experts accounting for:
  - Dynamically changing skills, expertise and interests
  - Contextual constraints to find best available expert in community (availability, online state, organizational boundaries, comm. channel ...)
  - Personal preferences and social trust relations
- Application Scenarios
  - Ad-Hoc expert discovery in emergency situations
  - Team assembly
  - Interest group formation
- Innovative Concepts
  - Personalized expert discovery
    - Ranking based on someone's surrounding network
  - Flexible involvement of experts
    - No negotiations and agreements
    - But instant involvement through baseline interaction services
  - Account for contextual constraints, e.g., from higher level process
    - Deadlines and urgency influence interaction channel selection (e.g., e-mail v.s. Skype)

One or more of specified skills:

Software/SE/Specifications/Languages

TOHS Search One or More

Context parameters (optional)

☐ Expert is online (via Skype)

☐ HPS interaction (via Web services)

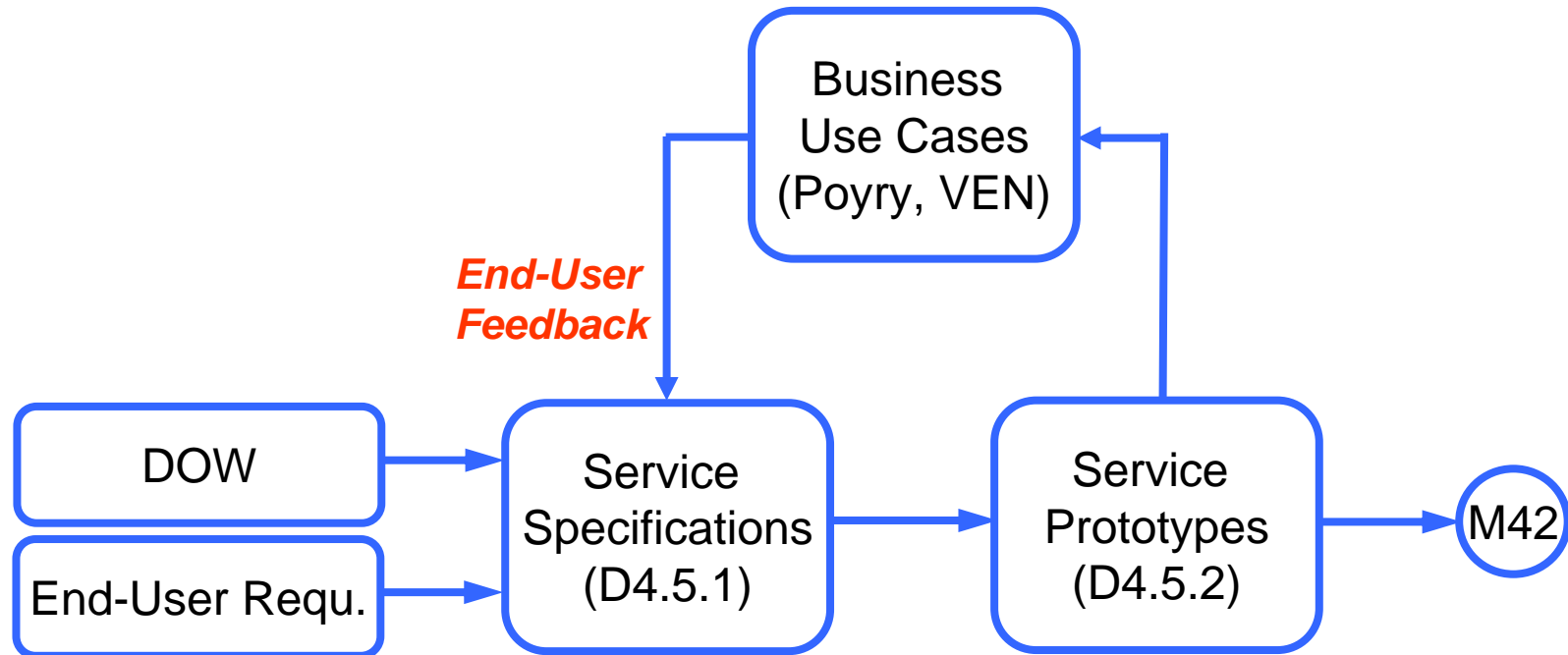
☒ Apply metric Availability 50

set value for minimum threshold (a number between 1 .. 100)

Network graph showing connections between experts: Giovanni Giuliani, Saharwan Dustdar, Florian Skopik, Hong Linh Truong, Stephane Corlosquet, Christian Melchiorre, Simona Stringa, Marcel Tilly, Christoph Dorn, Marco Aiello, Dino Baggio, Sant Moreschini.



# Iterative Development in WP4.5



Deliverables in WP4.5:

- D4.5.1a Service Specifications (M12)
- D4.5.2a Service Prototypes (M18)
- D4.5.1b Final Service Specifications (M24)
- D4.5.2b Final Services (M36)



# End-User Feedback

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- Collaboration Visualization (CVT)
  - Privacy-aware browsing (#hops in the social graph restricted)
  - Personalized view (relation between 3rd parties may be omitted)
  - Instant interactions supporting group formation
  - Context data influences browsing patterns (scopes)
- Trusted Information Sharing (TIS)
  - Integration with industry-applications (e.g., MS Project)
  - Activity-centric sharing in groups (not only P2P)
- Trusted Online Help and Support
  - Discover people based on interests (bootstrapping)
  - Consider people's context (location, avail. interaction channels)



# Progress in 3<sup>rd</sup> Year

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- Implementation (D4.5.2b – final prototypes)
  - Service development finished (CVT, TIS, TOHS)
- Integration Effort
  - Integration with other WP's services (e.g., Coll4PM, C3P)
  - Hosting on GSP (c-HI ontology definition)
- Customization for Partners (Poyry, VEN)
  - Dedicated service instances
  - Data collection (Poyry communication data, VEN member profiles)
  - Feature extensions to match end-users' needs
- Business Use Case Support in Cross-Teams
  - Poyry: cross-enterprise collaboration (implemented: CVT+TIS)
  - VEN: social campaigns (discussed: CVT+TOHS)
- Dissemination in scope of WP 4.5
  - 13 conference papers (ACM, IEEE, Springer)
  - 2 Journal papers
    - Elsevier Information Systems (IS)
    - IEEE Transactions on Services Computing (TSC)





# Questions & Answers

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Thank you.

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