



OPAALS PROJECT

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WP5: Integration with the Digital Ecosystem Platform

DELIVERABLE 5.10

Real Business Scenario Definition, Analysis and Implementation.



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<p>Short Description This deliverable summarises the work that 3 Aragonese SMEs carried out in order to create some basic services using Flypeer as Service Integration Platform as well as provides an insight into the “project” management and overview ITA has performed. The enterprises are representatives of the SMEs because they belong to the ICT as well as non ICT sectors and therefore have different business niches. In consequences their comments and evaluations of Flypeer provide a useful critique of the OPAALS software.</p> <p>Authors ITA: Jorge Veja-Murguía; J.J. Navamuel, F.J. Lacueva</p> <p>Partners contributed: Instituto Tecnológico de Aragón (ITA),</p> <p>Made available to: August, 2^{sd} 2010</p>		

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The information marked with an asterisk () is provided in order to address Recommendation n. 4 from the Year 2 review report*



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EXECUTIVE SUMMARY

This document reports the work carried out in T5.13 *“DE business case in the SW development sector of the Aragon region”* within WP5 *“Integration with the Digital Ecosystem Platform”* during the last part of Phase 3 of the OPAALS Project.

The aim of the work was to define and implement a real business case for testing the developed P2P platform Flypeer. With this intention, a set of regional Software Developer SMEs (Dialcom, Europa Active Club and Gábilos) were selected by ITA in order to create a development team capable of building an added-value business case.

The real business case implemented over Flypeer is an Advanced Hotel Reservation Network (AHRN) with on-line video customer care capabilities, in which the SMEs integrated their services:

- Dialcom provides a Video Conference service
- Gábilos provides a solution for Hotel Management
- Europa Active Club integrates all services in its web site to offer Accomodation Search Services to final customers

ITA, as a regional catalyst, coordinated the tasks to be carried out by the SMEs and acted as an interface with the Flypeer Development Team. During the whole definition of the implementation process, several questionnaires were distributed among SMEs in order to provide OPAALS' partners with the valuable feedback of real companies. The questionnaires include several parts in order to collect the experiences of SMEs and their impressions regarding the evaluated platform Flypeer.

Once the real business case was implemented and evaluated by the staff of the participating SMEs, including SW developers, Project Managers and Product Managers, individual evaluations were discussed and the final conclusions are included in this report. In summary:

- SMEs consider that the Flypeer platform is still in too early a stage of test and development. This situation and the lack of companies using the platform results in the perception that OPAALS Software cannot really enhance their businesses in a noticeable manner currently.
- Nevertheless, SMEs think that OPAALS DE opens some new possibilities for them and are willing to continue taking part in the development of OPAALS DE.

1 Introduction.

This document develops a common analysis of the scenarios which were used by the Aragonese SMEs to perform a real test of the Flypeer framework.

The objectives of this document are:

- a) To introduce the SMEs participating in the test.
- b) To define the business cases that the SMEs expected to be supported by Flypeer, taking into account both, the global use case and the specific use case for each SME (the individual use cases they should implement to support the global use case)
- c) To define the tasks performed by the SMEs and the planning to execute these different tasks.
- d) To define the entities which were used to perform the test (hotel and reservation).
- e) To report the work performed by the SMEs to develop the test scenarios.
- f) To report the evaluation and impression of the SMEs regarding OPAALS tools.

The next paragraph briefly introduces the Flypeer P2P platform to the SMEs.

1.1 An Introduction to Flypeer.

Flypeer is a P2P integration platform which is being developed under the OPAALS NoE. Although to obtain a product is not the objective of a NoE the OPAALS management team considered that to implement Flypeer was a good way to test technology capabilities to support business in a Digital Ecosystem (DE) and to find which problems need to be solved in order to obtain a product to support the DE, both in the computing world and in the real world (legal, sociological, ...).

When we drafted this paragraph the most recent version of Flypeer, Flypeer 0.5, was still under development. By the end of the development phase Flypeer hopefully will support the creation of a P2P infrastructure where business case can be implemented in a distributed dynamic way, in a secure environment and with transactional support.

Although the final release of Flypeer does not completely implement all its defined requirements, it allows that legacy systems can offer its functionalities as services (web services) to the rest of the Digital Environment; these services can be discovered and consumed. In consequence it allows the creation of new business cases by the interoperation of the ones offered by other actors. Moreover during the execution of this task (WP5.13), the developing team supported any issues the SME would have and, as quickly as possible, resolve any bug they find. In order to test the platform ITA proposed the implementation of a real business use case which enabled the debugging of the platform. The real case, the Advanced Hotel Reservation Network, is presented in next paragraphs.

Before starting the work the development team (with in the Codecamp celebrated in Zaragoza by March of 2010) remark some important issues that developers faced when porting existing services to Flypeer that were raised by project partners or

SMEs. The first issue was that flypeer service could only be accessed via a java interface, only a java program could call a Flypeer service. This problem was solved partially by exposing Flypeer services as Web Services, so that they could be consumed by any application capable of calling a web service. This additional feature requires that the user manually write a WSDL file that describes their service interface, in addition to the other configuration needed by Flypeer.

A second issue is due to the fact that all services in Flypeer are single operation services. A service, e.g. HotelBookingService has one method bookRoom. This is due to the way services are described in the transaction model, and were implemented in Flypeer. This issue can be resolved by allowing grouping of services, but this feature is not currently completed. The problem is currently avoided by using Service+operation names as Flypeer service names.

2 SMEs Participating in the Evaluation

The following next paragraphs briefly introduce the SMEs that participated in the Flypeer evaluation:

- Gábilos is an enterprise management software developer.
- Dialcom is an advanced communication services provider.
- Europa Active Club is an online travel agency.

They use and provide ICT services and technologies in a different way as they belong to different economical sectors. As a consequence we think that the business use case that they defined is an interesting test of the Flypeer capabilities, and its technological specificities. Moreover their experience in the DBE project reduced their learning time as they already know most of the concepts that DE introduce.

2.1 *Gábilos, S.L.*

Gábilos Software (www.gabilos.com) comes from a Consultancy Enterprise with more than 20 years experience. They provide software for Enterprise management (financial, billing, taxing, etc.) to their customers (SMEs and freelancers). They complement their applications with consultancy services in order to offer “integrated” help.

Although they work for enterprises of different sectors they have specialise in the development of applications for the management of tourism accommodation: one of the main products is the one for the management of hotels.

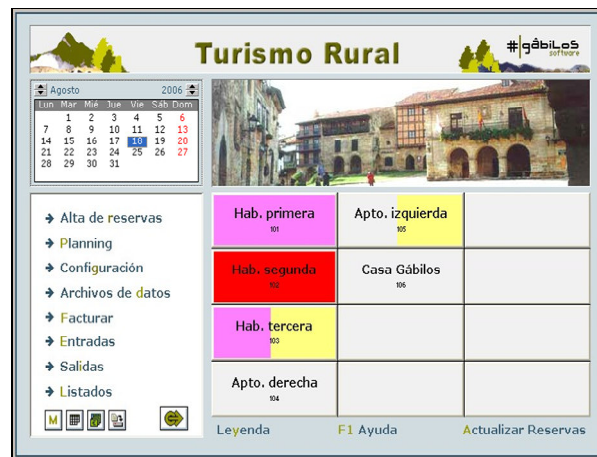


Figure 1.- Gábilos Application for Hotel Management.

2.2 Dialcom.

Dialcom Networks (www.dialcom.com) business is Videoconference services and applications and collaborative applications over IP networks. Their features are:

- They have costumers and presence all around Europe: Spain, Germany, Italy, Portugal, Great Britain, etc.
- They were founded 13 years ago.
- They have an experienced R+D team of 25 engineers.

Their solution Spontania Webcall, is a client/server architecture solution that can offer support and customer care functionalities through IP environments.

Actors are as follows:

- Webcall Agent: This can be any company using Webcall (hotels, resorts, companies organising activities, etc) to offer customer care/support to any interested customer. An application webcall agent will be installed at this specific company's PC offering the capabilities to receive incoming IP calls from any user connected through Internet.
- Webcall user: This can be any user interested in placing an IP call to a company (websupport agent) to contact/ask for their services. These users can be users with any devices/handset that can access the Internet with Windows OS running on it.

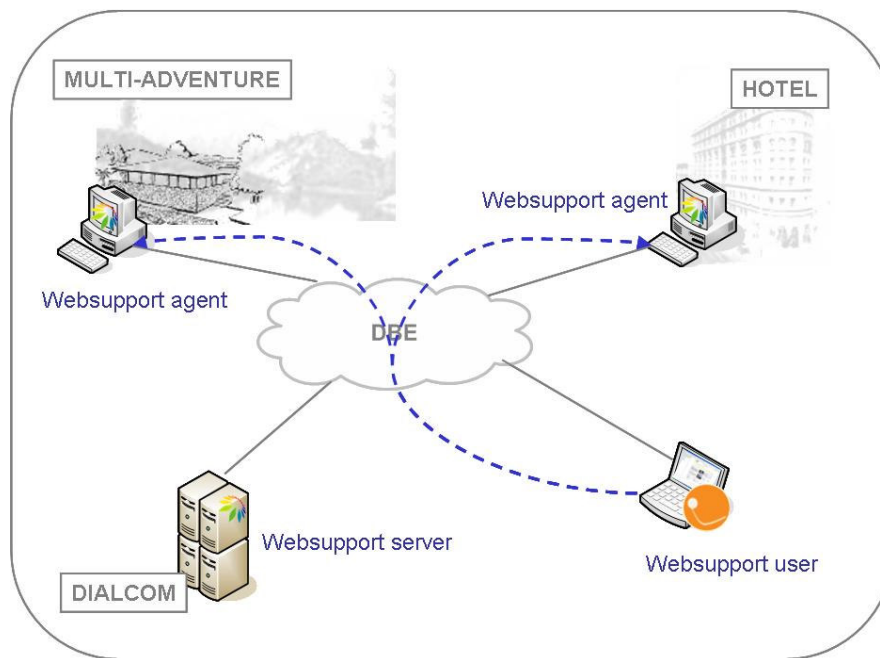


Figure 2.- Webcall High Level Network Architecture.

Then a Webcall user, by clicking on a URL, can easily be connected to a Webcall agent through an IP call supporting following capabilities:

- Full duplex videocall
- Text chat: instant messaging full duplex
- Voice conference: VoIP between the agent and end user.
- Application Sharing: allows the agent to share applications with end user terminal, for instance share a power point or a document,
- Co-browsing: the Webcall agent can navigate through Internet showing to the end user the same web page he/she is seeing.
- File transference: transferring files from agent to end-users and in the reverse way.

2.3 Europa Active Club (EAC).

Europa Active Club (www.europaactiveclub.com) (EAC) is an online travel agency. They have a little development team that integrate their “best fit reservation” search engine with the catalogs of the wholesaler agencies.



Figure 3.- EAC On Line Reservation Site.

EAC provides to its customer booking services for accommodation, flights etc. It takes the information provided by some wholesaler agencies and shows to the users the request that best fits their demands (hotel, flight ...). At the moment, if some user has any problem during its reservation processes he can call a Call center in order to solve it.

3 A Real Business Use Case: an Advance Hotel Reservation Network

The following paragraphs first introduce the business case that the enterprises want to implement together: an Advanced Hotel Reservation Network (AHRN) with on-line video customer care capabilities.

Obviously, to perform this use case, some “particular” use cases need to be developed in order to allow the systems integration. A high level description of each of the use cases is introduced in the last paragraphs of this section.

3.1 General Overview

The AHRN, which is introduced in Figure 4, is the business case that the SMEs defined to test the Flypeer platform in a “real” way. As we introduced in section 3.3, EAC provides to its customers booking services for accommodation, flights, etc. The company takes the information provided by several wholesaler agencies and shows to the users the results that best fit to their demands (hotel, flight, etc.). At the time of writing it, if some user has any problem during its reservation processes he can communicate with a Call Center in order to try to solve it.

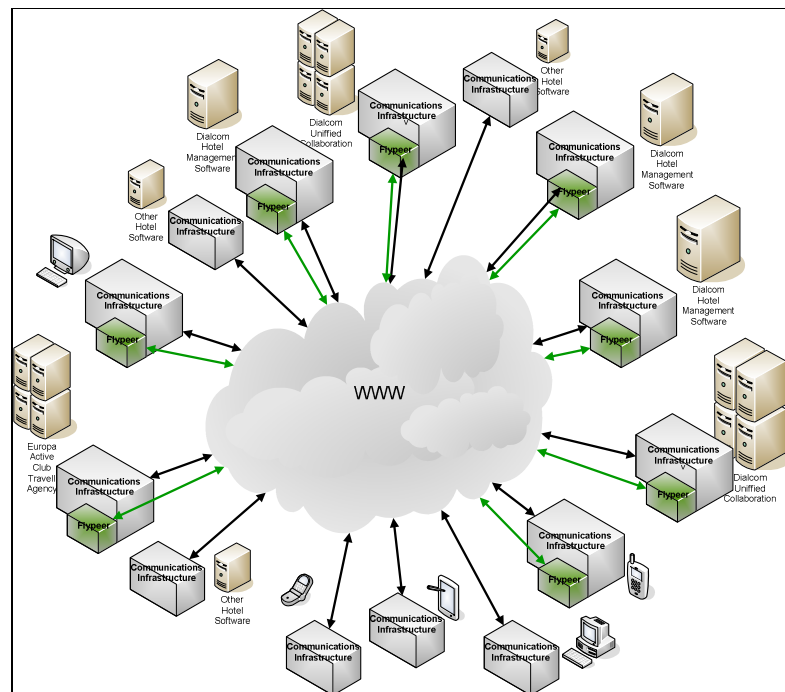


Figure 4.- Complex User Case.

The SMEs involved in the project (Gábilos, Dialcom, EAC) wanted to use Flypeer to improve the commonly used reservation process by amalgamating the capabilities of the tools they provide:

- Gábilos' Accommodation Management Software made it possible to carry out reservations of desired rooms in a rural hotel by providing and offering the required information. As the booking status changes dynamically, they wanted to update the published information to the AHRN in real time.
- EAC wanted to offer to its customers the best information they are able to. So they wanted to refresh it as the hotels changed their booking status. Moreover they wanted to make reservations of hotels rooms (of the desired room) as customers push the '*Confirm*' button.
- If there was a failure during the booking process or customers need to clarify some point regarding the offer provided, EAC wanted to give them assistance in real-time: by accessing a "Video call Center" supported by the services provided by Dialcom's Unified Collaboration platform, which could be any of the ones provided by any of Dialcom's customers. As an extra feature, it was deemed interesting that given that EAC's site can be accessed all around the world and there are different "Videocall Centers", the requested Videocall could be established with one of the Call Centers which can speak in the same language that the customer selected to access the web.

Some important points to keep in mind are that:

- Hotels can go into and out of the "Advanced Hotel Reservation Network (AHR) network" dynamically (without considering legal matters).
- Videocall Centers can be dynamically added to the network.
- All actors must be able to interact with people (or systems) outside the AHRN, that is, their actual business should remain working properly. This means that the AHRN influences and is influenced by the rest of the world.

In an abstract way, we can think that Flypeer is able to create a "private network" over the available one, which would provide advanced services based on other Flypeer features (transactionability, work flow management, etc.) in a heterogeneous world, as shown in Figure 5.

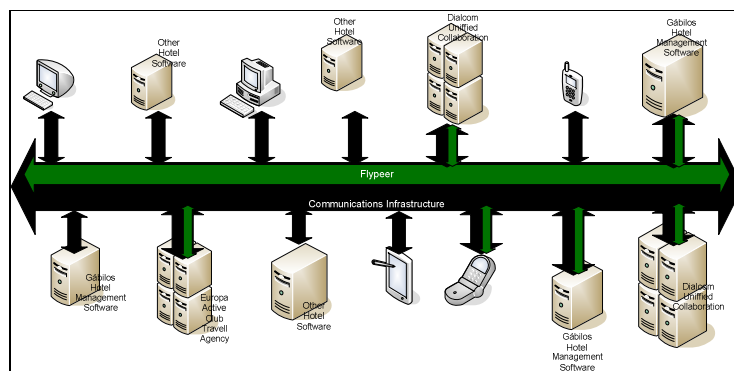


Figure 5.- Abstract EAC Reservation Network "on flypeer" platform.

3.2 AHRN Scenarios

These are the summarised scenarios that were required to be tested within the AHRN.

Scenario Id.	Use Case
Description.	
1	Hotel Searching
<p>The available hotels (their information) would be usable for the EAC web users. They will be able to request the list of hotels which best fit their necessities. As the information of the hotels (booking agenda) will change over time, the request should be done in real time in order to avoid overbooking problems. In case that some hotels offers any special fair, this would be shown to the customer highlighted.</p> <p>It would be interesting to be able to look up hotel environment information where available.</p>	
2	Hotel Reservation
<p>Once the user has chosen a hotel (and a room) for a period of time, he/she has to be able to book it and pay for it (through any of the payment gateways provided by a financial entity).</p> <p>The reservation request would be directed to the chosen hotel management system which, if everything is completed correctly, would send an agreement to the EAC reservation platform and, in consequence, the payment process will take place (from the user to the EAC and from this to the hotel).</p> <p>If there are no failures the reservation information will be shown to the user and, if the user provides his/her email and/or mobile, an email or SMS will be sent with the reservation information and/or the locator of the reservation.</p> <p>If some failure occurs, the hotel reservation should be cancelled and any paid quantity should be returned (to the user and EAC).</p> <p>In addition, in order to improve the assistance to the user a Video conference could be automatically started in order to solve any user issues.</p> <p>These videoconference calls will be high priority ones. As they have to be attended to as soon as possible, they can interrupt a lower level videoconference.</p> <p>If it is not possible to attend a conference request within a configured timeout, a form would automatically be shown to the user to collect user data and problem information in order to contact him/her later.</p>	
3	Open a Videoconference with the Travel Agency Staff
<p>The user would be able to open a videoconference whenever he/she wants. This videoconference would be low priority one and the response time would be as short as possible.</p> <p>If it is not possible to attend a conference, within a configured timeout, a form would automatically be shown to the user to collect user data and problem information in order to contact him/her later.</p> <p>If a low level videoconference has to be interrupted the user will be informed and a complaint form will be automatically opened.</p>	

4	Get Information about a Reservation
The AHRN should be able to provide information about any reservation to a user anytime he/she wants. To obtain this data the user will be requested to provide the locator of the reservation.	
5	Reservation Modification
<p>Users can modify any of their reservations once its locator is provided.</p> <p>If the change is a reduction of the reservation period, the money will be returned through payment gateways.</p> <p>If the change means to increase the period and the hotel is able to accept it the process will be similar to the one described in the 1st scenario. If it is not able to accept it, the user will be informed and an alternative list of hotels would be presented (for the complete period, for the extension(s) periods(s), ...) and user will be requested to choose the solution that best matches his/her preferences: to stay in the hotel, to cancel reservation, ...</p> <p>Errors would be treated in the same way as described in Scenario 1.</p>	
6	Cancelling a Reservation
<p>Users can cancel any of their reservations once its locator is provided and, obviously, before starting to consume the reservation.</p> <p>Money will be returned through payment gateways.</p> <p>Errors will be treated in the same way as described in Scenario 1.</p>	
7	Open a Videoconference call with a Hotel
If a hotel offers this possibility, the user will be able to open a Videoconference in order to clarify any doubts regarding his/her reservation.	

Table 1.- AHRN scenarios.

The scenarios described above imply that:

- Enterprises should use the Flypeer integration capabilities in order to provide an interface to the functionalities their applications should provide.
- Each enterprise should implement some “particular” use case to support the functionalities accessible through the defined interfaces.

3.3 Detailed Use Cases

The next paragraphs describe the scenarios/user cases that have been developed by each company. As a consequence of the development process, their definitions have changed during project execution.

3.3.1 Gábilos' Use Cases

Gábilos as the provider of the Management Software for rural hotels is responsible for implementing the functionalities to support the use cases defined for the AHRN.

The main scenarios are broken into simpler ones:

Scenario Id.	Use Case
Description.	
8	To make a Room Reservation
When requested by a Agency Node the reservation will be made according to the parameters received (room, people, dates, ...) If there is any problem no reservation would be carried out and an error message will be returned to the requesting agency. If everything goes right the system will return a reservation location to be used for consulting, modifying or cancelling the reservation. The billing process to the Agency node will be started.	
9	Get information about a Reservation
It will return the available information about a Reservation even after it would be consumed.	
10	Modify a Reservation
It will allow the modification of a reservation to increase or reduce its duration. If the hotel is not able to perform the modification, for example more people are included or the duration is increased, the user will be asked to cancel the reservation. If the request of the user is affirmative, the cancellation processes will be started. Otherwise the process will be completed.	
11	Cancel a Reservation
The reservation identified by the locator the user provides will be canceled. As a consequence the return of the money to the user will be started.	

Table 2.- Gábilos' Use Cases.

3.3.2 Dialcom's Use Cases

As we introduce in section 3.2, Dialcom Unified Collaboration tool (DUC) supports text, audio and video services and, at the same time, offers collaborative user tools. According to these functionalities and the global use cases described in section 3.2 Dialcom aimed to develop the use cases detailed in the following table (Table 3).

Scenario Id.	Use Case
Description.	
12	Open a videoconference
An end user is booking the holidays through Internet. The user accesses the travel agency web page to book the hotel. During the reservation, he has doubts about the characteristics of the hotel.	

<p>The user accesses the link in the travel agency application and connects to the travel agency's customer care.</p> <p>The travel agent has installed the Webcall agent on the PC.</p> <p>The travel agent may provide the customer with extra-information; help the customer to make the reservation on the web page or travel agent application.</p> <p>If there is not an available member of the staff who is able to attend the call, it present to the requester a form to ask him/her about their doubts and, if desired a preferable time to contact him.</p>	
13	Transfer the call to other agent.
<p>The same customer while he/she is talking with the travel agent would like to know if he could reserve some activities in the hotel or if he may reserve a service from a multi-adventure agency.</p> <p>While the customer is in communication with the travel agent, the customer requests the the activities and the operator advises him to book with a specialist agency instead of with the hotel. The travel operator has a list of contacts to transfer the communication with the customer and choose the multi-adventure agent.</p> <p>The travel operator transfers the call to the multi-adventure agent so the customer can direct requests to the multi-adventure agent and book the activities. In this case, a new session is established between the multi-adventure agent and the customer with the same characteristic as between the travel agent and the customer.</p>	
14	Cancel the videoconference.
<p>The selected video conference will be closed. The user will be informed of the cause and the claiming form will be presented to de user as in use case 16.</p>	

Table 3.- Dialcom's Use Cases.

3.3.3 EAC Use Cases.

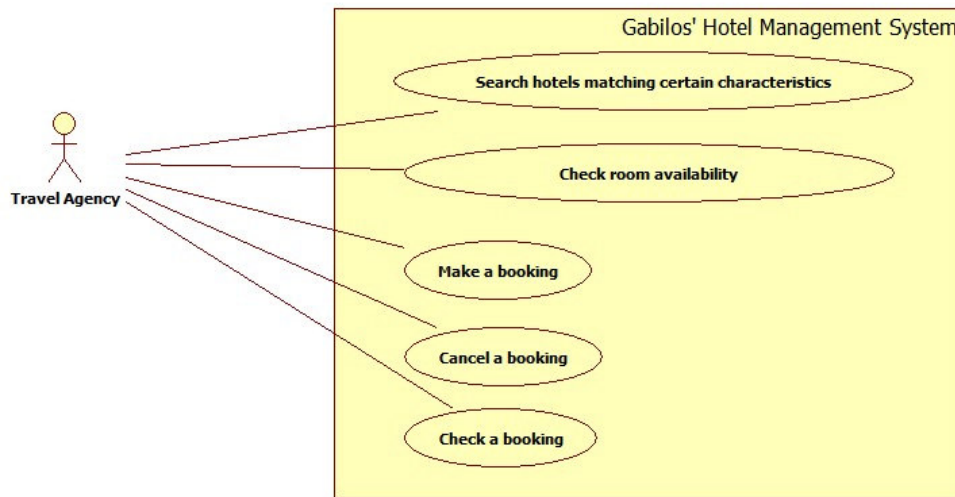
The EAC development team will be in charge of integrating the global business case. They will act as the system integrators and their use cases are the same as those described in section 3.2.

3.4 Use Case Models

This section reports the work done by the participating SMEs in order to detail and model thoroughly their different scenarios and use cases necessary to build the AHRN for Flypeer evaluation.

Each company has clearly detailed their system using UML models, specifying interfaces to other systems and depicting the exchange of information using sequence diagrams.

3.4.1 Gabilos' Use Cases



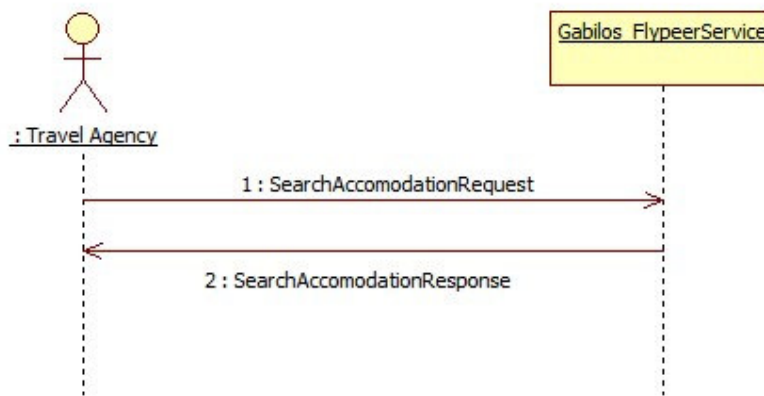
Gabilos' Hotel Management System will be deployed in several rural hotels in order to connect them to the AHRN. It offers Travel Agencies a set of services that enables them to search for and book rooms for their customers.

Gabilo's Hotel Management System involves both the hotel occupancy database and the Flypeer node connected to the Flypeer Network built within the project.

3.4.1.1 Search Hotels Matching Certain Characteristics

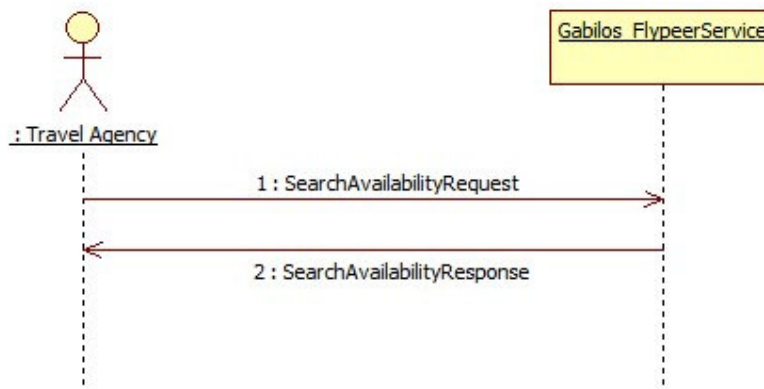
According to the characteristics introduced by its customer on the website, the Travel Agency will run a search among all available hotels in the Flypeer Network.

All the hotels meeting the conditions of the query will reply through the Flypeer Network. The reply will get to the Travel Agency which must manage the answers, showing the data according to the criteria established by it.



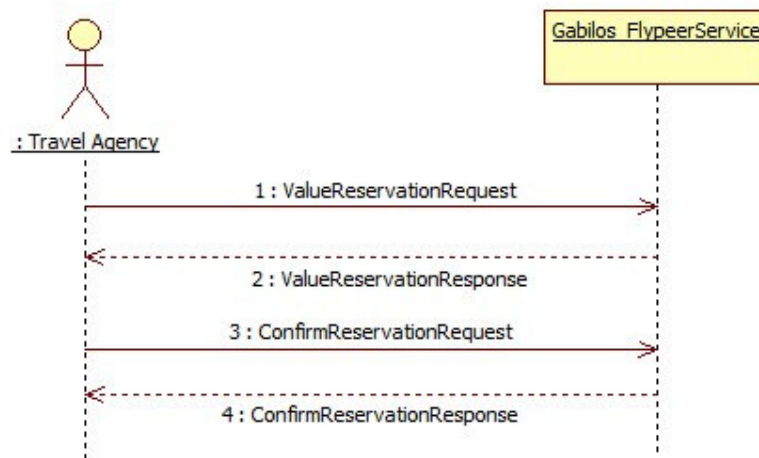
3.4.1.2 Check Room availability

The Travel Agency might be able to get for a specific hotel its room availability for certain dates.



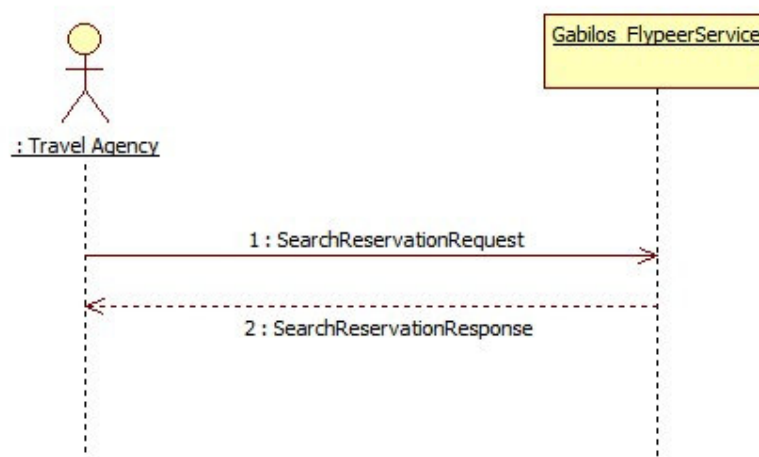
3.4.1.3 Make a Booking

Booking is a two-step process which involves getting the rooms locked and sending, once payment-process is completed, a confirmation from Travel Agency to hotel.



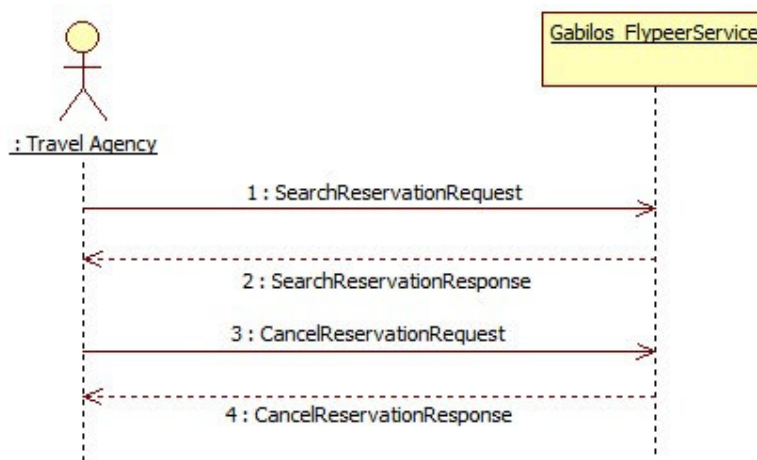
3.4.1.4 Checking a Booking

The travel Agency will be able to recover the information for a specific reservation and check it.



3.4.1.5 Cancel a Booking

Once the information for a specific reservation has been recovered, the Travel Agency might cancel it.



3.4.1.6 Exchanged Messages

The different messages exchanged between Travel Agency and Hotel Management system within the Flypeer network are:

Message Summary	
SearchAccommodationRequest	Parameters: H4. Hotel's name H10. City H11. Province H12. Touristy Zone H18. Type of Accomodation H19. Hotel's category H20. Hotel's characteristics R9. Arrival date R10. Departure date R11. Room R17. Booking's total availability R12. Type of board
SearchAccommodationResponse	Parameters: H1. Hotel's code H2. Wholesaler's code H3. Wholesaler's description

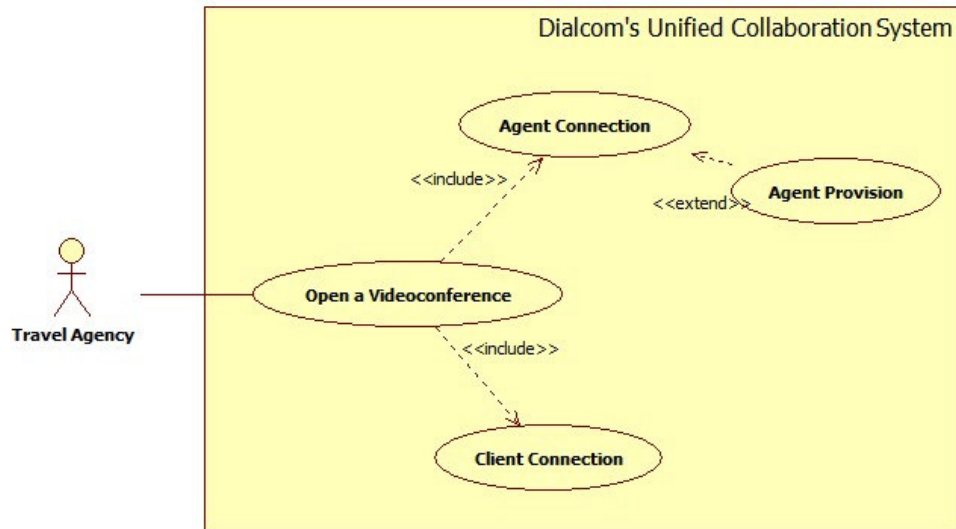
	H4. Hotel's name H5. Hotel's address H6. Postal Code H7. Telephone H8. Fax H9. Email H10. City H11. Province H12. Country H13. GPS coordinates H14. Touristic Zone H15. Nearby touristic site H16. Touristy activities from the hotel or nearby H17. Transport link nearby H18. Type of Accomodation H19. Category H20. Hotel's characteristics H21. Room H22. Accepted methods of payment H23. Url showing the lodge's location H24. Comments
SearchAvailabilityRequest	Parameters: H1. Hotel's code H2. Wholesaler's code R9. Arrival date R10. Departure date R11. Room R17. Accommodation's total availability (number of people)
SearchAvailabilityResponse	Parameters: The hotel will display the availability or not for each of the nights.
ValueReservationRequest	Parameters: R02. Booking date R04. Wholesaler code (if the provider is an individual hotel, rural house, hotel chain, etc... should have a code as wholesaler) R03. Hotel's code (internal wholesaler code) R05. Small trader R06. Booking R07. Occupying R08. Payment

	R09. Arrival date R10. Departure date R11. Room R12. Regime
ValueReservationResponse	Parameters: R13. Cost (booking cost (Temporary, Booking + Mandatory supplements) R14. Supplements, other concepts
ConfirmReservationRequest	Parameters: R01.CodeHotel; R02.Check in date R03.Check out date R04.Type of board code R05.Type of reservation room list R06. Price R07. Supplement list R08. Booker R09. Payer R10.Client reservation id.
ConfirmReservationResponse	Parameters: R01. Booking tracker
SearchReservationRequest	Parameters: R01: Tracker R02: Booking date (range, with date “from” and “until”) R09: Arrival date (range, with date “from” and “until”) R05.4 Small trader’s file
SearchReservationResponse	Parameters: R1. Tracker R2. Booking date R3. Hotel’s code R4. Wholesaler’s trade R5. Small trader’s code R6. Person booking R7. Person occupying R8. Person paying R9. Arrival date R10.Departure date R11. Room R12. Board R13. Cost R14. Supplements and other concepts R15. Estate R16. Cancellation tracker R17. Comments

CancelReservationRequest	Parameters: Travel_Agency_ID R1. Tracker
CancelReservationResponse	Parameters: Cancel State R16. Cancellation tracker

For detailed information regarding these methods and the data structure see *Annex II. Hotel Management Software: Entities, Scenarios and Interfaces*.

3.4.2 Dialcom's Use Cases

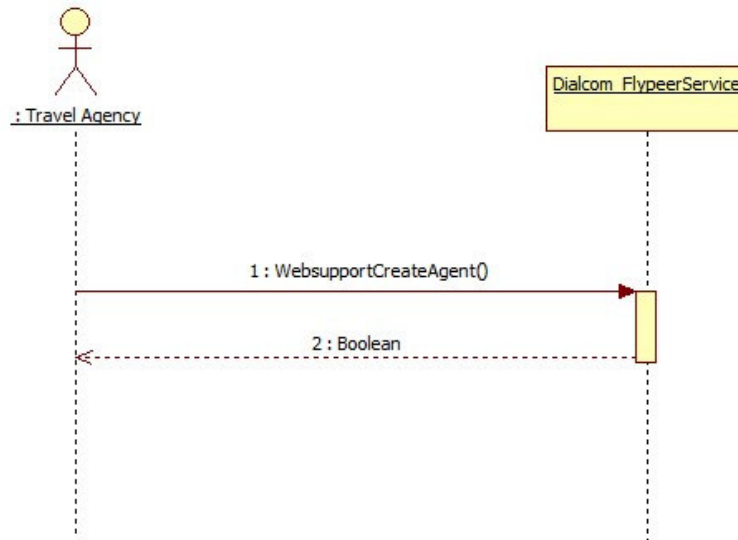


Dialcom's Unified Collaboration System will implement for the Travel Agency a service that enables the Travel Agency to open a videoconference between its customer and its Customer Care Service.

The 'Open a Videoconference' use case implies that both, customer and customer care agent get connected to the videoconference service. For that, the Travel Agency will request Dialcom's Unified Collaboration System to generate two URLs that the Agency will forward to customer and customer care agent in order to get into the conference.

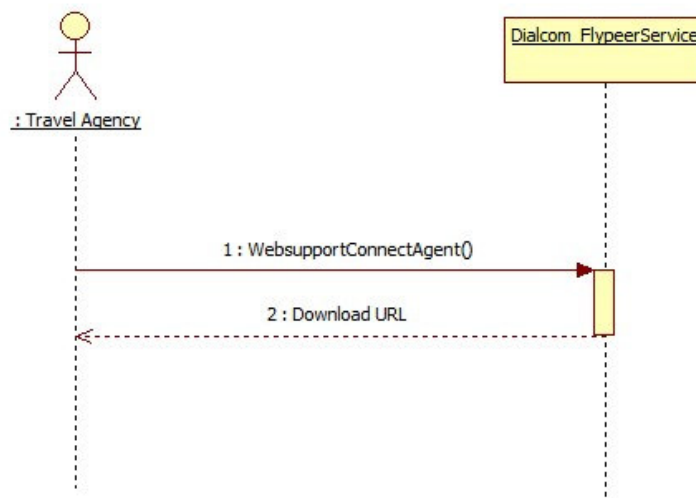
3.4.2.1 Agent Provision

This Use Case creates agents for the company. Each company can create several agents. In case the company has several agents, the client call can be transferred between different company's agents.



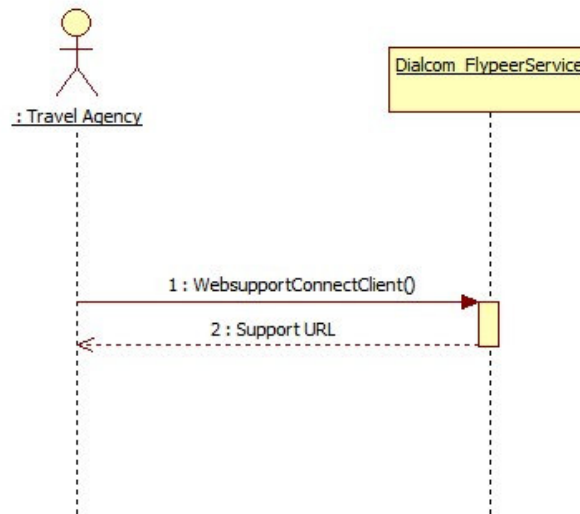
3.4.2.2 Agent Connection

To get the agent connected into the Videoconference, the Travel Agency's system will obtain a URL for the connection of the agent to Webcall service. This URL is forwarded to the agent who accesses to this URL to download the Webcall application. Once the Webcall application is installed over the agent's PC, the agent only need to press the "Connect" button to access to Webcall service.

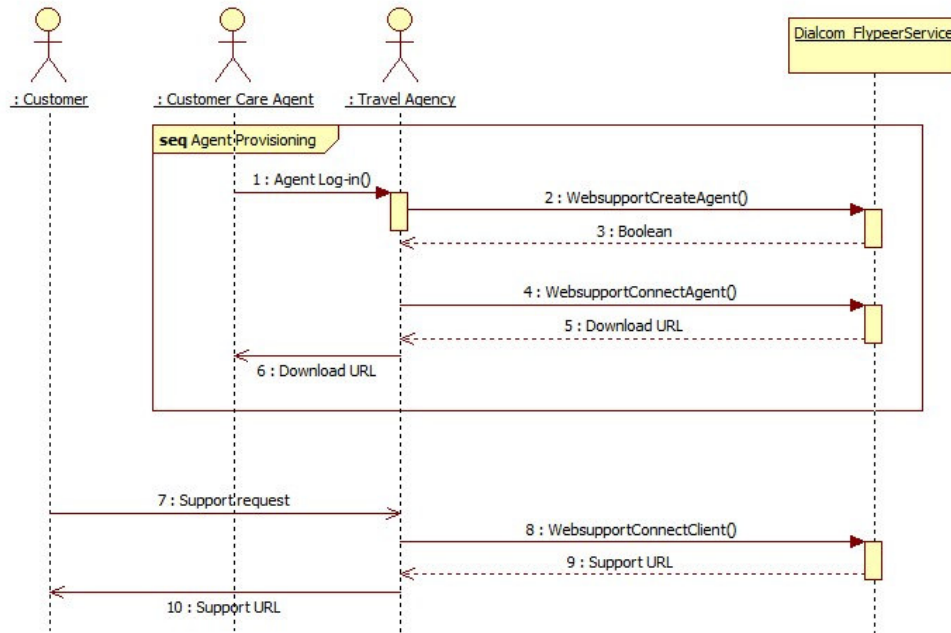


3.4.2.3 Client Connection

To get the agent connected into the Videoconference, the Travel Agency's system will obtain a URL for the connection of the client to the Webcall service. This URL is forwarded to the client who will download the Webcall application and connect to company's agent.



3.4.2.4 Complete Sequence Diagram to Open a Videoconference



3.4.2.5 List of Methods

The developed methods for the adaptation of the WebCall service to the OPAALS environment are:

Method Summary		
<i>Boolean</i>	WebsupportCreateAgent (String company, String agentName, String agentPass, String username, String password)	<i>Create an agent for a specific company</i>
<i>String</i>	WebsupportConnectAgent (String company, String agentName, String username, String password)	<i>Get the URL for the connection of the agent to Webcall service</i>
<i>String</i>	WebsupportConnectClient (String company, String clientName, String username, String password)	<i>Get the URL for the connection of the client to Webcall service</i>

These are described as Web Services by each corresponding WSDL files which can be downloaded from:

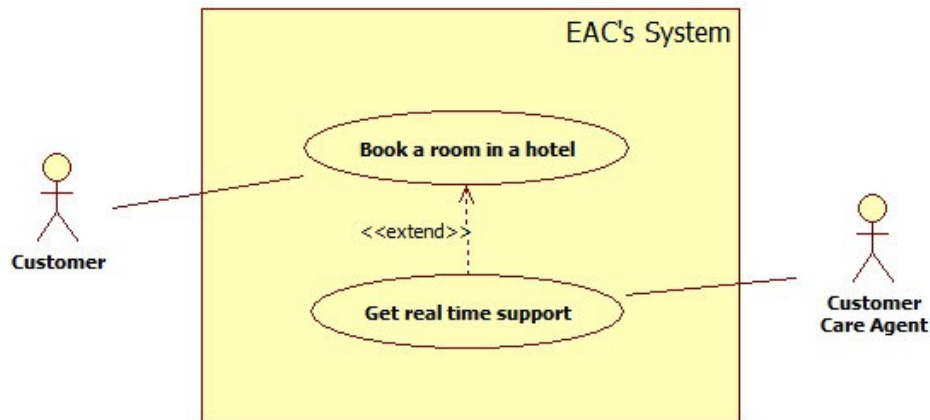
<http://195.235.163.240:7070/WebsupportCreateAgent?wsdl>
<http://195.235.163.240:7070/WebsupportConnectClient?wsdl>
<http://195.235.163.240:7070/WebsupportConnectAgent?wsdl>

For testing purpose of the OPAALS project:

- Company=FLYPEER
- Password=FLYPEER123
- Username=FLYPEER

Note: As the previous address are of a development environment we can not assure they are always available.

EAC's Use Cases



Europa Active Club in this project develops a reservation central that enables the user to find and buy tourist services by consuming services from Gábilos and Dialcom.

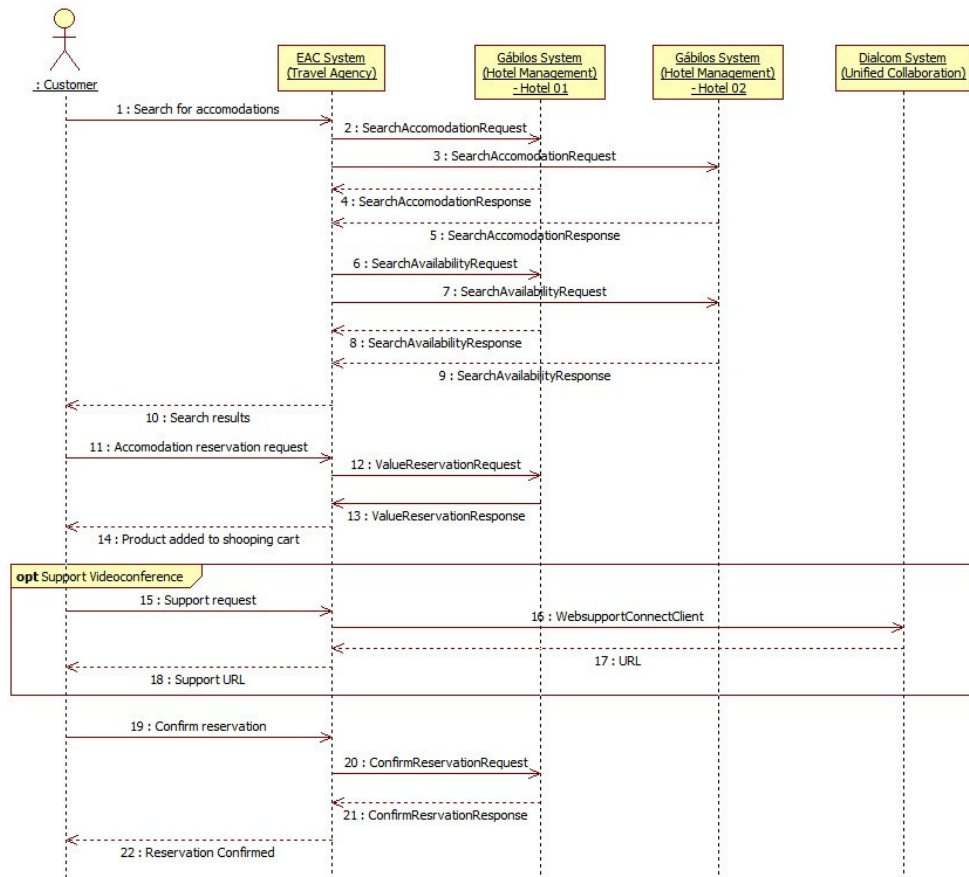
EAC's customer will interact with the system to look for an accommodation and book it. If he/she requires it, the system will offer him/her the possibility to establish a videoconference with its customer care service.

3.4.2.6 Book a Room in a Hotel

The following sequence diagram shows the user's interaction with the system in order to make an accommodation reservation. It is assumed that user is already logged onto the platform:

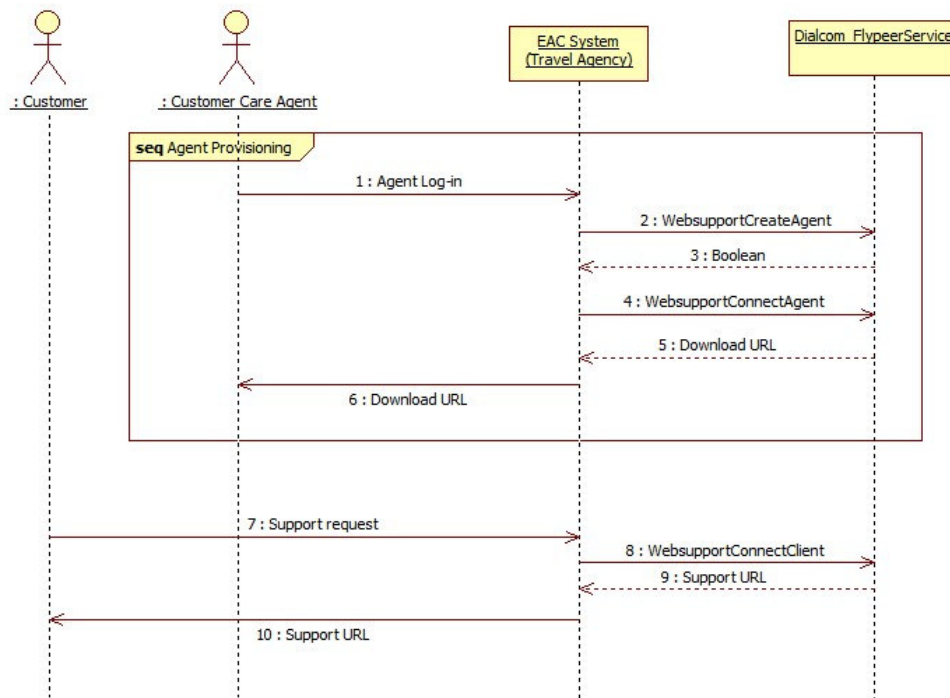
- a. The user (customer) carries out a search in the system requesting accommodation for a particular location and date range.
- b. The system should carry out a lookup in FlyPeer network to find out available hotels according to search characteristics specified by the customer.
- c. The system performs a search in each of the obtained peers to get accommodation availability in the requested date range.
- d. The user selects one of the results shown to make the reservation.
- e. In the event that user needs support, he/she will be able to request this service base on Dialcom's Unifed Collaboration service:
 - The system will connect one of its Customer Care agent to the Videoconference service
 - The system will request a support URL for its customer to get connected to the service.

- The system will present the user with the support URL so that he/she will be able to talk to an agent.
- f. The user accesses the payment gateway to finalise the purchase.
- g. Once the payment has been correctly processed, the system requests the remote peer to mark the current reservation as confirmed.
- h. The system sends the user a confirmation of the reservation by email.



3.4.2.7 Get Real Time Support

A logged user might request Real time support whenever he/she needs it. EAC's system will connect him/her to a Customer Care Agent using the Videoconference service offer by Dialcom's Unified Collaboration System.



3.4.2.8 GUI Samples

Next pictures are two screenshots of the the EAC's web site which were rebuilt as a result of the AHRN implementation. The first one shows the form which users had to fulfil and submit in order to look for hotels availability. It also shows the result of the searching processes.

The screenshot shows the 'Europa Active Club Viajes' website. The header includes the logo and navigation links: Portada, Paradores, Cruceros, Hoteles del Mundo, Nueva y Mejorada, Costas, Playas Marías, Portugal, and Viajes. A search bar with 'Email' and 'Entrar' is present, along with links for 'Regístrate' and 'Proveedores'.

The main content area features a 'CONSULTAR DISPONIBILIDAD' form with the following fields:

- País:** España (dropdown), COSTA ALMERÍA (dropdown)
- Población:** (text input, optional)
- Nombre del Hotel:** (text input, optional)
- Fecha de Entrada:** 1 (dropdown), Abril (dropdown), 2010 (dropdown)
- Fecha de Salida:** 2 (dropdown), Abril (dropdown), 2010 (dropdown)
- Número de habitaciones:** 1 (dropdown)
- Régimen:** Pens. Comp. (dropdown)
- Edades de los ocupantes:**
 - Ocupante 1: 30 (dropdown) años
 - Ocupante 2: 30 (dropdown) años
 - Ocupante 3: (dropdown) años
 - Ocupante 4: (dropdown) años

A green 'Consultar Disponibilidad' button is at the bottom of the form.

Below the form, the 'RESULTADOS DE TU CONSULTA' section displays a table of hotel results. The table has columns for 'Hotel', 'PVP', and 'Reservar'.

Hotel	PVP	Reservar
APARTAMENTOS LA MINERÍA (ROQUETAS DE MAR) APARTAMENTOS TURÍSTICOS	115,00 €	Reservar
APARTAMENTOS MARINA RÍV (VIBRA) APARTAMENTOS TURÍSTICOS	61,50 €	Reservar
HOTEL CABOGATA GARDEN (EL TOYO) ****	78,65 €	Reservar
HOTEL DE 3ª EN ALMERÍA (ALMERÍA) ***	91,20 €	Reservar
HOTEL MIRADOR DE ADRA (ADRA) ****	94,50 €	Reservar
HOTEL BEST INDALO (MOJACAR) ***	105,50 €	Reservar
APARTAMENTOS PUEBLO INDALO (MOJACAR) APARTAMENTOS TURÍSTICOS	106,92 €	Reservar
HOTEL CITYMAR ANDARAX (AGUADULCE) ***	120,00 €	Reservar
HOTEL SERVIGROUP MARINA PLAYA (MOJACAR) ****	120,00 €	Reservar
HOTEL DON ANGEL (LAS SALINAS) ****	123,50 €	Reservar
HOTEL CABOGATA PLAZA SUITES (RETAMAR) ****	125,00 €	Reservar

Figure 6.- Previous Hotel Availability Form and List of Results.

Once the user have decided to contract the services of a hotel and in order to perform the reservation, he had to validate it which is done by clicking on the green button of the form which is shown in next picture.

Europa Active Club
Viajes

Inicio Nacho, bienvenido a EuropaActiveClub

Portada Paradores Cruceros Hoteles del Mundo Nueva y Montaña Costas Playas Verdes Portugal Viajes Gestión

CONFIRMA LOS DATOS DE LA RESERVA:

Fecha de entrada: Jue 01/04/2010
 Fecha de salida: Vie 02/04/2010
 Hotel: APARTAMENTOS LA MINERIA (ROQUETAS DE MAR) APARTAMENTOS TURISTICOS
 Tipo de habitación: PC
 Régimen: PC
 Num. habitaciones: 1
 Num. Adultos: 2
 Num. Niños: 0
 Nombre: Nacho
 Apellidos: Brito Calahorra
 Precio total (IVA Incl.): 115,00€

APARTAMENTOS LA MINERIA (ROQUETAS DE MAR) APARTAMENTOS TURISTICOS

Situados a 50 m de la playa. Los apartamentos disponen de un dormitorio con dos camas, salón con sofá-cama, calefacción, cocina equipada con todos los electrodomésticos y menaje (vitrocerámica, microondas, lavadora), cuarto de baño, TV, caja seguridad (pago directo), teléfono, ventilador de techo y seguros con vista al mar. Se complementa con piscina exterior y piscina interior climatizada. Recepción 24 horas.

No se admiten animales

[Nueva Consulta](#) [Confirmar la reserva](#)

Mapa de la web | Aviso legal | Protección de datos | Suscríbete | v2.1.0RC13

4 Work Packages and Planning

We now describe briefly the high level task each enterprise and ITA performed in order to integrate their applications and implement the use case described in the point 2.3 of this document.

In order to clarify the interpretation of next paragraphs we want to remark that when we spoke with the enterprises we considered the WP5.13 tasks of the Opaals as an “independent” project: it had its own shechedule, work packages, tasks and milestones. Obviously the timing and objectives of the SMEs’ project fitted the Opaals requeriments but there were not other relactions. For example, as Figure 6 shows, we defined new work packages, and tasks which were not identified following the rules of Opaals as they would increase the complexity of our communications with the SMEs.

The work packages we considered are are summarised on next table:

WP id	Description
WP00	Project Management.
WP01	Enterprise Flypeer Training
WP02	Advanced Hotel Reservation Network Implementation.
WP03	Enterprise Report Evaluation.

As it can be seen in the picture in next page ITA played the role of project over-viewer and coordinator and transfered the knowledge about Flypeer to the enterprises: the institute also performed the training seasons.

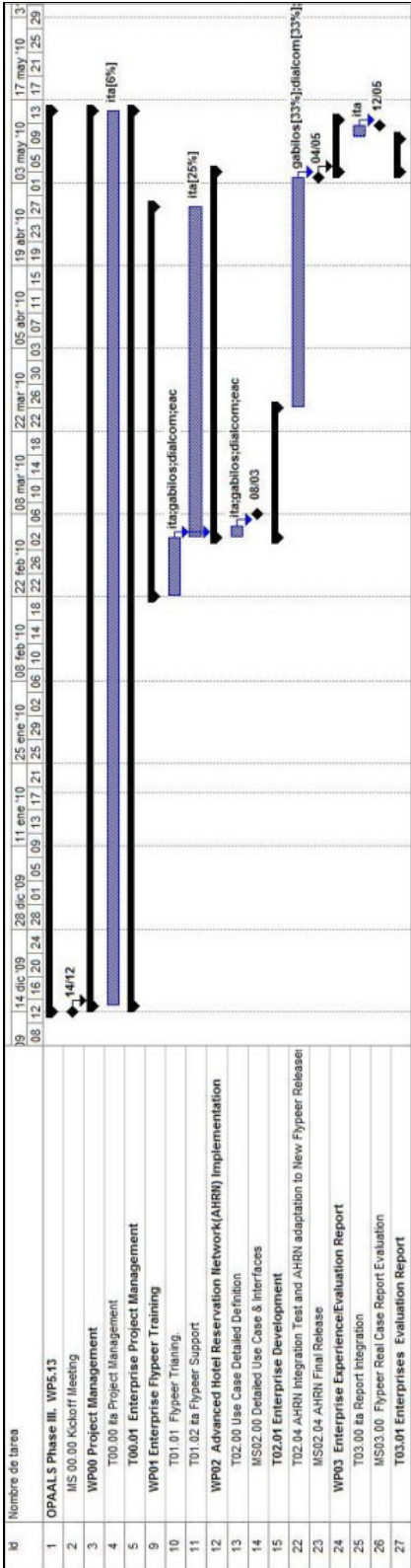


Figure 7.- Enterprise Flypeer Real Case Evaluation Project

Although the real effort of the enterprises was supposed to be about one person month in order to generate the suggested scheduling we assumed: the work was going to be done by 1 person and its dedication to the project is going to be about a 33% of his available time, that is, he did not have a full time dedication. As a consequence it took about 3 months to develop the prototype of the AHRN.

Next points described each of the Work Packages and the task that each of the enterprises performed. A detailed plan (for each enterprise) is shown in Annex I.

It is important to note that from the beginning of WP01, that is from the middle of February, to its end, by the end of May, it was necessary the support of both the OPAALS and ITA Development teams, in order to solve bugs/problems found during the AHRN development. Otherwise, it would have been really difficult to obtain a successful result not only for the OPAALS WP5.19 but for the entire computing tasks.

4.1 WP00. Project Management

This work package gathered all of the tasks to be performed by ITA and the three enterprises to coordinate the project from the Project Kickoff - (a short presentation to the enterprises) which took place in the middle of December 2009 - until the final Flypeer report evaluation/revision which was performed by May of 2010.

The next table summarises the ID of the tasks and the milestones:

WP00. Project management		
T/MS id	Description.	Enterprise
MS00.00	Kickoff Meeting: presentation of the Project expectations to the enterprises and gather its high level use case definition.	ITA & all
T0.00	ITA Project Management: overseeing project development and coordination.	ITA
T00.01.01	Gábilos Project Management	Gábilos
T00.01.02	Dialcom Project Management	Dialcom
T00.01.03	EAC Project Management	EAC

Table 4.- Description of the Work Package 00 Tasks.

4.2 WP01. Enterprise Flypeer Training

This work package gathers the entire task to be performed by ITA and the three enterprises to transfer the knowledge about Flypeer to the Enterprises. It was to be performed by the end of February (the Flypeer teaching) and would be active until the end of the development (the Flypeer support).

The next table summarises the id of the task and the milestones to be get:

WP01. Enterprise Flypeer Learning		
T/MS id	Description.	Enterprise
T01.01	Flypeer Training.	ITA & all
T01.02	ITA Flypeer support.	ITA

Table 5.- WP01 Tasks Description.

As we say in the introductory paragraph to this chapter the Flypeer development team needed to provide support regarding the bugs detected by the Enterprises and solve the doubts they could have during the implementation processes. .

4.3 WP02. Advanced Hotel and Reservation Network (AHRN) Implementation

Under this work package all of the tasks related to the implementation of the AHRN are gathered in the way that is described (at high level) in point 2.3. Obviously it is a high level approximation which should be redefined once the enterprises were trained in the use of the Flypeer platform. The task T02.00 is dedicated to obtaining a deliverable containing the redefined business cases which would to be released by the milestone MS02.00.

WP02. Advanced Hotel and Reservation Network (Implementation)		
T/MS id	Description.	Enterprise
T02.00	Use Case Detailed Definition	ITA & all
MS02.00	Detailed Use Case & Interfaces. From the previous description enterprises will define the use cases and interfaces of its applications.	ITA & all
T02.01	Enterprise Development	all
T02.01.01	Gábilos Project Management	Gábilos
MS02.01.01	Gábilos Interface Release	Gábilos
T02.01.02	Dialcom Project Management	Dialcom
MS02.01.02	Dialcom Interface Release	Dialcom
T02.01.03	EAC Project Management	EAC
MS02.01.03	EAC Interface Release	EAC
T02.04	AHRN Integration Test and AHRN adaptation to New Flypeer Releases.	All
MS02.04	AHRN Final Release	All

Table 6.- Description of the Task for the AHRN Implementation.

Once the business use cases were defined in a detailed way and the interfaces were already defined too, enterprises were able to start to develop each of their internal “infrastructures” (T02.01.*). As a result by the end March each of the Enterprises were able to realise their interfaces (and developments) in order to proceed with the integration task (T02.04) and the test of the AHRN by the middle of April.

4.4 WP03. Enterprise Experience Report

This final Work Package has the objective of gathering the impression of the enterprises about the Flypeer platform. We planned some task to be performed by each of the enterprises, the writing of their reports and a task to be performed by ITA to compile these reports in a deliverable for completion by the middle of May. These tasks are described in next table:

WP03. Enterprise Experience Report		
T/MS id	Description.	Enterprise
T03.00	ITA Report Integration	ITA & all
MS03.00	Flypeer Real Case Report Evaluation	ITA & all (just revision)
T03.01	Enterprise Evaluation Report	all
T03.01.01	Gábilos Report	Gábilos
MS02.01.01	Gábilos Evaluation Report	Gábilos
T03.01.02	Dialcom Report	Dialcom
MS03.01.02	Dialcom Report Evaluation	Dialcom
T03.01.03	EAC Report	EAC
MS03.01.03	EAC Evaluation Report	EAC

Table 7.- Enterprise Experience/Evaluation Report.

5 Evaluation Report

The SMEs and ITA were requested to analyse the features that the middleware offer in order to elaborate an innovative business case. To do that, the AHRN (see section 3) was defined and a set of scenarios were proposed for design and implementation over OPAALS platform. These scenarios adapt and integrate existing applications of the SMEs:

- A website for searching and booking accommodation (EAC)
- A videoconference service (Dialcom)
- A hotel management software (Gábilos)

After completion of design and implementation tasks, SMEs were requested to answer some questions to give a comprehensive feedback of their experience putting OPAALS platform into a real business environment.

This evaluation report collected the initial expectations of SMEs, their impressions related to the technical development and the actual benefits that a platform such as OPAALS platform can bring to SMEs in relation to their business objectives.

5.1 Questionnaire

1. REAL BUSINESS CASE DESCRIPTION

- 1a. What did you use the OPAALS software for?
- 1b. Which were your expectations for the s/w the OPAALS software?
Which problems did you need to solve?

2. S/W IMPLEMENTATION

- 2a. Did you find Flypeer and the other OPAALS tools easy to implement?
- 2b. Missing documentation
- 2c. Did the OPAALS software live up to your expectations -
[scale of 1-10]
- 2d. What do you perceive to be the benefits of the OPAALS software?
- 2e. What do you perceive to be the disadvantages of the OPAALS software currently or in the future?

2f. What would you change about the OPAALS software environment to improve it?

3. BUSINESS CASE IMPLEMENTATION

- 3a. Did the OPAALS software help you to enhance your business?
- 3b. Did the OPAALS software help you to innovate in your business?
Which innovations could you introduce?
- 3c. What do you perceive to be the benefits of the OPAALS software?
- 3d. What do you perceive to be the disadvantages of the OPAALS software currently or in the future?
- 3e. What would you change about the OPAALS project in a business level to optimise it?
- 3f. How do you think The OPAALS concepts and software could benefit your region on and economic level?

4. GLOBAL EVALUATION

- 4a. Would you recommend OPAALS software to others?
- 4b. Would you continue to use it?

5.2 Software Implementation

Software developers did not find the implementation of OPAALS tools, in this case Flypeer, as easy as expected. Although initially the API was quite clear and the use of Flypeer seemed to be quite easy, when the development team needed to do some programming it was not so simple.

It should be noted that implementation of the real case has been executed before the platform itself was completely developed. This fact increased the complexity of the implementation.

Lack of Documentation

The main reason for this difficulty in implementation was a lack of documentation, examples and tutorials. SMEs lacked information related to:

- Building Flypeer Network:

- Peer types: SimplePeer & RendezvousPeer (differences)
- Configuration samples for network architecture
- Deployment of Services in Flypeer network:
 - Searching services (how to implement it)
 - Service parameters available during execution time (name, location, ...)
 - Managing names of published services and groups. (Is it possible to publish 2 services with the same name within the same group? How is it managed?)
 - Linking services to the same provider. Example: A hotel publishes several services as booking, availability search or booking cancellation. How does a consumer identify the link among these services?
- Downloadable code samples ready to run
- Troubleshooting
- Best practices. For example, when consuming Flypeer services from web environments (request-response oriented environments)

Missing documentation lead to a situation where “dynamical service composition” feature could not be implemented in service consumers, since no information about how to run a search for services was available.

However, the lack of documentation was partially solved by the experience gained by ITA’s development team during its participation in Flypeer testing tasks. This experience enabled ITA to support SMEs during integration coordinating work and providing instructions for building a Flypeer network, configuring Flypeer nodes and publishing and consuming services, which was a key factor in the successful implementation of the AHRN.

Troubles

During the evaluation, some problems were detected:

- SMEs expected JXTA to be more transparent to service consumers. There were some issues with distributed service discovery, such as the necessity of restarting quite often all nodes to make them share a clean DB.
- Despite Flypeer is a P2P platform, it imposes some strict restrictions over the commonly service/consumer paradigm, such as the need for the service

consumer to be publicly reachable from the Internet. This forces final users to have a public (constant) IP address and some non standard ports open for income traffic.

- Clients need an indepth knowledge of Flypeer infrastructure in order to consume services.
- Flypeer nodes are slow when rebooting and discovering services.

Flypeer vs other solutions

Based on their experience, the participating Software Developers SMEs consider that OPAALS tools such as Flypeer are necessary to interconnect different platforms regardless of whether the language used to programmed them is the same or not. Flypeer offers a standard platform to publish, discover and consume software service.

However, there are plenty of service oriented solutions on the market. Furthermore, most of the existing platforms are based on standards such as web services. Since most companies already have integration modules based on web services, Flypeer is a disadvantage in comparison to other technologies as it is not automatically possible to integrate Flypeer with web services.

Thus, SMEs encourage Flypeer's developers to use standards to guarantee the usability of their tools.

5.3 Global Evaluation and Fulfilment of Expectations

SMEs expectations were:

- to find an easy, standard and widely accepted way to publish and consume services, so they can provide their clients a good way to integrate their services within clients' applications
- to introduce new concepts of connecting companies
- to provide an easy way of working on the Internet and selling a product around the world

These expectations are, according to SMEs, partially fulfilled. SMEs gave Flypeer a 6, on a scale from 1 to 10, when asked about OPAALS software living up to their expectations.

SMEs consider that the Flypeer platform is still in too early a stage of test and development. This situation and the lack of companies using the platform results in

the perception that OPAALS Software cannot really enhance their businesses in a noticeable manner.

Furthermore, the implementation of AHRN required a lot of learning time. Thus, they would not recommend OPAALS software to others till it reaches a stable level of maturity.

Nevertheless, SMEs think that OPAALS DE opens some new possibilities for them and are willing to continue taking part of the development of OPAALS DE:

- It offers interesting new technical approaches to classic problems
- It would increase the number of potential clients
- Their products could be enhanced with new functionalities that made them more attractive to clients.

For example, Gábilos, whose product is Hotel Management Software, considers that they could offer new chances of business to its clients, since using a software supporting Flypeer those would be connected to, and therefore sell through, any travel agency in the DE. However, this requires an extra effort for travel agencies to integrate themselves to the DE that they will assume only if a considerable amount of hotels is interested in it.

- In a region like Aragon, with a lot of small companies, these organisations can have an advantage in the market by making use of OPAALS concepts and working together to compose services.

5.4 Suggestions for OPAALS Tools Developers

Taking into account the experience of implementing a real business case using Flypeer tool, SMEs suggest to implement:

- S1. Standardise the definition, publication and consumption of services
- S2. Standardise the integration methods, reducing integration costs.
- S3. Improve the detection and service location methods
- S4. A tool to easily deploy already existing services described in WSDL, converting web services into Flypeer classes.
- S5. A client platform that could be used to consume services without having to integrate itself in the P2P network at the same level as service providers, equivalent to the client container concept in JavaEE. This client container

would provide auto-wiring services in order to make product discovery more transparent because service consumer development teams wouldn't have to care about Peers and Transactions.

- S6. Define generic services, such as electronic invoice or other most demanded use case. For instance, for the AHRN, the relationship between hotels and travel agencies would benefit from pre-existing services for searching accommodation offerings, making reservations, cancelling reservations and so on. This might encourage SMEs to adapt their applications to connect through Flypeer, since these services would ensure a proper communication with all Travel Agencies using the same service.

6 Conclusions

ITA and the regional SW developer SMEs participating in task 5.13 defined and implemented a real business case over Flypeer in order to validate the features and performance of this P2P platform. Despite the lack of documentation and the fact that implementation was done while the platform Flypeer was still being developed, the Advance Hotel Reservation Network was successfully built over Flypeer platform (v0.8). However, not all expected features were available such as dynamic service composition.

SMEs consider Flypeer platform is still in too early a stage of test and development. This situation and the lack of companies using the platform results in the perception that OPAALS Software cannot really enhanced their businesses in a noticeable manner.

Nevertheless, SMEs think that the OPAALS DE opens some new possibilities for them and are willing to continue taking part of the development of OPAALS DE.

The collaborative work carried out by the SMEs was also satisfactory, adjusting their development activities to scheduled milestones. The benefit of having the participation of an external entity as a coordinator (ITA) to help developers to integrate into the global OPAALS Project and focus on its objectives is also noteworthy.

The previous paragraphs gather and summarize the conclusion of the SMEs. We (ITA) considered that as this task of Opaals main concern is to build a bridge between the Busines and the Reseach World it would be great to include some conclusions of the computing team as they will enrich these conclusions. As a consequence next are the conclusions and future of the development team:

- The SMES in the trials also used adapter services, simple Flypeer services that passed on requests to existing services running on other technology. This approach allows existing non-Java services be made available as native Flypeer services, and used in dynamic transactions.
- A requested feature was for Flypeer to support the automatic creation of a Flypeer service stub, from an existing service WSDL, as everything Flypeer needed to know should be already available in a standard fomate WSDL file. This feature would greatly simplify the process of moving existing Java web services to Flypeer from other service containers. This is important as other service containers are heavily focused on standard based specification such as the Enterprise JavaBeans Architecture, allowing services to be easily moved from one container to another.

As a final conclusion, we want to say that there is still a large distance to cover before a DE would be used by enterprises and that the solutions should have to consider standdars and to allow the inclusion of legacy systems if they will want to be successful, that is a balance between Research, Innovation a Feasibility.

Annex I. Detailed Enterprise Task Planning.

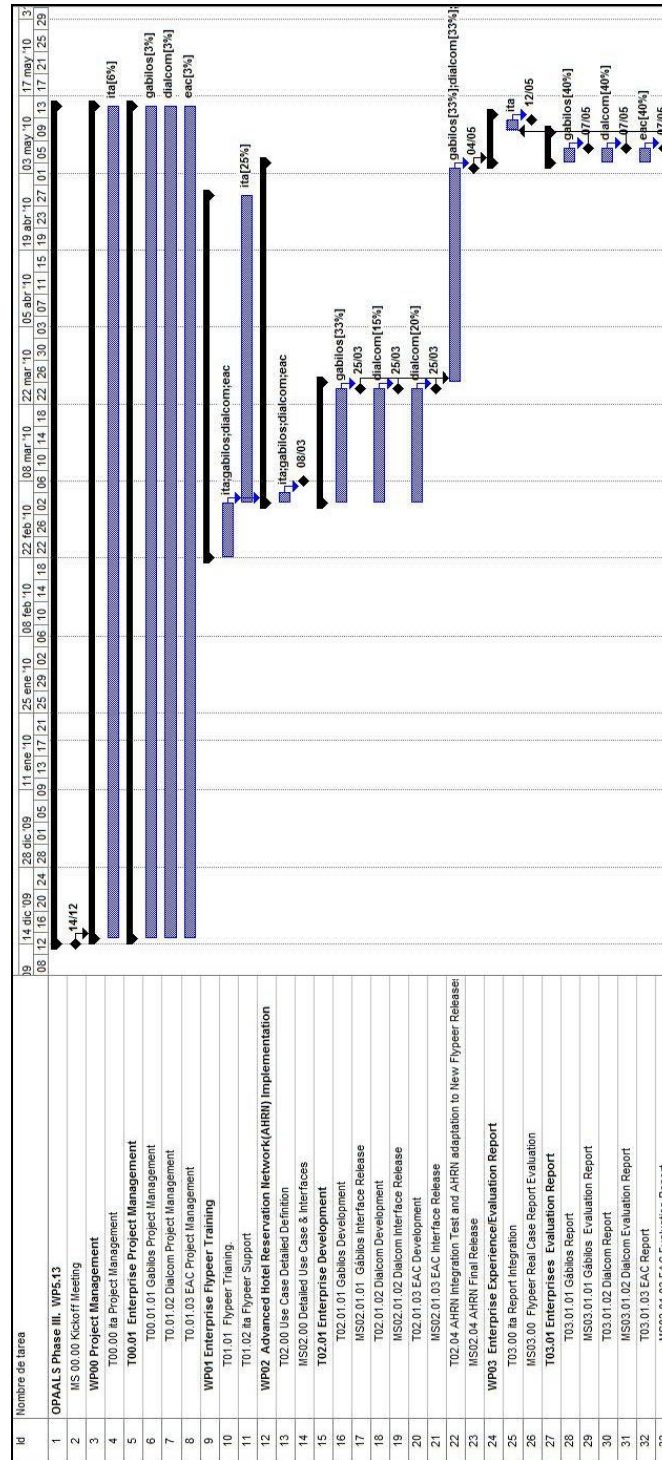


Figure 8.- Detailed Task Planning.

Annex II. Hotel Management Software: Entities, Scenarios and Interfaces

This annex describes the interfaces and entities in Gábilos' Hotel Management Software used in common with Europa Active Club (Travel Agency).

A. Entities

The definitions of the entities will be formed by a series of parameters in which appears the number, name, predefined, if there are multiple elements and a brief description of each.

Parameter types	
Defined parameter	if the parameter is predefined, it means that it takes a fixed value.
Composed element	refers to parameters which in some occasions will function as a variable that can have from 0 to N elements and in others it's a data structure or both.

A.1. Definition of entity “Hotel” (HotelEntity)

#	Name	Type	Predefined	Element Composed	Description
1	codeHotel	Alphanumeric (20)	NO	NO	Hotel Code
2	codeWholesaler	Alphanumeric (20)	NO	NO	Wholesaler Code
3	wholesalerDescription	Alphanumeric (100)	NO	NO	Wholesaler Description
4	name	Alphanumeric (100)	NO	NO	Hotel's name. It should include the chain it belongs to (<i>NH</i> , <i>HUSA</i> ...)
5	address	Alphanumeric (200)	NO	NO	Street, number
6	postalCode	Alphanumeric (10)	NO	NO	Hotel's Postal Code
7	telephone	Alphanumeric (15)	NO	NO	Hotel's telephone
8	fax	Alphanumeric (15)	NO	NO	Hotel's Fax
9	email	Alphanumeric (100)	NO	NO	Hotel's email
10	city	Alphanumeric (100)	NO	NO	City in which the Hotel is located
11	province	Alphanumeric (100)	NO	NO	Province or region in which the hotel is located
12	country	Alphanumeric (100)	YES	NO	Country in which the hotel is located

#	Name	Type	Predefined	Element Composed	Description
13	gpsLocation		NO	NO	GPS location in NMEA format: (ggmm,mmmm,N/S,gggmm,mmmm,W/E)
14	touristyArea	Alphanumeric (100)	NO	YES	Area to which the lodge belongs to.
15	touristicSiteNearby	Alphanumeric (100)	NO	YES	If there is a touristy site area nearby (<i>Dinópolis, Port-Aventura</i>)
16	touristicActivities	Alphanumeric (100)	NO	YES	Activities run by the hotel or can be found nearby (<i>skydiving, rafting, trekking...</i>)
17	travelLinkNearby	Alphanumeric (100)	NO	YES	Travel links around the hotel (<i>Airport, bus station...</i>)
18	typeLodging		YES	NO	Kind of Lodging
19	category		YES	NO	Hotel's Category
20	characteristics		NO	YES	Prefixed characteristics (<i>garden, swimming pool, restaurant...</i>)
21	hotelRooms		NO	YES	Maximum Hotel rooms
22	maxAgeChild1	Numeric	YES	NO	Maximum age limit for 1 st age children
23	minAgeChild1	Numeric	YES	NO	Minimum age limit for 1 st age children
24	maxAgeChild2	Numeric	YES	NO	Maximum age limit for 2 nd age children
25	minAgeChild2	Numeric	YES	NO	Minimum age limit for 2 nd age children
26	paymentOptions		YES	YES	If the Hotel accepts, credit cards, cheques...
27	url	Alphanumeric (100)	NO	NO	www.reinodearagon.com
28	comments	Alphanumeric (100)	NO	NO	Any needed comments can be added

Multiple elements

14. touristyArea				
#	Name	Type	Multiple Element	Description
1	description	Alphanumeric (100)	NO	Touristy area description

15. nearby_touristy_site				
#	Name	Type	Multiple Element	Description

15. nearby_touristy_site				
#	Name	Type	Multiple Element	Description
1	description	Alphanumeric (100)	NO	Place of interest description

16. hotel_tourist_activities				
#	Name	Type	Multiple Element	Description
1	description	Alphanumeric (100)	NO	Touristy activity description

17. nearby_travel_link				
#	Name	Type	Multiple Element	Description
1	description	Alphanumeric (100)	NO	Travel Link description

18. hotel_characteristics				
#	Name	Type	Multiple Element	Description
1	description	Alphanumeric (100)	NO	Description of the Hotel's characteristics

21. hotel_rooms (HotelTypeOfRoomEntity)				
#	Name	Type	Multiple Element	Description
1	code	Alphanumeric (100)	NO	Room's Code
2	description	Alphanumeric (100)	NO	Room's Description
3	minCapacity	Numeric	NO	Minimum room capacity
4	maxCapacity	Numeric	NO	Maximum room capacity
5	characteristics	Numeric	YES	Room's characteristics

21.5. rooms_characteristics				
#	Name	Type	Multiple Element	Description
1	description	Alphanumeric (100)	NO	Room's description

26. payment_options (CurrencyOntologyEntity)				
#	Name	Type	Multiple Element	Description
1	description	Alphanumeric (100)	NO	Method of Payment's description

Predefined values

12. COUNTRY (CountryOntologyEntity)				
-------------------------------------	--	--	--	--

CODE	DESCRIPTION	CODE	DESCRIPTION
004	AFGANISTAN	426	LESOTHO
008	ALBANIA	428	LETONIA
010	ANTARTIDA	438	LIECHTENSTEIN
012	ARGELIA	440	LITUANIA
016	SAMOA	442	LUXEMBURGO
020	PRINCIPADO DE ANDORRA	446	MACAO
024	ANGOLA	470	MALTA
028	ANTIGUA Y BARBUDA	474	MARTINICA
031	AZERBAIJAN	478	MAURITANIA
032	ARGENTINA	480	MAURICIO ISLA
036	AUSTRALIA	484	MEXICO
040	AUSTRIA	492	MONACO
044	BAHAMAS	496	MONGOLIA
048	BAHREIN	498	REPUBLICA DE MOLDOVA
050	BANGLADESH	500	MONTSEERRAT
051	ARMENIA	504	MARRUECOS
052	BARBADOS	508	MOZAMBIQUE
056	BELGICA	512	OMAN
060	BERMUDAS	516	NAMIBIA
064	BUTAN	520	NAURU
068	BOLIVIA	524	NEPAL
070	BOSNIA HERZEGOVINA	528	PAISES BAJOS / HOLANDA
072	BOTSWANA	530	ANTILLAS HOLANDESAS
074	BOUVET ISLA DE	533	ARUBA
076	BRASIL	540	NUEVA CALEDONIA
084	BELICE	548	VANUATU
086	TERRI. BRITANICO OCEANO INDICO	554	NUEVA ZELANDA
090	ISLAS SOLOMON	558	NICARAGUA
092	ISLAS VIRGENES (REINO UNIDO)	562	NIGER
096	BRUNEI DARUSSALAM	566	NIGERIA
100	BULGARIA	570	NIUE
104	NYANMAR / BIRMANIA	574	ISLA NORFOLK
108	BURUNDI	578	NORUEGA
112	BELARUS	580	MARIANAS DEL NORTE ISLAS
116	CAMBOYA	583	MICRONESIA
120	CAMERUN	584	ISLAS MARSHALL
124	CANADA	585	PALAU
132	CABO VERDE	586	PAKISTAN / PAQUISTAN
136	ISLAS CAIMAN	591	PANAMA
140	REPUBLICA CENTROAFRICANA	598	PAPUA NUEVA GUINEA
144	SRI LANKA	600	PARAGUAY
148	CHAD	604	PERU
152	CHILE	608	FILIPINAS
156	CHINA	612	PITCAIRN
158	TAIWAN	616	POLONIA
170	COLOMBIA	620	PORTUGAL
174	COMOROS	624	GUINEA - BISSAU
178	CONGO	626	TIMOR ORIENTAL
180	REP.DEMOCRATICA DE CONGO	630	PUERTO RICO
184	ISLAS COOK	634	QATAR
188	COSTA RICA	638	REUNION
191	CROACIA	642	RUMANIA
192	CUBA	643	RUSIA
196	CHIPRE	646	RUANDA

12. COUNTRY (CountryOntologyEntity)			
CODE	DESCRIPTION	CODE	DESCRIPTION
203	REPUBLICA CHECA	654	SANTA HELENA
204	BENIM	659	SANT KITTS Y NEVIS
208	DINAMARCA	660	ANGUILLA
212	DOMINICA	662	SANTA LUCIA
214	REPUBLICA DOMINICANA	666	SANT PIERRE Y MIQUELON
218	ECUADOR	670	SAN VICENTE Y LAS GRANADINAS
222	EL SALVADOR	674	SAN MARINO
226	GUINEA ECUATORIAL	678	SAO TOME Y PRINCIPE
231	ETIOPIA	682	ARABIA SAUDI
232	ERITREA	686	SENEGAL
233	ESTONIA	690	SEYCHELLES
234	ISLAS FAROE	694	SIERRA LEONA
238	ISLAS FAKLAND (MALVINAS)	702	SINGAPUR
242	FIJI	703	REPUBLICA ESLOVACA
246	FINLANDIA	704	VIETNAM
250	FRANCIA	705	ESLOVENIA
254	GUINEA FRANCESA	706	SOMALIA
258	POLINESIA FRANCESA	710	SURAFRICA / SUDAFRICA
262	DJIBUTI	716	ZIMBABWE
266	GABON	724	ESPAÑA
268	GEORGIA	732	SAHARA OCCIDENTAL
270	GAMBIA	736	SUDAN
275	PALESTINA	740	SURINAM
276	ALEMANIA	744	SVALBARD Y JAN MAYEN ISLAS
288	GHANA	748	SWASILANDIA
292	GIBRALTAR	752	SUECIA
296	KIRIBATI	756	SUIZA
300	GRECIA	760	REPUBLICA ARABE DE SIRIA
304	GROENLANDIA	762	TAJIKISTAN
308	GRANADA / GRENADA	764	THAILANDIA
312	GUADALUPE	768	TOGO
316	GUAM	772	TOKELAU
320	GUATEMALA	776	TONGA
324	GUINEA	780	TRINIDAD Y TOBAGO
328	GUYANA	784	EMIRATOS ARABES UNIDOS
332	HAITI	788	TUNEZ
334	HEARD E ISLAS MC DONALD	792	TURQUIA
336	VATICANO	795	TURKMENISTAN
340	HONDURAS	796	TURCAS Y CAICOS ISLAS / TURKS
344	HONG KONG	798	TUVALU
348	HUNGRIA	800	UGANDA
352	ISLANDIA	804	UCRANIA
356	INDIA	807	MACEDONIA
360	INDONESIA	818	EGIPTO
364	IRAN	826	REINO UNIDO
368	IRAK	830	ANGLONORMANDAS ISLAS
372	IRLANDA	833	ISLA DE MAN
376	ISRAEL	834	TANZANIA
380	ITALIA	840	ESTADOS UNIDOS
384	COSTA DE MARFIL	850	ISLAS VIRGENES ESTADOS UNIDOS
388	JAMAICA	854	BURKINA FASO

12. COUNTRY (CountryOntologyEntity)			
CODE	DESCRIPTION	CODE	DESCRIPTION
392	JAPON	858	URUGUAY
398	KAZAKHSTAN	860	UZBEKISTAN
400	JORDANIA	862	VENEZUELA
404	KENIA	876	WALIS Y FUTUNA ISLAS
408	COREA DEL NORTE / KOREA	882	SAMOA
410	COREA DEL SUR / KOREA	887	YEMEN
414	KUWAIT	891	YUGOSLAVIA
417	KYRGYZSTAN	894	ZAMBIA

18. Type of lodging (HotelTypeOfLodgingEntity)	
Value	Codif
Hotel	1
Rural House (Habitaciones)	2
Rural House (complete)	3
Apartment	4
Hostel	5
Pensión	6

19. Category (HotelCategoryOntologyEntity)		
Value	Type	Codif
Hotel	1 Star	1
	2 Star	2
	3 Star	3
	4 Star	4
	5 Star	5
	6 Star	6
	7 Star	7
Rural House	Empty	
Apartment	1 Keys	8
	2 Keys	9
	3 Keys	10
Hostel	Empty	
Pension	Empty	

22. Accepted methods of payment	
Value	Codif
Cash	1
Credit Card	2
Cheque	3

A.2. Definition of entity “Reserva” (HotelBookingEntity)

#	Name	Type	Predefined	Element Composed	Description
1	bookingFinder	Alphanumeric(10)	NO	NO	Unique booking finder
2	bookingDate	DDMMYYYY	NO	NO	Booking date
3	hotelCode	Alphanumeric (20)	NO	NO	Hotel's code for booking
4	wholesalerCode	Alphanumeric (20)	NO	NO	Wholesaler code for booking
5	travelAgency		NO	YES	Travel Agency making reservation
6	booking		NO	YES	Details from the person/organisation booking
7	host		NO	YES	Details from the person occupying the room
8	payer		NO	YES	Details from the payer of the booking
9	arrivalDate	DDMMYYYY	NO	NO	Arrival date
10	departureDate	DDMMYYYY	NO	NO	Departure date
11	room		NO	YES	Number, name, type and room description
12	board	Alphanumeric (20)	YES	NO	Board type
13	cost	Numeric	NO	NO	Booking full amount
14	supplements		NO	YES	Supplements to add to the booking. The mandatory supplements will come added to the total amount of the booking. For the optional supplements another query must be run selecting the ones to include.
15	bookingState		YES	NO	Booking state
16	cancellationFinder	Alphanumeric (10)	NO	NO	Unique cancellation finder
17	totalCapacity	Alphanumeric (100)	YES	NO	Booking's total capacity
18	comments	Alphanumeric (100)	NO	NO	Will include all the necessary comments

Multiple elements

5. travelAgency				
#	Name	Type	Multiple Element	Description
1	code	Alphanumeric (100)	NO	Travel Agencies code booking
2	branch	Alphanumeric (100)	NO	Booking branch
3	operatorCode	Alphanumeric (100)	NO	Agent's code booking
4	fileNumber	Alphanumeric (100)	NO	Booking file's number

6. booker (HotelBookerEntity)				
#	Name	Type	Multiple Element	Description

6. booker (HotelBookerEntity)				
#	Name	Type	Multiple Element	Description
1	name	Alphanumeric (100)	NO	Name of the person/entity making the booking
2	passport	Alphanumeric (30)	NO	DNI, Passport, NIE, CIF of the person/entity making the booking
3	telephone	Alphanumeric (15)	NO	Phone of the person/entity making the booking

7. host				
#	Name	Type	Multiple Element	Description
1	name	Alphanumeric (100)	NO	Name of the person/entity using the booking
2	passport	Alphanumeric (30)	NO	DNI, Passport, NIE, CIF of the person/entity using the booking
3	telephone	Alphanumeric (15)	NO	Phone of the person/entity using the booking

8. Payer				
#	Name	Type	Multiple Element	Description
1	name	Alphanumeric (100)	NO	Name of the person/entity paying for the booking
2	passport	Alphanumeric (100)	NO	DNI, Passport, NIE, CIF of the person/entity paying for the booking
3	telephone	Alphanumeric (15)	NO	Phone of the person/entity paying for the booking

11. room (HotelTypeOfReservationRoomEntity)				
#	Name	Type	Multiple Element	Description
1	code	Alphanumeric (10)	NO	Room code of the wholesaler/hotel
2	units	Numeric	NO	Number of rooms of a type from the booking
3	adultNumber	Numeric	NO	Number of adults
4	child1Number	Numeric	NO	Number of 1 st age children
5	child2Number	Numeric	NO	Number of 2 nd age children

14. supplements (HotelSupplementEntity)				
#	Name	Type	Multiple Element	Description
1	code	Alphanumeric (10)	NO	Code for the discount/supplement of the wholesaler/hotel
2	description	Alphanumeric (50)	NO	Description for the discount/supplement of the wholesaler/hotel

14. supplements (HotelSupplementEntity)				
#	Name	Type	Multiple Element	Description
3	roomsNumber	Numeric	NO	Number of rooms where discount/supplement applies
4	peopleNumber	Numeric	NO	Number of people to whom the discount/supplement applies
5	daysNumber	Numeric	NO	Number of days when the discount/supplement applies
6	totalAmount	Numeric	NO	Cost
7	optional	Alphanumeric	YES (Can be yes or no)	Shows if the discount/supplement is optional or mandatory

Predefined values

12. board (HotelTypeOfBoardEntity)	
Value	Codif
SA: Only board	1
AD: Board + breakfast	2
MP: Half board	3
PC: Full board	4
FC: Full credit	5

15. booking_estate (HotelReservationStatusOntologyEntity)	
Value	Codif
OK	1
Processing	2
Cancelled	3
OK	1
Processing	2

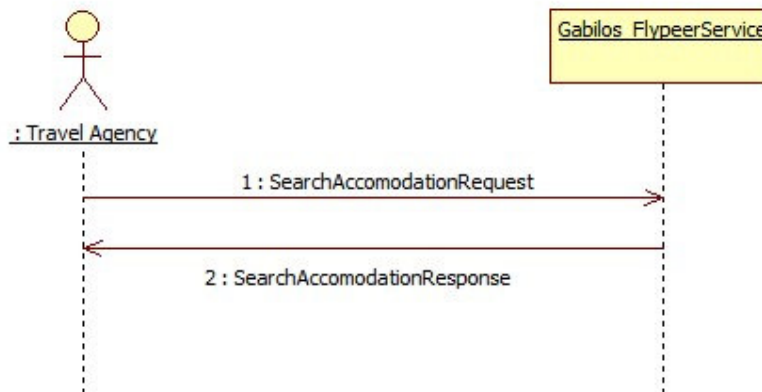
B. Scenarios and Interfaces

The scenarios to be developed are:

1. Search of Hotel or Hotels that meet certain characteristics.
2. Search of a Hotel depending on the availability in certain periods of time.
3. Making a reservation.
4. Cancelling a reservation.
5. Checking a reservation.
6. Hotel Videoconference (not defined in this document)

When developing the scenarios, a description of the flows of information used and the parameters of the entities definitions “Hotel” and “Reservation” that take part in these flows is made.

B.1. Scenario 1: Management / Information search: Search of hotel/hotels meeting certain characteristics



1.-Insert parameters: The small trader will insert the parameters under which the search for hotels runs. At least one of these parameters combined with the province or city must be mandatory. If the search runs under the parameter number of rooms, the arrival date and the departure date and the room parameter and the parameter total availability will have to be filled in. (Action)

-Parameters:

- H4. Hotel's name
- H10. City
- H11. Province
- H12. Touristy Zone
- H18. Type of Lodge
- H19. Hotel's category
- H20. Hotel's characteristics
- R9. Arrival date
- R10. Departure date
- R11. Room
- R17. Booking's total availability
- R12. Type of board

-Verifying the data: The application verifies the input data format. This action should be executed by the small trader's application. We understand that once we have entered the parameters, the button "send query" will be pushed, the small trader's application will verify the details and if there is no problem, the query will run immediately.

2.-Run query: The *query* will run, sending the information to all the wholesalers and Hotels connected to the system.

3.-Showing results: All the hotels meeting the conditions of the query will reply to the system. The reply will get to the small trader. The small trader's application must manage the answers, showing the data according to the criteria established by it.

The small trader's application will have already the data from the hotels that previously have replied and will manage the information as needed.

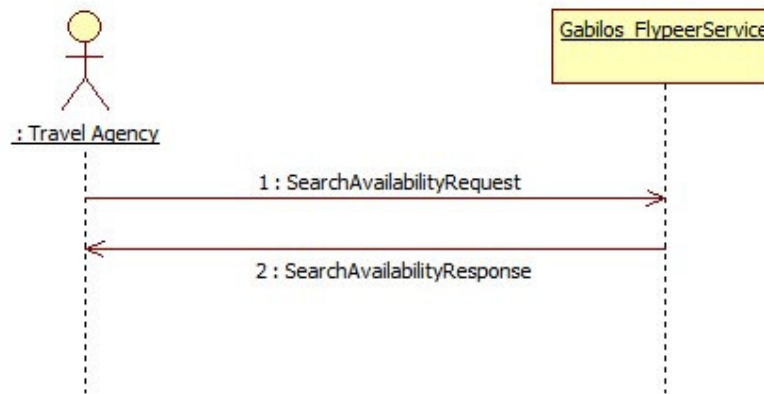
-Parameters:

- H1. Hotel's code
- H2. Wholesaler's code
- H3. Wholesaler's description
- H4. Hotel's name
- H5. Hotel's address
- H6. Postal Code
- H7. Telephone
- H8. Fax
- H9. Email
- H10. City
- H11. Province
- H12. Country
- H13. GPS coordinates
- H14. Touristy Zone
- H15. Nearby touristy site
- H16. Touristy activities from the hotel or nearby
- H17. Transport link nearby
- H18. Type of Lodge
- H19. Category
- H20. Hotel's characteristics
- H21. Room
- H22. Accepted methods of payment
- H23. Url showing the lodge's location
- H24. Comments

Interface and information flow:

The travel agency will send the "SearchAccommodationRequest" message and the hotels will answer with the "SearchAccommodationResponse" message.

B.2. Scenario 2: Management / Information search (crossed): Search of hotel according to room availability between certain dates.



If there is availability within the days selected, the days will be shown. This scenario will run only for a specific hotel.

1.-Insert parameters: The small trader will insert the desired parameters to run the search. The mandatory parameters will be the hotel's code and the arrival and departures dates. Inquiring about a specific board regime is optional. It is mandatory to fill in the parameter room (which can be a variable of values 1...N) or the total availability parameter.

-Parameters:

- H1. Hotel's code
- H2. Wholesaler's code
- R9. Arrival date
- R10. Departure date
- R11. Room
- R17. Accommodation's total availability (number of people)

-Verifying the data: The small trader's application verifies the format of the input data

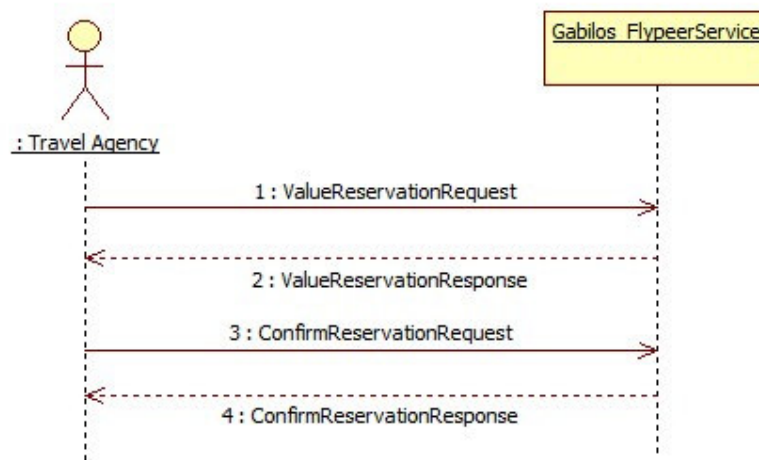
2.-Run query: The *query* will run, sending itself to the selected hotel.

3.-Show the result: The hotel will display the availability or not for each of the nights.

Interface and information flow

The travel agency will send the message “SearchAvailabilityRequest” and the requested hotel will answer with a “SearchAvailabilityResponse” message.

B.3. Scenario 3: Making a booking



This scenario will happen if following an availability query between certain dates (scenario 2) we wish to complete the booking. It can also be called directly from any other point from the small trader’s application, if the exact details needed to complete the booking are known.

From this scenario the **make booking** object can be activated, in which the necessary parameters needed to complete the booking will be filled in. Once verified, the parameters will be sent to the relevant provider (Hotel/wholesaler) which also will have to validate them and calculate the final cost of the requested booking.

The parameters we will pass to the provider will be:

- R02. Booking date
- R04. Wholesaler code (if the provider is an individual hotel, rural house, hotel chain, etc... should have a code as wholesaler)
- R03. Hotel’s code (internal wholesaler code)
- R05. Small trader
- R06. Booking
- R07. Occupying
- R08. Payment
- R09. Arrival date
- R10. Departure date
- R11. Room
- R12. Regime

The provider will reimburse the values of the booking including the mandatory supplements. It will also provide us with information about the optional supplements and their price. All this information will be presented on the small trader's application so the user can select the supplements of its choice among the optional ones. A direct call avoiding the scenario2 could happen, and therefore the possibility of not being able to make the booking could exist; in this case the parameters returned by the provider will appear empty to make us aware of this situation.

The parameters returned by the provider will be:

- R13. Cost (booking cost (Temporary, Booking + Mandatory supplements)
- R14. Supplements, other concepts

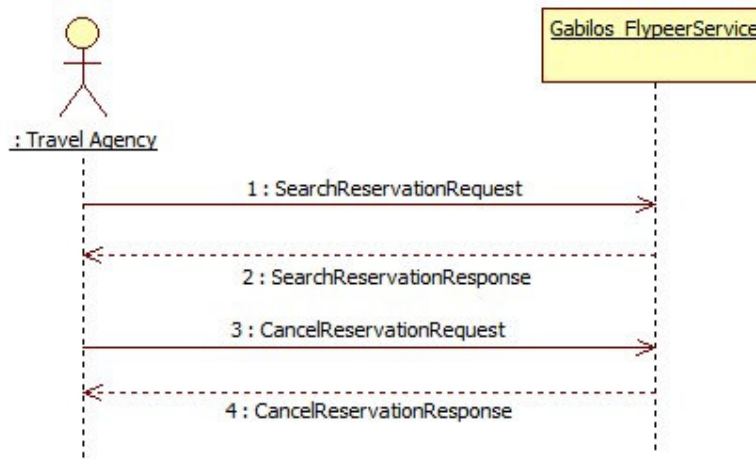
With the total value of the booking and the data referring to the selected supplements, the completion of the booking will be sent to the provider, which will check the data and the booking and will return a tracking number (R01. booking tracker) showing that the booking is OK.

At this point, the small trader's application must relate the booking data with the final client's file; and will allow the relevant cheque book for the client and an internal document as proof if the small trader considers it, to be printed.

Interface and information flow

Previously, we will have already made an availability request. When we have chosen the hotel to make a booking, the travel agency will send the message "ValueReservationRequest" and the hotel will answer with a "ValueReservationResponse" message, containing the booking price and the list of possible supplements to contract. Finally, the travel agency will send another message again with the selected supplements ("ConfirmReservationRequest") and the hotel will create the reservation sending a "ConfirmReservationResponse" message with the data of it.

B.4. Scenario 4: Cancellation of a booking



From the small trader's application, the **cancel booking** can be run.

The booking tracker for the booking to be cancelled will be sent to the provider, the provider will do the necessary checking (is there a booking for that booking tracker? Is the cancellation processed in time? etc) returning a code showing the status of the request.

Status codes:

- 0 Booking cancelled (it also returns R16. cancellation tracker)
- 1 Booking does not exists in the provider's system
- 2 Automatic cancellation out of time
- 3 Cancellation will incur in expenses
- 9 System Off-line

The system will allow a report showing the resulting booking status to be printed.

Interface and information flow

The Travel Agency will send a "CancelReservationRequest" message and the hotels will answer with a "CancelReservationResponse" message.

The "CancelReservationRequest" contains the following parameters:

- Travel_Agency_ID, an estructure with two attributes:
 - o "LoginString(10)"
 - o Password String(10)
- R01: Booking_Identifier String(10)

This message is sent to the hotel or wholesaler by the Travel Agency. The hotel or wholesaler code must be filled in the user interface to convert this information.

The “CancelReservationRequest” message has restrictions:

- Both parameters are mandatory.

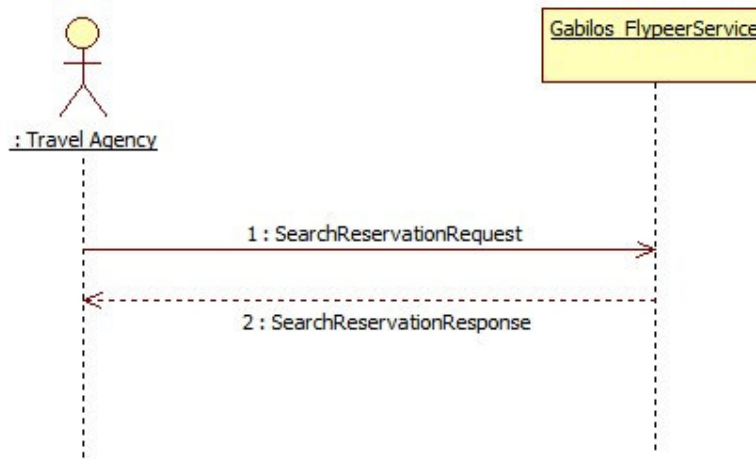
The “CancelReservationResponse” message has the following parameters:

- Cancel_State. It is an ENUM Type with values mentioned in the previous part of this scenery.
- R16: Cancel_Booking_Identifier.

The “CancelReservationResponse” message has restrictions too:

- If ‘Cancel_State’ is ‘Booking cancelled’, then ‘Cancel_Booking_Identifier’ parameter is mandatory.

B.5. Scenario 5: Checking a booking.



This scenario will happen when the small trader wishes to check the bookings over the hotel's application, in order to compare data stored in its own system, as a statistical tool or as a way of capturing PNR, that is, to include in its own booking system bookings that have already been checked against the hotel's one (via phone for example) but have not been added to its own system.

1. Insert parameters:

Any combination of these search parameters can be entered, except with the dates which are directly associated, this meaning that if the parameter "from date..." is filled in then the parameter "until date..." has to be filled too and vice versa.

R01: Tracker

R02: Booking date (range, with date "from" and "until")

R09: Arrival date (range, with date "from" and "until")

R05.4 Small trader's file

2. Verifying data

The small trader's application will run the data verification:

- Format and kind of data that corresponds to the one defined in the model
- Restrictions: if the date range fields have been filled in, the departure date must be later or equal than the arrival date
- Number of parameters: The minimum number of parameters restriction is being met (in this case, there is at least one)

3. Run the Query

The booking check will run in the system only if it meets the query criteria and also corresponds to the small trader's or outlet running the query.

4. Displaying results

For each booking meeting the requested conditions the booking will be returned with all the information.

- R1. Tracker
- R2. Booking date
- R3. Hotel's code
- R4. Wholesaler's trade
- R5. Small trader's code
- R6. Person booking
- R7. Person occupying
- R8. Person paying
- R9. Arrival date
- R10. Departure date
- R11. Room
- R12. Board
- R13. Cost
- R14. Supplements and other concepts
- R15. Estate
- R16. Cancellation tracker
- R17. Comments

It will also return a status code:

- 0: OK, returning data
- 1: No existing bookings
- ...
- 9: System off-line

Interface and information flow

The Travel Agency will send the "SearchReservationRequest" message and the wholesaler and hotels will answer with a "SearchReservationResponse" message.

The "SearchReservationRequest" message has the following parameters:

- Travel_Agency_ID, structure with two attributes:
 - o "LoginString(10)"
 - o Password String(10)
- R01: Booking_Identifier String(10)
- Booking_Date_Range structure with two attributes:
 - o R02: Start_Date String(8) with 'MMDDYYYY' format
 - o R02: End_Date String(8) with 'MMDDYYYY' format
- Check_In_Date_Range structure with two attributes:
 - o R09: Start_Date String(8) with 'MMDDYYYY' format
 - o R09: End_Date String(8) with 'MMDDYYYY' format
- R05.4: Record_Number String (100)

This message is sent to the hotel or wholesaler by the Travel Agency. The hotel or wholesaler code must be asked for in the user interface to convert this information.

The “SearchReservationRequest” message has the next restrictions:

- If ‘Booking_Identifier’ is introduced, ‘Booking_Date_Range’, ‘Check_In_Date_Range’ and ‘Record_Number’ are not introduced.
- End_Date must be later than Start_Date.
- If End_Date is filled, then Start_Date must be completed too and vice versa.

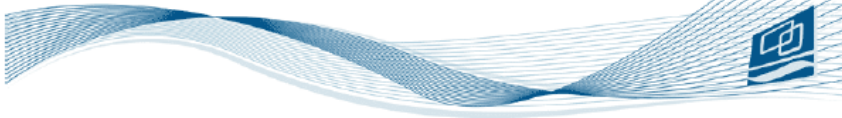
The “SearchReservationResponse” message has the following parameters:

- Reservations. List of bookings that apply the characteristics selected. This list has a maximum size of bookings to return. This is a configurable parameter in the hotel or wholesaler and, if the answer contains more bookings than the specified by the parameter, maximum size will be returned and the status code will take the value ‘0: OK, returning’.
- Search_State. An ENUM Type with the values written in the previous part of this Scenery.

Annex III. Minutes of the Reviewing Meetings.

We next reproduce the minutes of the supervision meeting the SMEs and ITA had during the last semester in order to implement the use case. We reproduce it as images because of the lack of the format with the copy and paste processes and we only include the minutes with more importance for the project results.

AIII.1. 20100219 Kickoff Meeting.



Acta de Reunión nº 0001

Proyecto:	Opaals-PIII WP5.12	Lugar:	Ita-Zaragoza
Código:	PRO09_0373	Fecha y Hora:	18/02/2010
Convocada por:	ITA	Duración aprox.:	2h.

1. Objetivo

- Technical Kickoff of the Project (WP5.12)

2. Asistentes

Nombre	Área	Teléfono	E-mail
Ana Peña	Dialcom Networks	+34 913 728 273 (P)/ +34 617 483 587 (M)	apena@dialcom.com
Manuel Benedi	Europa Active Club	+34 976225339 (P)/ +34 639 451 224 (M)	manuel@europaactiveclub.com
David Muñoz	Gábilos Software	+34 902303103	davidmb@gabilos.com
Javier Val	Ita	+34 976010050	jval@ita.es
Jorge Vea-Murguía	Ita	+34 976011086	jvea@ita.es
Francisco Lacueva	Ita	+34 976 011851	flacueva@ita.es

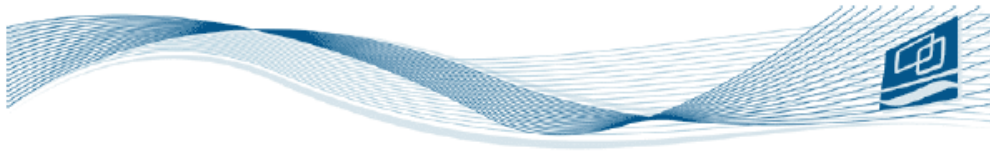
3. Lista de distribución

Nombre	Área	E-mail
P. Dini	Opaals-LSE	p.dini@lse.ac.uk
A. English	Opaals-Intel	annex.english@intel.com
J. Finnegan	Opaals-WIT	jfinnegan@tssg.org
SW List	Opaals- Development Team Partners.	opaals_sw@listserv.tssg.org

Código del Proyecto:

Fecha de actualización: 25/02/10

Página 1 de 5

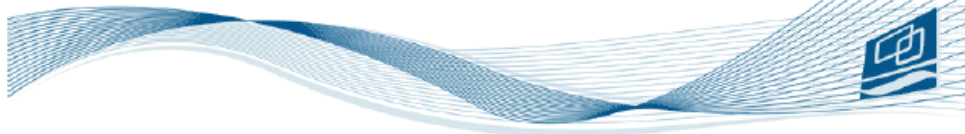


4. Orden del Día/Agenda

1. Project Objectives.
2. Flypeer Presentation.
3. The Project: The proposed Business Use Case.
4. Project Proposed Scheduling and Events.
5. Doubts.

5. Temas Tratados/Addressed Issues.

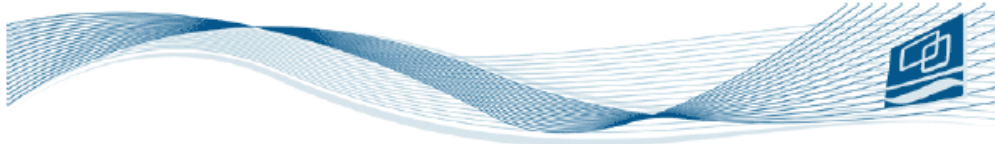
- Project Objectives: Define a project which creates a "real" business cases to test the Flypeer Platform.
 - Verify working and not working Flypeer features.
 - Detects things to change, remove, add with in future works.
 - Write a report showing Enterprise Experience.
- Flypeer Presentation.
 - By the end of February Flypeer 1.0.0 will be released.
 - It is not a commercial tool and it is not going to be completely "user friendly".
 - Flypeer is (is going to be) an Integration Platform. It is going to act as a VPN enabler but peers (enterprises) will be act out of the VPN as they do now.
- The Project: The proposed Business Use Case.
 - The purpose is not to create a "real" Virtual Travel Agency, namely "Advance Hotel Reservation Network (AHRN)", it is to test the Flypeer capabilities in order to build it in an easy way: to use existing services (like a black box) to compose a complex one within the Flypeer Platform. If some of the purposed Use Cases are not already defined as a Service, the Use Case should have to be redefined or other alternatives should have to be considered.
 - It is going to be the SMEs job to develop the Advance Hotel Reservation Network (AHRN): the service interface definition (mainly Gabilos and Dialcom), the services integrations (EAC), the test, ...
 - i. A proposed task scheduling is presented after (see attached documents).
 - The use case should have to be detailed, that is defined in a more fined grain, by the enterprises.



- It was shared with the SMEs the suggestion using necessary UML diagrams to document the Use Case Implementation Process.
- Proposed Use Cases.
 - Gabilos and Dialcom should offer their products as services: create the Flypeer interface and perform unit test.
 - EAC will act as services integrator as they act (and are) the Virtual Travel Agency:
 - i. They should define the work flow.
 - ii. Integrate the Gabilo's and Dialcom's Services.
 - Finally some integration test should have to be performed and reported.
 - It was remarked that their product should have to be integrated as black boxes in their actual release (they do not have to change it).
- External Events and DeathLine Dates:

The future events to be taken in account:

 - 01/03/2010: Flypeer 1.0.0 will be released.
 - 08/03/2010: Development Team will come to Zaragoza and Perform a CodeCamp: for testing the external Flypeer tools integration; it will collaborate with the testing processes and will be coached in Flypeer and its tools use; 11/03/2010 Flypeer & tools will be presented to Europa Active Club, Dialcom and Gábilos.
 - Xx/06/2010: a Workshop will (probably) be celebrated in Zaragoza to gather the experiences of the Opaals project people working with the SMEs: you are invited.



Death lines not to be forgotten:

Task	Deathline
T02.00 Use case detailed definition.	15/03/2010
T01.02 Flypeer Training	19/03/2010
T02.01 Enterprises Development	06/04/2010
T02.04 AHRN Integration test and ...	30/04/2010
T03.01 Enterprise Evaluation Report	15/05/2010

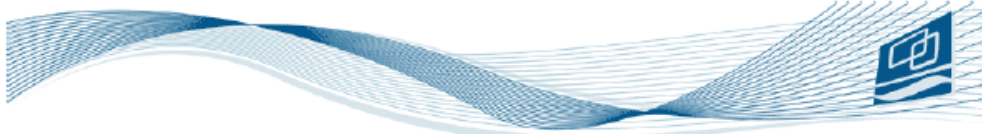
- Ita's Role:
 - Project's "Customer".

SME's – Flypeer Development Team mediator: bugs reporter, doubts solver, SME's trainer, ...It was not our intention to be a bottleneck.
- SME's comments:
 - EAC and Dialcom had a "good" experience with DBE: although it is not a production system their developments are still working. The problem is that there is not any entity supporting the platform and so bugs are not fixed and, in consequence, it is not possible to deploy a production system.
 - EAC said it is the first time he attends to a system integration platform presentation where the platform is presented from the business service perspective: a new business enabler which uses existing services or complex created within the platform. He considered it as the perspective it should have to presented and developed.
 - EAC said it would really interesting to develop an integration project (platform) using the Tourism Use Case: not to stop in/with the theoretical results. This idea was by the other SMEs and offer their collaboration.

6. Acuerdos y compromisos/Agreements and Compromises.

1. SME's will come to the code camp. Ita will inform them about the timetable.
2. SME's will start to develop their use cases and will try to adjust to the suggested schedule.

7. Plan de Acción/Plan of Actions.



Tarea/Task	Responsable/Responsible	Fecha Límite/ Death Line
T02.00 Use case detailed definition.	SMEs	15/03/2010
T01.02 Flypeer Training	Ita & SMEs	19/03/2010
T02.01 Enterprises Development	SMEs	15/04/2010
T02.04 AHRN Integration test and ...	SMEs	30/04/2010
T03.01 Enterprise Evaluation Report	SMEs & ita	15/05/2010

8. Observaciones/Notes.

9. Próxima reunión/Next Meeting.

Objetivo:	
Lugar:	
Fecha y Hora:	
Duración aprox.:	

Si en el plazo de una semana posterior a la entrega de este documento no se ha producido corrección alguna por parte de los asistentes, el acta se considerará aprobada.

A.III.2. 20100308-11 Zaragoza's Codecamp.

Although we did not generate the Minutes Report of the Codecamp we show the main conclusion of the meeting here which were delivered by email to the Development Team:

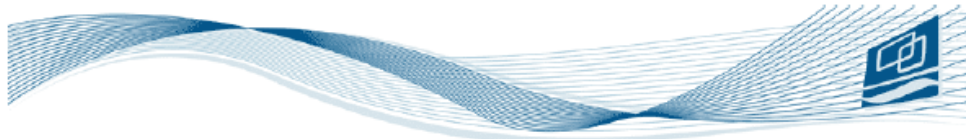
1)

- Although we did not exactly follow the agenda, the final work achieved was similar and we (ITA) obtained a very valuable help/information to understand the way Flypeer needs to work but as we all agreed the documentation of all the tools (Flypeer included) needs to be developed.
- ITA presented the scenarios (a business general vision) to the development team.
- The Flypeer identity responsibility concerns the nodes within the network, not the business application. The final scenario/framework-API/tool/... is not already defined, frozen,
- To avoid SMEs having to carry out Java programming, the Flypper (or its tools) should provide an automatic/semi-automatic java wrapper generator: the goal is to hide java from the programmer (for example Gábilos is developing with a language called Visual Velazquez).
- The transactions are not going to be implemented in the (classical) ACID definition, Lock transaction is not going to be implemented - See D5.7. Transactions are via the “composition” tool, i.e. the way to provide simple composition. Programmatic implementations are considered better by the development team (that is without seeing XML).
- Service publishing, searching, consume, services should be provided through their WSDL description, it will be given to Flypeer which should create the Wrapper and will be included it into the Flypeer network, service searching is syntactic (based on wildcards). The consumption of the services within the Flypeer network are consumed like Flypeer services. The Flypeer services (single or composed) will be made available by defining/describing them with WSDL. Not all the enterprise will have “java services” (for example Gábilos), so an automatic/semi-automatic way to introduce them within the Flypeer network should be necessary.
 - Each of the methods/operations of a WSDL file must be converted into a Flypeer Service (a Java Class with only one method). In consequence, service searching is not a provider searching as you look for a method and the question is how can you map two different methods with a provider? You search for the availability of rooms of some hotels, you choose one of them so how can be it assured that the booked hotel is the same one that answers to my availability request?
- The use of JXTA is completely hidden to the developer. The problem is that we need to know that it is there to realise a good network configuration/tune/... so a bit of documentation should be realised. For the use cases of the SME's where a node (Europa Active Club) will centralise the services integration would not be really a problem.
- By the end of March (two weeks after the Code Camp) a stable version of

Flypeer and its tools and documentation was to be released. ITA during this period and after the release will perform its tests.

2) I attached the joined version of the presentations we (Jason, Paulo and me Francisco) did for the SMEs. My intention is to send the final release tomorrow in the afternoon so, please, review it. Jason, can you send me the link to the SBVR Editor page? The most important things the SMEs said were:

- Flypeer ideas are very similar to the DBD ones. Jason told them after DBE it was decided to make a break and start again but taking in account the learnt lessons (not from the scratch) in the developing of the Flypeer framework.
- The SMEs asked who is going to sustain Flypeer when the project finish.
- Just Dialcom has a WSDL interface defined for their services at the moment. (See attach)
- After the Flypeer Creation Demo they thought it does not seem difficult to develop services for Flypeer although a user Guide should be provided (see links within the presentation).

AIII.3. 20100406 Meeting.**MEETING MINUTES # 0002**

Project Reference	PRO09_0373
Project Name	Opaals-PIII WP5.13

Location	VideoConference	Duration	1h
Date and time	25/03/2010 10:00 AM	Called by	ITA

1. Objective

WP5.13 1st Control Meeting: review of project objectives and scheduling.

2. Attendance / Distribution list

	Name	Company / Division	Phone	E-mail	Attendant*	Distribution*
1	David Muñoz	Gabilos	+34 902 303 103	davidmg@gabilos.com	X	X
2	Ana Peña	Dialcom	+34 617 483 587	apena@dialcom.com	X	X
3	José María Puyal	Dialcom	+34 976 30 25 24	josemaria.puyal@dialcom.com	X	X
4	Francisco Lacueva	ITA	+34 976 01 18 51	flacueva@ita.es	X	X
5	Jorge Vea-Murguía	ITA	+34 976 01 10 86	jvea@ita.es	X	X
6	Juanjo Navamuel	ITA	+34 976 01 10 82	jnavamuel@ita.es	X	X
7	Manuel Benedi	Europa Active Club	+34 639 451 224	manuel@europaactiveclub.com		X
8						
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* mark with 'X'

3. Agenda

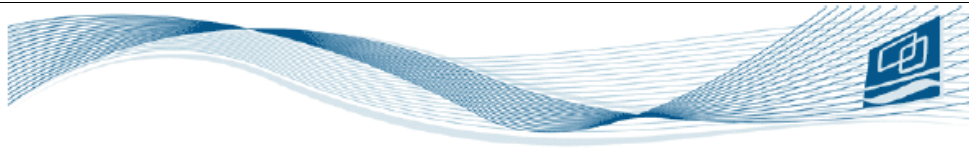
1. Project objectives review
2. Planning review
3. Contact Information for ITA's Team
4. Doubts and other issues.

4. Meeting Minutes

1. Contact information for ITA's Team:
 - a. New ITA's Team Member is introduced: Juanjo Navamuel (jnavamuel@ita.es). He will be in charge of coordination of the work developed by Spanish SMEs within the project.
 - b. Contact for technical support regarding FlyPeer: Jorge Vea-Murguía (jvea@ita.es)

MEETING MINUTES # 0002 - PROJECT: PRO09_0373

Page 1 (of 3)



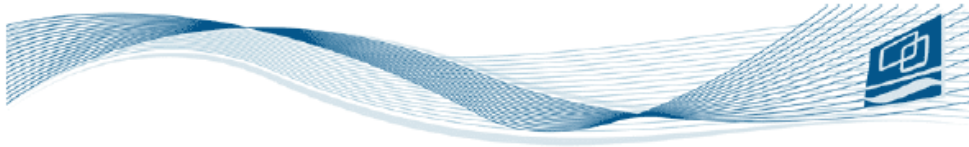
2. Project objectives review:
 - a. Project objectives and tasks are reviewed using the attached presentation (20100325 Opaals PhaseIII- First Control Meeting.ppt)
3. Project planning review:
 - a. WP5.13 Milestones are reviewed using the attached presentation (20100325 Opaals PhaseIII- First Control Meeting.ppt).
 - b. There is a delay in task execution so a new scheduling is requested to partners in order to get a real commitment to the milestones.
 - c. Gabilos and Dialcom consider that having Enterprise Evaluation Report finished for mid of May is feasible.
 - d. New due dates (missing dates should be fixed during next week):
 - i. T02.00 Use case detailed definition > 12/04/2010 ('First Release Candidate' milestone: 06/04/2010)
 - ii. T01.02 Flypeer Training > ???
 - iii. T02.01 Enterprises Development > ???
 - iv. T02.04 AHRN Integration test ... > ???
 - v. T03.01 Enterprise Evaluation Report > 15/05/2010
 - vi. Zaragza's workshop > 15/06/2010 ?
 - e. In order to keep track on the activities, a briefing will be held every week.
 - i. Next briefing: 06/04/2010 (12:00). Briefing objective: review of Use Case detailed definition
4. Technical issues:
 - a. For use case description UML will be used.
 - i. Gabilos asks for help on finding a suitable tool for working with UML. ITA will send information via email.
 - b. Dialcom requests more documentation and/or examples for using Flypeer
 - i. There's no a stable version of Flypeer yet. It should be released next week (end of March)
 - ii. Regarding Flypeer documentation, Jorge Vea-Murguia (ITA) reports that available documentation is not complete and sometimes inaccurate.
 - iii. Regarding examples or prototypes, Jorge Vea-Murguia (ITA) has been working on that and will provide to developers information regarding these examples.
 - c. Simultaneously to Use Case Definition, SMEs can start with development of their Web Services.
5. Other issues
 - a. SMEs should send back Opaals survey (Gabilos has already done it)

5. Meeting Agreements

1. T02.00 Use case detailed definition should be finished on 12/04/2010
 - a. Use case detailed definition must include:
 - i. Web services description
 - ii. Flow charts for every use case
 - b. UML must be used for Use Case description

MEETING MINUTES # 0002 - PROJECT: PRO09_0373

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- c. A first release candidate version of the document should be available on 06/04/2010, in order to review it and fix open issues during the following week.
- 2. Missing due dates should be agreed during next week
- 3. A briefing will be held every week to keep track on ongoing activity.

6. Summary of Action Points

	Action	Responsible	Due date
1	Send a proposal for missing due dates for Project tasks	Gabilos, Dialcom, EAC	31/03/2010
2	Send information about UML Tools	ITA	26/03/2010
3	Send Opaals Survey for SMEs	Gabilos, Dialcom, EAC	26/03/2010
4	T02.00 Use case detailed definition – First Release Candidate version	Gabilos, Dialcom, EAC	06/04/2010
5	T02.00 Use case detailed definition – Fixed Release Candidate version	Gabilos, Dialcom, EAC	12/04/2010
6	Flypeer training: compile information and examples	ITA	Depends on Flypeer new version release date
7			
8			
9			
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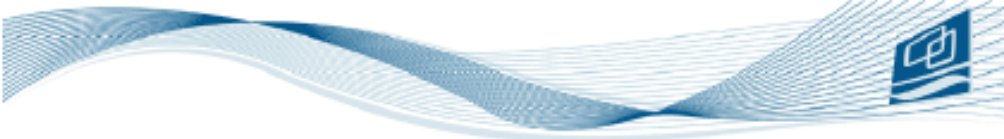
7. Comments

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8. Next Meeting

Objective	Project briefing
Location	
Date and time	06/04/2010 12:00
Estimated duration	30'

If no amendments are submitted by attendants within one week, meeting minutes will be considered as accepted.

AIII.4 . 20100406 Meeting.


MEETING MINUTES # 0003

Project Reference	PRO08_0373		
Project Name	Opalis-Pill WFS.13		

Location	Spontania/VideoConference	Duration	40'
Date and time	06/04/2010 11:00 AM	Called by	ITA

1. Objective
Project Weekly Briefing

2. Attendance / Distribution list

	Name	Company / Division	Phone	E-mail	Attendee*	Distribution*
1	David Muñoz	Gabilos	+34 902 303 103	dxl@moz@gabilos.com	X	X
2	Ana Peña	Dialcom	+34 617 483 587	ana@peña.com	X	X
3	José María Puyal	Dialcom	+34 976 30 26 24	joemaria.puyal@dialcom.com	X	X
4	Manuel Benedi	Europa Active Club	+34 639 451 224	manuel@europaactiveclub.com	X	X
5	Nacho Brito	Europa Active Club		desamolo@europaactiveclub.com	X	X
6	Jorge Vea-Murgula	ITA	+34 976 01 10 86	jvea@ita.es	X	X
7	Juanjo Navamuel	ITA	+34 976 01 10 82	jnavamuel@ita.es	X	X
8	Francisco Lacueva	ITA	+34 976 01 18 51	flacueva@ita.es		X
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3. Agenda


1. Review of work on T02.00 Use case detailed definition
2. Review of last meeting agreements and action points

4. Meeting Minutes

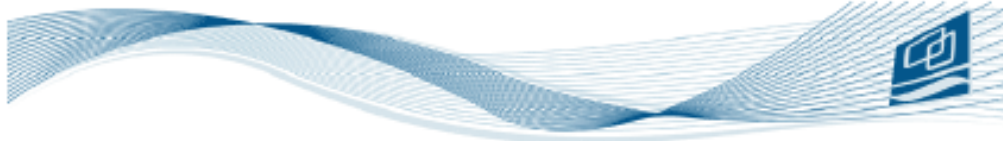
1. Review of work on T02.00 Use case detailed definition: Documentation sent by SMEs related to Use case definition was reviewed and discussed among meeting participants.
 - a. Doubts were resolved by authors of each document
 - b. Dialcom and EAC agreed on flowchart
 - c. Gabilos and EAC agreed on Gabilos proposal for Accomodation Serarch flow chart
 - d. SMEs will continue working on flowchart definition

MEETING MINUTES # 0003 - PROJECT: PRO08_0373

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INSTITUTE FOR TECHNICAL ASSISTANCE



2. Review of last meeting agreements and action points Contact information for ITA's Team:

	Action	Responsible	Due date	Status
1	Send a proposal for missing due dates for Project tasks	Gablios, Dialcom, EAC	31/03/2010	DONE
2	Send information about UML Tools	ITA	26/03/2010	DONE
3	Send Opasls Survey for SMEs	Gablios, Dialcom, EAC	26/03/2010	DONE
4	T02.00 Use case detailed definition – First Release Candidate version	Gablios, Dialcom, EAC	06/04/2010	DONE
5	T02.00 Use case detailed definition – Fixed Release Candidate version	Gablios, Dialcom, EAC	12/04/2010	ONGOING
6	Flypeer training: compile information and examples	ITA	Depends on Flypeer new version release date	ONGOING

3. Project planning review:

a. New due dates (missing dates should be fixed during next week):

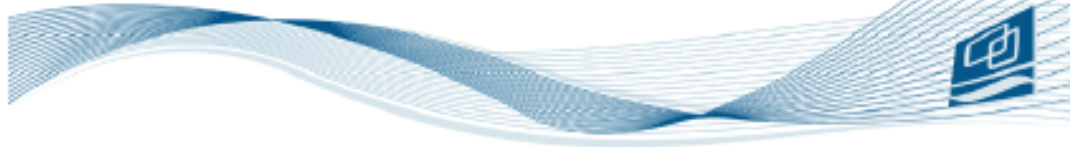
- I. T02.00 Use case detailed definition > 12/04/2010 ('First Release Candidate' milestone: 06/04/2010)
- II. T01.02 Flypeer Training > ???
- III. T02.01 Enterprises Development > 16/04/2010
- IV. T02.04 AHRN Integration test ... > ???
- V. T03.01 Enterprise Evaluation Report > 16/05/2010
- VI. Zaragoza's workshop > 16/06/2010 ?

4. Other Issues

- a. Documentation should be written in English in order to integrate it quickly in Opasls deliverables.

5. Meeting Agreements

- 1. Documentation should be written in English in order to integrate it quickly in Opasls deliverables.
- 2. T02.00 Use case detailed definition should be finished on 12/04/2010
 - a. SMEs will continue working on flowchart definition and will keep others up to date on agreements.
 - I. Dialcom will update Use Cases with more detailed scenarios (connect agent scenario, connect client scenario, ...)
 - II. EAC and Gablios will discuss Use Cases and flowchart regarding accommodation search and booking
- 3. ITA will keep SMEs up to date regarding Flypeer's new release.
- 4. ITA will prepare documentation for SMEs's training on Flypeer.



6. Summary of Action Points

	Action	Responsible	Due date
1	T02.00 Use case detailed definition – Fixed Release Candidate version	Gabillos, Dialcom, EAC	12/04/2010
2	T02.01 Enterprises Development	Gabillos, Dialcom, EAC	13/04/2010
3	Flypeer training: compile information and examples	ITA	Depends on Flypeer new version release date


7. Comments

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8. Next Meeting

Objective	Project briefing
Location	Spontania Videoconference
Date and time	13/04/2010 17:00
Estimated duration	30'

If no amendments are submitted by attendants within one week, meeting minutes will be considered as accepted.

AIII.5. 20100413 Meeting.


MEETING MINUTES # 0004

Project Reference	PRO09_0373		
Project Name	Opaals-PIII WP5.13		

Location	Spontania/VideoConference	Duration	1h
Date and time	13/04/2010 11:00 AM	Called by	ITA

1. Objective
Project Weekly Briefing

2. Attendance / Distribution list

	Name	Company / Division	Phone	E-mail	Attendant*	Distribution*
1	David Muñoz	Gabilos	+34 902 303 103	davidmp@gabilos.com	X	X
2	Ana Peña	Dialoom	+34 617 483 687	apena@dialoom.com	X	X
3	José María Puyal	Dialoom	+34 978 30 25 24	josemaria.puyal@dialoom.com	X	X
4	Manuel Benedí	Europa Active Club	+34 639 451 224	manuel@europaactiveclub.com	X	X
5	Nacho Brito	Europa Active Club		desarrollo@europaactiveclub.com	X	X
6	Jorge Vea-Murguía	ITA	+34 978 01 10 86	jvea@ita.es	X	X
7	Juanjo Navamuel	ITA	+34 978 01 10 82	jnavamuel@ita.es	X	X
8	Francisco Lacueva	ITA	+34 978 01 18 51	flacueva@ita.es		X
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3. Agenda


1. Review of work on T02.00 Use case detailed definition
2. Review of last meeting agreements and action points

4. Meeting Minutes

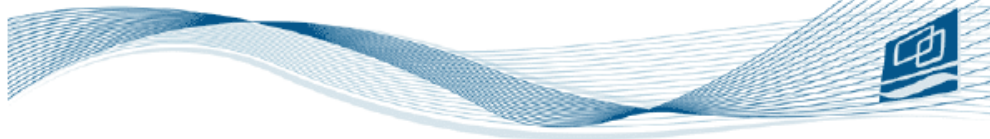
1. Review of work on T02.00 Use case detailed definition: EAC presented their aggregated flowchart and it was reviewed and discussed among meeting participants.
2. Update on last Flypeer release:
 - a. ITA reported about a new release of Flypeer on Friday, 9th April.
 - b. ITA will run some tests regarding newly implemented 'search' functionality and provide results to SMEs
3. WS implementation by SMEs
 - a. Dialoom has implemented their WebServices
 - b. Gabilos has implemented their WebServices
 - c. EAC needs the integration with Flypeer of Dialoom and Gabilos WS in order to do the integration.

MEETING MINUTES # 0004 - PROJECT: PRO09_0373

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ita
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4. Next Steps on Flypeer integration:

- a. Run a set of Flypeer nodes to build a Flypeer network >> DUE DATE: 20/04/2010 (next week)
 - i. Each partner will run a Flypeer node with a sample node in order to check
 - 1. Connectivity with other partners' nodes
 - 2. Publication of services
 - ii. Flypeer default port: TCP 9701
- b. Implement and publish *Hotel* and *Videoconference* services on Flypeer
- c. Integrate both services with the Travel Agency's web page using Flypeer network

5. Reminder of the objective of the work we are doing: The main objective of the this real case integration is to evaluate Flypeer platform by software developers and service providers. This will provide an useful feedback for the project about suitability and manageability of the platform.

6. Review of last meeting agreements and action pointsContact information for ITA's Team:

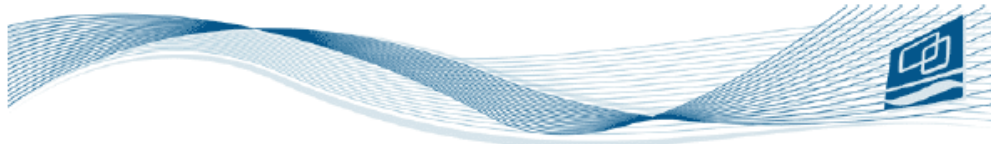
	Action	Responsible	Due date	Status
1	T02.00 Use case detailed definition – Fixed Release Candidate version	Gabilos, Dialcom, EAC	12/04/2010	OK
2	T02.01 Enterprises Development	Gabilos, Dialcom, EAC	13/04/2010	ON TIME
3	Flypeer training: compile information and examples	ITA	Depends on Flypeer new version release date	ON GOING

7. Project planning reminder:

- a. Deadline for evaluation report is 15/05/2010, so we need to have the integration of services into Flypeer as soon as possible in order to be able to compile the evaluation report.

5. Meeting Agreements

See action points



6. Summary of Action Points

	Action	Responsible	Due date
1	T02.00 Use case detailed definition – Fixed Release Candidate version >> integration of SMEs contributions	ITA	16/04/2010
2	T02.01 Enterprises Development (WS)	Gabilos, Dialcom	13/04/2010
3	Build a Flypeer network (each partner a node)	Gabilos, Dialcom, EAC, ITA	20/04/2010

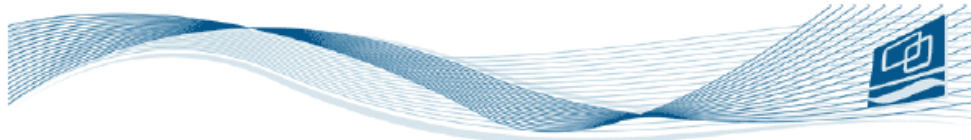
7. Comments

Technical questions related to Flypeer should be addressed to Jorge Vea-Murguía (ITA) opaals@ita.es

8. Next Meeting

Objective	Project briefing
Location	Spontania Videoconference
Date and time	20/04/2010 17:00
Estimated duration	30'

If no amendments are submitted by attendants within one week, meeting minutes will be considered as accepted.

AIII.6. 20100427 Meeting.

MEETING MINUTES # 0006

Project Reference	PRO09_0373		
Project Name	Opaals-Pill WP5.13		
Location	SpontaniaVideoConference	Duration	30'
Date and time	27/04/2010 15:00 AM	Called by	ITA

1. Objective

Project Weekly Briefing

2. Attendance / Distribution list

	Name	Company / Division	Phone	E-mail	Attend*	Distribution*
1	David Muñoz	Gabilos	+34 902 303 103	davidmg@gabilos.com	X	X
2	José María Puyal	Dialcom	+34 976 30 25 24	joemaria.puyal@dialcom.com	X	X
3	Manuel Benedí	Europa Active Club	+34 639 451 224	manuel@europaactiveclub.com	X	X
4	Nacho Brito	Europa Active Club		desarrollo@europaactiveclub.com	X	X
5	Jorge Vea-Murguía	ITA	+34 976 01 10 96	jvea@ita.es	X	X
6	Juanjo Navamuel	ITA	+34 976 01 10 82	jnavamuel@ita.es	X	X
7	Francisco Lacueva	ITA	+34 976 01 18 51	flacueva@ita.es		X
8	Ana Peña	Dialcom	+34 617 483 587	apena@dialcom.com		X
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* mark with 'X'

3. Agenda

1. Review of work on T02.00 Use case detailed definition
2. Review of work on T02.01 Enterprises Development
3. Review of last meeting agreements and action points:

	Action	Responsible	Due date
1	T02.00 Use case detailed definition – Fixed Release Candidate version >> integration of SMEs contributions	ITA	30/04/2010
2	T02.01 Enterprises Development (WS)	Gabilos, Dialcom	13/04/2010
3	Build a Flypeer network (each partner a node)	Gabilos, Dialcom, EAC, ITA	20/04/2010

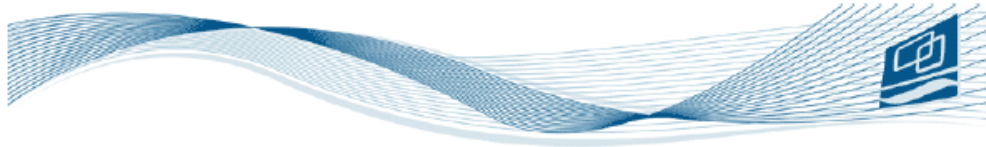
4. Meeting Minutes

1. Review of work on T02.00 Use case detailed definition:
 - a. Dialcom has sent an updated version of their use cases

MEETING MINUTES # 0006 - PROJECT: PRO09_0373

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b. ITA will integrate everything in a single document.

2. Review of work for building a Flypeer Network

- a. ITA, Dialcom and Gabilos have established a Flypeer network with one node for each partner
- b. EAC has problems with opening ports (8701)
 - i. EAC can not easily open port 8701 for their development servers.
 - ii. It will be necessary to deploy Flypeer node in a remote server with public ip for testing.
 - iii. Nacho Brito (EAC) remarks that there's no sense in such a requirement as this and that Flypeer should be able to work through firewalls without opening ports, especially for nodes that are not publishing services.

3. Review of work on T02.01 Enterprises Development: Deploying Opaals Services:

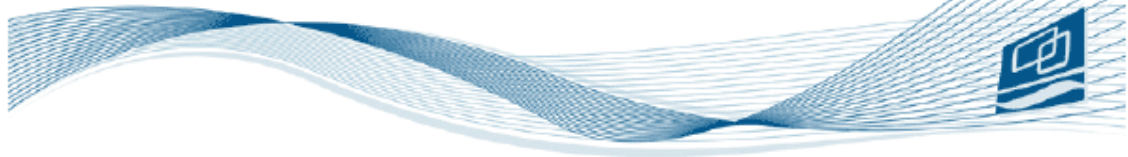
- a. Gabilos is working on it.
 - i. Gabilos will develop server & client for the hotel reservation service.
 - ii. It is a single service that uses a shared class to exchange data among client and server applications.
- b. Dialcom is also working on it.
 - i. Dialcom uses strings and arrays of strings as parameters to consume their services.
 - ii. They have already published three services (see last version of Use Case definition document sent on 22/04/2010)
- c. EAC will start testing their Flypeer node consuming Dialcom services.
- d. ITA continues offering technical support for the development

4. Next Steps on Flypeer integration:

- a. Gabilos and Dialcom should finish their work on publishing services in Flypeer network
- b. EAC will start testing their Flypeer node consuming Dialcom services.

5. Meeting Agreements

See action points



6. Summary of Action Points

	Action	Responsible	Due date
1	T02.00 Use case detailed definition – Fixed Release Candidate version >> integration of SMEs contributions	ITA	30/04/2010
2	T02.01 Enterprises Development (WS): Gabilos and Dialcom should finish their work on publishing services in Flypeer network	Gabilos, Dialcom,	
3	EAC will start testing their Flypeer node consuming Dialcom services	EAC	

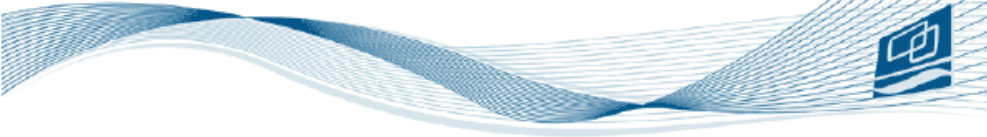
7. Comments

Technical questions related to Flypeer should be addressed to Jorge Veja-Murguía (ITA) opaals@ita.es

8. Next Meeting

Objective	Project briefing
Location	Spontania Videoconference
Date and time	04/05/2010 17:00
Estimated duration	30'

If no amendments are submitted by attendants within one week, meeting minutes will be considered as accepted.

AIII.7. 20100511 Meeting.


MEETING MINUTES # 0008

Project Reference	PRO09_0373		
Project Name	Opaaals-PIII WP6.13		

Location	SpontaniaVideoConference	Duration	30'
Date and time	11/05/2010 17:00	Called by	ITA

1. Objective
Project Weekly Briefing

2. Attendance / Distribution list

	Name	Company / Division	Phone	E-mail	Attendat*	Distribut*
1	David Muñoz	Gabilos	+34 902 303 103	davidmq@gabilos.com	X	X
2	José María Puyal	Dialcom	+34 976 30 26 24	josemaria.puyal@dialcom.com	X	X
3	Ana Peña	Dialcom	+34 617 483 587	apena@dialcom.com	X	X
4	Manuel Benedí	Europa Active Club	+34 639 451 224	manuel@europaactiveclub.com	X	X
5	Nacho Brito	Europa Active Club		desarrollo@europaactiveclub.com	X	X
6	Jorge Vea-Murguía	ITA	+34 976 01 10 86	jvea@ita.es	X	X
7	Juanjo Navamuel	ITA	+34 976 01 10 82	jnavamuel@ita.es	X	X
8	Francoisco Lacueva	ITA	+34 976 01 18 51	flacueva@ita.es	X	X
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3. Agenda


1. Review of work on T02.01 Enterprises Development: current status & problem
2. Documenting work done (implementation): logs, screenshots, video captures, code, ...
3. Evaluation report: tasks to be done

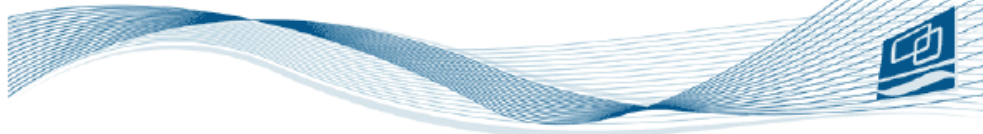
4. Meeting Minutes

1. Review of work on T02.01 Enterprises Development: current status & problem
 - a. Flypeer network is built and services are available to be consumed
 - b. EAC is working on integrating Gabilos & Dialcom services in their web (development site) > Next week (Wednesday) they will show us a first integration
2. Documenting work done (implementation): logs, screenshots, video captures, code, ...
 - a. Once implementation work is done, a sample case will take place taking screenshots and log captures in order to create a document that demonstrates that proposed flow diagrams are followed.
 - b. Dialcom, Gabilos and EAC confirm that code samples for the flypeer network will be available to integrate them in the deliverable

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- c. It is proposed to run a demo using Dialcom's videoconference service to record it. However, this is not critical and requires a lot of previous work. It must be discussed its viability.

3. Workshop demo:

- a. SMEs and ITA consider that a demo during the Workshop in June is possible and desirable.
- b. A support person might be available in EAC office to run a demo using videoconferencing

4. Evaluation report: tasks to be done

- a. ITA is compiling a list of questions that OPAALS's partners are requesting.
- b. ITA proposed to deliver the questions among SMEs and discuss the answers during next videoconference.

5. Meeting Agreements

See action points


6. Summary of Action Points

	Action	Responsible	Due date
1	EAC will integrate Gabilos and Dialcom services with their web (development site)	EAC	19/05/2010
2	ITA will deliver final evaluation questions to SMEs	ITA	14/05/2010
3	SMEs will answer final evaluation questions before next meeting	Dialcom, EAC, Gabilos	19/05/2010

7. Next Meeting

Objective	Project briefing
Location	Spontania Videoconference
Date and time	19/05/2010 17:00
Estimated duration	30'

If no amendments are submitted by attendants within one week, meeting minutes will be considered as accepted.

AIII.8. 20100525 Meeting.


MEETING MINUTES # 0010

Project Reference	PRO09_0373		
Project Name	Opals-Pill WP5.13		

Location	Spontania/VideoConference	Duration	30'
Date and time	25/05/2010 17:00	Called by	ITA

1. Objective
Project Weekly Briefing

2. Attendance / Distribution list

	Name	Company / Division	Phone	E-mail	Attendant*	Distribution*
1	David Muñoz	Gabilos	+34 902 303 103	davidmg@gabilos.com	X	X
2	José María Puyal	Dialcom	+34 976 30 25 24	josemaria.puyal@dialcom.com	X	X
3	Manuel Benedí	Europa Active Club	+34 839 451 224	manuel@europaactiveclub.com	X	X
4	Nacho Brito	Europa Active Club		desarrollo@europaactiveclub.com	X	X
5	Jorge Vea-Murguía	ITA	+34 976 01 10 86	jvea@ita.es	X	X
6	Juanjo Navamuel	ITA	+34 976 01 10 82	jnavamuel@ita.es	X	X
7	Francisco Lacueva	ITA	+34 976 01 18 51	flacueva@ita.es		X
8	Ana Peña	Dialcom	+34 617 483 587	apena@dialcom.com		X
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3. Agenda


1. Status of EAC's work on integrating Flypeer services in its website
2. Review of Evaluation Report (see D5.13, working copy)

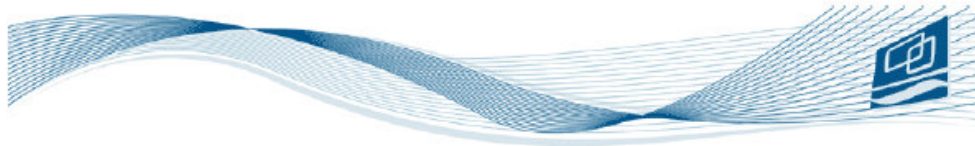
4. Meeting Minutes

1. Status of EAC's work on integrating Flypeer services in its website
 - a. Nacho (EAC) reports that the whole reservation process is completed, although last call to Gabilos Service to confirm reservation needs to be tested.
 - b. The interaction with Gabilos is completed:
 - i. Customer specifies a location to search an accommodation in.
 - ii. Site runs a search for accommodation with given characteristics (provincia and location)
 - iii. Site sends a request for detailed information (room price)
 - iv. Results are shown to customer
 - v. Customer pays
 - vi. Site sends a confirmation of the reservation

MEETING MINUTES # 0010 - PROJECT: PRO09_0373

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- c. The interaction with Dialcom (Online support) is completed and tested
 - i. José María (Dialcom) run some tests
 - d. Next Monday (31th May) we will establish a new videoconference to see the complete system running and discuss the demo.
2. Review of Evaluation Report (see D5.13, working copy)
- a. There has been no time for SMEs to review the content of the document
 - b. Juanjo (ITA) explains its content:
 - i. a section for Evaluation Report has been added with the discussion held during last week meeting
 - ii. Use Case models are also included. All partners should review them, to check that everything there is what they have implemented.
 - c. We agree to use mail to send any request for changes in the document
3. Other issues
- a. Workshop will be held in English. Therefore all presentations and documentation should be done using English.
 - i. No one says this is a problem.

5. Meeting Agreements

See action points

6. Summary of Action Points

	Action	Responsible	Due date
1	EAC development to end during this week	EAC	29/05/2010
2	SMEs should review D5.13 (Use Case description, Evaluation Report)	EAC, Dialcom, Gabilos	31/05/2010

7. Next Meeting

Objective	Internal demo
Location	Spontania Videoconference
Date and time	31/05/2010 17:00
Estimated duration	80'

If no amendments are submitted by attendants within one week, meeting minutes will be considered as accepted.