



D2.1.9

Final Blueprint Architecture for Social and Networked Media Testbeds

2014-09-29

David Salama (ATOS), Michael Boniface (IT Innovation), Simon Crowle (IT Innovation), Stephen C. Phillips (IT Innovation), Nicholas Vretos (CERTH), Kleopatra Konstanteli (NTUA), Thanos Voulodimos (NTUA), Stefan Prettenhofer (Infonova), Sandra Murg (JRS), Peter Ljungstrand (Interactive)

This final blueprint architecture for social and networked media testbeds provides the foundation for the EXPERIMEDIA facility for baseline component development during the sustainability phase (Year 3) and for experiments conducted using the baseline (Year 3) and beyond. The document builds on the second blueprint architecture D2.1.6. The purpose of the architecture is described along with requirement considerations. A high-level description of the EXPERIMEDIA Platform architecture is provided, how services are delivered and how each component is integrated within experiments for both instrumentation/observation and also orchestration of information flows. The capabilities of each specific component are described including those supporting FMI content lifecycles and the Experiment Content Component supporting overall experiment management.



Project acronym	EXPERIMEDIA
Full title	Experiments in live social and networked media experiences
Grant agreement number	287966
Funding scheme	Large-scale Integrating Project (IP)
Work programme topic	Objective ICT-2011.1.6 Future Internet Research and Experimentation (FIRE)
Project start date	2011-10-01
Project duration	36 months

Activity 2	Construction
Workpackage 2.1	Architecture Blueprint
Deliverable lead organisation	IT Innovation
Authors	David Salama (ATOS), Michael Boniface (IT Innovation), Simon Crowle (IT Innovation), Stephen C. Phillips (IT Innovation), Nicholas Vretos (CERTH), Kleopatra Konstanteli (NTUA), Thanos Voulodimos (NTUA), Stefan Prettenhofer (Infonova), Sandra Murg (JRS), Peter Ljungstrand (Interactive)
Reviewers	Nicolas Vretos (CERTH), Gert Keinast (JRS)
Version	1.0
Status	Final
Dissemination level	PU: Public
Due date	PM33 (2014-06-31)
Delivery date	v1.0: 2014-09-29

Table of Contents

1. Executive Summary.....	7
2. Introduction	8
2.1. Purpose.....	8
2.2. Scope.....	8
2.3. Architectural Considerations.....	9
3. High Level Architecture	11
3.1. Software and Service Platform.....	11
3.2. Information Model and Data Value Chains.....	12
3.2.1. Overview.....	12
3.2.2. Observations.....	14
3.2.3. Benefits.....	16
3.2.4. Model Implementation.....	17
3.3. Capabilities	18
3.4. Service Composition Patterns	19
3.4.1. Instrumentation and Observation.....	19
3.4.2. Mixed Information Flows.....	20
4. Experiment Content Lifecycle Management.....	22
4.1. Experiment Content Component (ECC) Overview.....	22
4.2. Naming.....	24
4.3. Bootstrapping Processes	29
4.4. Experiment Monitoring Processes	32
4.4.1. Monitoring Sources	35
4.4.2. Reporting of Self.....	37
4.4.3. Reporting Perception of Activity and Usability Qualities.....	38
4.5. Metric Data Model.....	38
4.6. Provenance Data Model.....	41
4.6.1. Provenance Interaction Patterns	44
4.7. Data Navigation, Analysis and Visualisation.....	47
4.7.1. Analysing QoS and QoE Metric Sets.....	47
4.7.2. Combining Metric and Provenance Data.....	48
5. FMI Content Lifecycle Management.....	52
5.1. Audio Visual Content Component (AVCC).....	52

5.1.1.	Streaming Service.....	52
5.1.2.	Video on Demand (VoD) Ingest Service.....	53
5.2.	Pervasive Content Component (PCC).....	57
5.2.1.	AR Client Software.....	58
5.2.2.	POI Service.....	59
5.2.3.	Creator Service	59
5.2.4.	Babylon Client Software	61
5.3.	Social Content Component (SCC).....	62
5.3.1.	Social Integrator	62
5.3.2.	Social Monitor	64
5.3.3.	Social Analytics Dashboard.....	65
5.3.4.	Social Annotation Service.....	66
5.4.	3D Content Component (3DCC).....	67
6.	Service Management and Deployment.....	70
6.1.	Service management	70
6.1.1.	Service Level Agreements (SLAs)	70
6.2.	Deployment Constraints	70
6.3.	Security and Privacy.....	73
6.3.1.	Service Hosting	74
6.3.2.	Risk Based Approach	74
7.	Conclusion.....	76

List of Figures

Figure 1: Software and Service Platform.....	11
Figure 2: High Level EXPERIMEDIA value chain.....	12
Figure 3: EXPERIMEDIA's abstract information model.....	13
Figure 4: User centric observation and benefit categories.....	14
Figure 5: Modelling the System-Under-Test.....	18
Figure 6: Capabilities of an FMI testing facility.....	19
Figure 7: Correlating between discussion topics and delivered content.....	20
Figure 8: An integrated view of EXPERIMEDIA based on experiment composition patterns..	21
Figure 9: ECC architecture showing external components in grey	23
Figure 10: Assigning Identity for a baseline component and third party service	26
Figure 11: Baseline component and known user account	28
Figure 12: Baseline component and unknown user identifier.....	28
Figure 13: Baseline component and video data asset	29
Figure 14: An illustration of the multiplicities of ECC clients, RabbitMQ and ECC (dashboard) instances	30
Figure 15: Sequence diagram illustrating the storing and retrieval of ECC connection data and storing of SAD service location.....	32
Figure 16: Experimental Monitoring Process.....	33
Figure 17: State Model for Setup Phase	34
Figure 18: State Model for Live Monitoring Phase.....	34
Figure 19: State Model for Post Reporting Phase.....	35
Figure 20: State Model for Tear-Down Phase.....	35
Figure 21: Inter-dependences for instrumented software.....	36
Figure 22: Reporting Self.....	37
Figure 23: Measurement sets encapsulated in questionnaire metric group	38
Figure 24: ECC metric model	39
Figure 25: Simple example of observing a Facebook event	40
Figure 26: Monitoring a Facebook Event	40
Figure 27: W3C PROV key attributes.....	42
Figure 28: W3C PROV key relations	42
Figure 29: EXPERIMEDIA types using the PROV model.....	44
Figure 30: Provenance elements created when a Participant uses an Application	45
Figure 31: Participant creates Content locally (e.g. takes a photo)	45
Figure 32: Pattern used to create Content and upload to a Service	46
Figure 33: Pattern used to retrieve Content from a Service	46
Figure 34: Using the provenance model to link a participant's QoE attribute to a service's QoS attribute	49
Figure 35: Illustration of the skiing scenario.....	50
Figure 36: Example of overlaying service usage activity times on a service QoS graph	51
Figure 37: AVCC Stream deployed.....	52
Figure 38: AVCC Ingest deployment.....	54
Figure 39: Infonova Data Management Infrastructure (overview)	59

Figure 40: Creator user interface in authoring mode.....	60
Figure 41: Creator user interface for rule creation and editing	60
Figure 42: Babylon GUI on an iPhone.....	61
Figure 43: Social Integrator architecture	63
Figure 44: Social Monitor architecture.....	64
Figure 45: Social Analytics Dashboard (SAD) architecture.....	65
Figure 46: Social Annotation Service (SAS) architecture	67
Figure 47: 3DCC deployment	69
Figure 48: Conceptual Model of Deployment Options for Components.....	71

1. Executive Summary

This document is deliverable D2.1.9 “Final Blueprint Architecture” of the EXPERIMEDIA project 287966 describing an architecture for social and networked media test-beds. The document is the third and final iteration of the architecture, superseding deliverable D2.1.5 “Second Blueprint Architecture” published on 16 August 2013. It provides the final documented architecture of the EXPERIMEDIA facility including all enhancements to the EXPERIMEDIA platform during the sustainability phase (final year).

The second version of the architecture presented a mature vision of the EXPERIMEDIA platform. As such many of the sections remain largely unchanged (e.g. Naming, Reporting of Self, etc), In this revision, the architectural updates focus on adaptations to the second open call experiments, and those necessary to support sustainability of beyond the lifetime of the project. Specifically, this includes:

- description of the Service Model to support EXPERIMEDIA-as-a-Service;
- updates to the Information Model to incorporate infrastructure, service, application, and user monitoring;
- updates to the Experiment Content Component (ECC) to reflect the final QoS/QoE data exploration support based on provenance; and
- an additional FMI component—the Social Annotation Service—supporting social annotation of video streams.

A substantial part of the document is dedicated to the ECC due to its central role in defining the EXPERIMEDIA Facility and supporting experimental methodology. The experiment lifecycle is presented and how the ECC supports critical data modelling and experimental processes, such as naming, bootstrapping, experiment monitoring, monitoring source integration, reporting on participants, metric model, provenance model and data navigation, exploration and analysis.

Finally, the document provides an updated view of the available baseline components to help the experimenter understand what is available, how they may be deployed and what communication patterns already exist.

2. Introduction

2.1. Purpose

The purpose of this document is to provide facility developers and experimenters with a description of generic Future Media Internet capabilities and technologies offered by EXPERIMEDIA and how such technologies can be integrated and used in social and networked media experiments at the facility.

The purpose of architecture is to provide an abstract description of the structure and behaviour of a system, and the desired impact that the system is required to have on its environment. Architecture describes the system scope, what outputs a system produces (in response to inputs), the processes for delivering the outputs, and the resources necessary both in terms of people and other assets.

Architecture is fundamentally a communication mechanism and a way to help everyone understand a system. A significant challenge in comprehending a system is that most are complex. A primary goal is to deal with complexity through abstraction and decomposition techniques in a way that considers design principles such as encapsulation, high cohesion, and loose coupling. Many methodologies have emerged in recent years to support the process of architecture definition. The evolution of methods is driven by both advances in technologies and the types of systems under construction. Our objective is to intelligently select techniques that are most useful for the specific architectural characteristics and challenges faced by EXPERIMEDIA rather than to adopt a single methodology universally.

The primary audience is the one responsible for developing implementation technologies, integrating and interconnecting related systems, and operating all or parts of the EXPERIMEDIA systems. It also serves as an introduction of the EXPERIMEDIA architecture to new experimenters.

2.2. Scope

The document describes final architecture for EXPERIMEDIA facility during the project lifecycle for the Sustainability Phase (Year 3) whose implementation will provide the foundation for experiments conducted in the final year of the project and beyond. The first architecture provided a high-level view of components within the EXPERIMEDIA facility with some suggestions on how such components can be integrated. The primary focus for the first version of the EXPERIMEDIA architecture was instrumentation and observation of communities and components. The ability to collect data from multiple heterogeneous platforms was seen as the essential element for experiments requiring the observation of individuals and communities, and how to explore the relationship between quality of service (QoS) and quality of experience (QoE).

The second architecture extended these concepts and elaborated in more detail on how various components can be composed to orchestrate information flows and how such information flows can increase quality of experience. Building on the conceptualisation in the first architecture various types of media content components were considered including (social, audio-visual, pervasive and 3D) and test-bed management services supporting the experiment lifecycle.

The final architecture focuses on the service modelling and management necessary to deliver EXPERIMEDIA-as-a-Service and extensions to EXPERIMEDIA's information model to support the tracking of causation in experiments through the adoption of a semantic provenance model. The latter is a fundamental capability required to support assessment of QoS and QoE in social and networked media experiments. This document builds on previous deliverables: D2.1.4 "Second EXPERIMEDIA methodology"¹, D2.1.5 "Second Scenarios and Requirements"² and D3.1.5 "Second Infrastructure and Software Assets Inventory".

EXPERIMEDIA needs to describe the capabilities expected within a Future Media Internet (FMI) architecture and not just the EXPERIMEDIA facility or a specific experiment. As such the descriptions need to consider the generic Architecture model for a FMI experimental facilities such as those being offered by EXPERIMEDIA's venues (i.e. Schladming, CAR and FHW). As part of the work to produce the Architecture Blueprint we need to reach a consensus on what capabilities are within an FMI system. By providing a capability map for the FMI with baseline components providing basic implementations we offer the possibility for experimenters to understand how to integrate their technology within the EXPERIMEDIA ecosystem and to support multiple implementations of the same capability if necessary. For example, one experiment may want to focus on Peer-to-Peer (P2P) content delivery whilst another may focus on augmented reality applications. What they need is to understand where their experimental components fit into the overall FMI architecture and what generic baseline components from EXPERIMEDIA are available to integrate with to provide the additional capabilities they require.

2.3. Architectural Considerations

The specific characteristics of EXPERIMEDIA that must be considered throughout the architectural design are included in the following list.

- **Evolving Requirements:** we are describing architecture but cannot know all requirements in advance. We can describe the general capabilities for an FMI architecture and what it means to operate a facility supporting such systems. However, new requirements will emerge from experiments using the facility that cannot be envisaged now.
- **Integration and Adaptation:** each experiment will develop and operate a FMI system that consists of EXPERIMEDIA baseline technology components, EXPERIMEDIA infrastructure components and experimental components. Architecture must be developed in a way that ensures loose coupling between and efficient integration of components in a way that creates a system of systems. Standardised interfaces should be adopted where possible to reduce need for specific adaptations.
- **Experimentation:** experiments typically require components with high degrees of instrumentation and control to attain insight into the behaviour of systems, their relationship with users and to ensure validity by reducing the influence of extraneous factors and providing repeatability.

¹ <http://www.scribd.com/doc/137302530>

² <http://www.scribd.com/doc/129728380>

- **Security and Privacy:** experiments must be legally compliant in accordance with data protection legislation and security and privacy therefore must be considered a critical attribute of component and systemic capabilities. Security and privacy must be by design rather than an add-on.
- **Technology Baseline:** EXPERIMEDIA is not architecting a system from scratch but from a set of technologies supporting different capabilities within the Future Media Internet, and targeting known infrastructure environments. The architectural process needs to combine top down analysis of desired capabilities alongside a bottom up assessment of how each baseline technology and infrastructure supports them. Through this process overlaps, gaps and integration points can be determined which can inform future development tasks
- **Constraints:** Each component delivers a capability but also has technological and operational constraints on use. For example, technically a component may only support specific protocols or in operation may be only available at certain times and with limited resources. This is especially relevant for infrastructure components at each venue that are operated, sometimes by 3rd party companies, for “other” purposes (i.e. EXPERIMEDIA does not have exclusive access).
- **Time Limitations:** the system lifecycle is organised into iterative and incremental activities, with each iteration expected to add functionality. The first iteration is the most challenging considering the novelty of the process, the levels of domain knowledge and maturity of collaborative relationships. The scope of the architecture and capability descriptions is likely to far exceed what can be delivered during the first iteration with significant need to prioritise critical components and integrations between them
- **Viewpoints:** architecture can be described from multiple perspectives; we need to consider how the architecture is presented to different stakeholders.
- **Moving to Market:** the architecture must be designed so that the systems required for experimentation (specifically the experiment content component) can be removed without breaking the end-user experience.

3. High Level Architecture

3.1. Software and Service Platform

The EXPERIMEDIA Platform is a set of software components and hosted media services that acquire and process data from the user or from the surrounding context. Each service has been instrumented for deep levels of observability and for use within user centric experimentation and technology trials. What this means is that each software/service component has a corresponding service model with QoS metrics that are reported and available to the Experimenter during experimentation. Such detailed metrics are necessary for customers to explore the relationship between QoS and QoE. These types of metrics are typically not available from equivalent commercial services. In addition a semantic provenance model is offered that allows user centric activities and interactions to be tracked and linked to detailed metrics. This capability is important to allow Experimenters to track users in open studies and to explore correlations between QoE, system interaction and system performance (QoS).

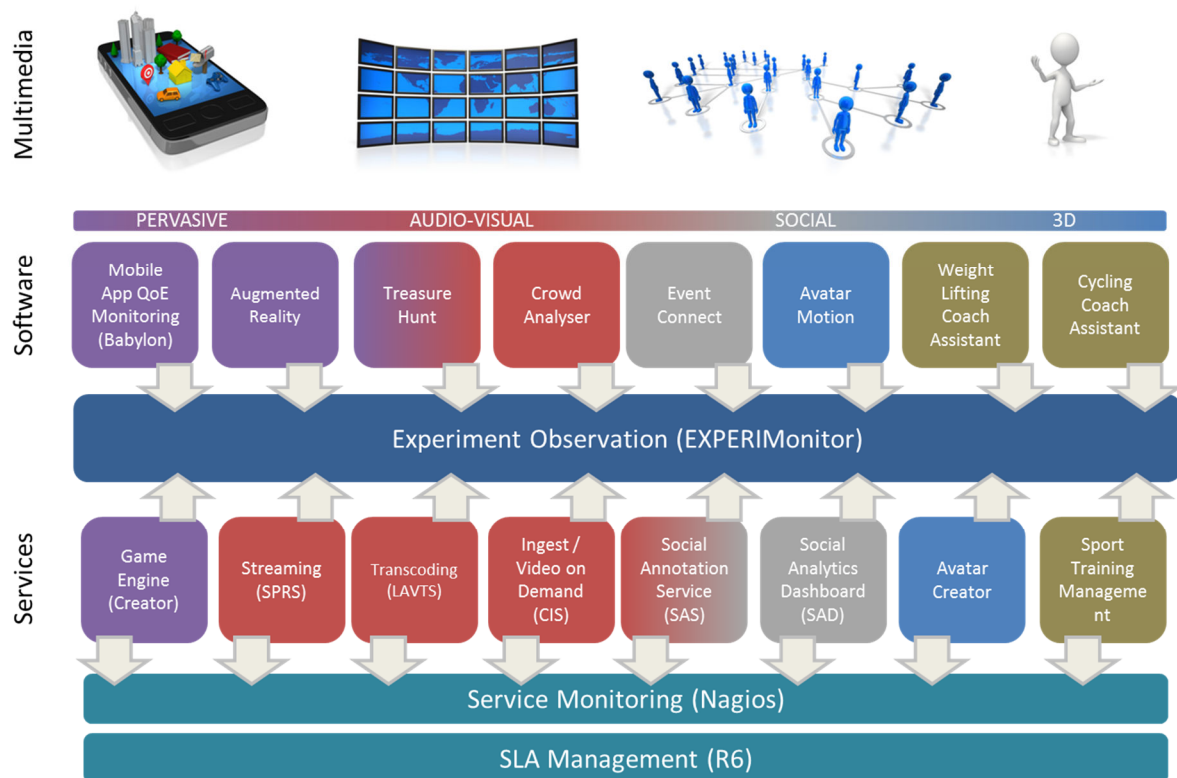


Figure 1: Software and Service Platform

EXPERIMEDIA services are based on the principles of service-oriented architecture to allow for the composition and orchestration of information flows in support of an enhanced user experience outcomes. Each service is implemented using best practices (e.g. RESTful services) and where possible supporting protocols that are aligned with standards and specifications from the media domain (e.g. MPEG-DASH for Dynamic Adaptive Streaming over HTTP).

The services are managed by the R6 service management platform covering lifecycle actions such as ordering, deployment, availability monitoring and un-deployment. Service monitoring is supported using the Nagios monitoring framework. Service monitoring data is used to track service

uptime, the primary metric used as the basis for EXPERIMEDIA's Service Level Agreements (SLAs). Service level agreements are primarily for setting the expectations of both parties in a bilateral agreement between a service provider and a consumer. Access to the EXPERIMEDIA platform is achieved by a self-service interface that allows customers to propose an experiment and select the services they require by venue. Each venue has a specific preconfigured service bundle that is a subset of the overall platform offering. A fully customisable "Anywhere" option is available that allows an experimenter to select platform services from a customisable list and use such services at any venue including venues beyond those currently bundled.. A workflow is implemented at the backend which is automated apart from steps that require human decision making and intervention.

The multi-domain coverage of the EXPERIMEDIA Platform creates interesting opportunities for transfer of multimedia technologies developed within the lifetime of the project across sectors. Technical advances in one sector can be rapidly transferred to other sectors via the platform accelerating the opportunity for innovation. For example, real-time 3D tracking of moving humans from Kinect cameras is a core capability of the 3DCC, initially developed for high performance sports training. However, it offers a generic capability of 3D acquisition from visual and depth sensors that can support remote collaboration by remote users in different situations to be placed into virtual environments.

3.2. Information Model and Data Value Chains

3.2.1. Overview

EXPERIMEDIA's information model is constructed to support the study of between QoS and QoE in FMI systems. The connection between QoS and QoE is fundamental in understanding how value is delivered to Internet users and represents a data value chain.



Figure 2: High Level EXPERIMEDIA value chain

From an information perspective, the EXPERIMEDIA value chain is shown in Figure 2 and it is composed of observations acquired and processed by capabilities (see Section 3.3) that transform them in benefits which ultimately create impact. The value chain is the dimension along which experiments conduct their studies and they are correlated directly to information generated within experimental processes. Along the chain actors are identified:

- **Observation Producer:** actors who generate information about users and context either in the real-world or online.
- **Capability Provider:** actor who delivers or contribute to the delivery of services to users, can be a venue, the EXPERIMEDIA Platform, an Experimenter and third party provider.
- **Beneficiary:** actors who extract value (benefit) from the multimedia system in the experiment, can be users and stakeholders.

- Impact: actors who sustain and realise the long term benefits of the experiment.

The approach is built on the principle that the individual users participating in the observation are also the same users who realise the primary benefits. Multimedia environments can support multiple roles but it is most often the case that there is a primary beneficiary and other roles are created to incorporate human actors in support of the service delivery. For example, an educator may coordinate the delivery of a virtual reality presentation to students. In this case the primary beneficiary is the student and would be the initial focus or viewpoint under study. Further studies may be conducted for the educator if required but in general the user is defined as the main producer of observations and/or the main consumers of benefits. All the rest of the Observation Producers are defined as Context and all the rest of the beneficiaries are classified as stakeholders.

EXPERIMEDIA uses an abstract model presented in Figure 3. The model has been derived empirically from the actual definition of the experiments. The approach allows information to be described according to real-world evidence and, because of the model's generality, without imposing significant constraints. Figure 3 shows the identified classes of observations and benefits related to the users.

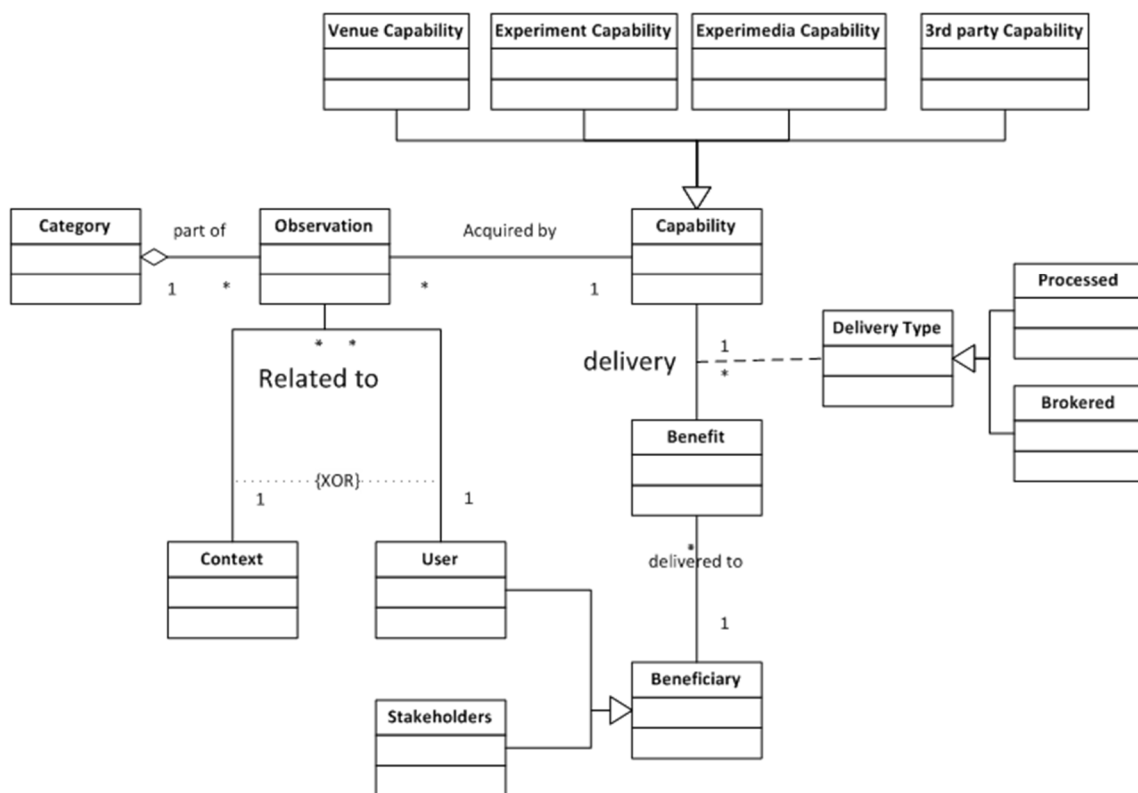


Figure 3: EXPERIMEDIA's abstract information model

A benefit is created through a capability (or a chain of them) and then delivered to the beneficiary. The benefit can be something acquired from 3rd party services (e.g. the weather forecast for a given zone), or it can be the result of a processing workflow where the raw data collected from the user or the context are transformed to produce value for the beneficiary (e.g. by means of sensors analysis to estimate a ski lift queue waiting time). It is important to note that the beneficiary can be the user or one of the other stakeholders involved in the experiment (e.g. a venue manager, a trainer of an athlete and so on).



Figure 4: User centric observation and benefit categories

EXPERIMEDIA adopts a user centric approach to value impact assessment. Figure 4 describes the high categorisation of user observations and benefits. The categorisation is not a full list of all possible observations and benefits but those identified through an analysis of information in experiments. We can see however that EXPERIMEDIA's multi-domain approach has allowed for the exploration of a representative cross-section of observations and benefits that are expected to be associated with multimedia capabilities and their application.

In the following sections we focus the key measurable aspects of experiences: observations and benefits

3.2.2. Observations

Observation is the process of closely watching and monitoring users and their context. User observations are processed as an inherent part of content delivery (e.g. location and activity tracking in geo-location services) or are used to understand the experience itself (e.g. user satisfaction survey). From a user's perspective, observations have a cost either directly in terms of time and attention during an experience, or indirectly in terms of loss of right to self-determination (i.e. privacy). Context observations are processed to give additional meaning to Quality of Experience (e.g. a user had a good time in a group of 15 close friends) and importantly to optimise Quality of Service delivered by service providers. As context plays a significant influential role in Quality of Experience it is typically the case that service providers have to manage context, including both real-world (e.g. how many people participating) and multimedia context (e.g. how much infrastructure resource, quality of virtual presentations, etc.).

- Location: The absolute or relative position of a user where relative means with respect to external elements (e.g. a ski-run).
- Real-World Activities: Biomechanics representing the position of body components (e.g. the angle formed by bones in an athlete while performing), higher level human activities (e.g. weightlifting, skiing).
- Online Activities: The direct interaction with an application (e.g. interaction logs, web site statistics). It complements the real word activities.
- Cognitive: The capacity to process information and apply knowledge (e.g. psychometric profile).

- Collaboration: The relationship to a group, in terms of interpersonal relationships, social interaction, group dynamics (e.g. questions in a group presentation), group enhancement.
- Satisfaction: This group hosts the feedback about relative satisfaction with their experience covering aspects such as utility, emotional, subjective, economic, usability and usefulness.

The absolute value of observations related to a category is not meant to be a measure of importance. A single type of observation can be the most important in a given experiment as it is the most significant factor in delivering the benefit to a user. The attention to the “social collaboration” proves that users require attention to their social life and they expect to find services addressing this need. The “satisfaction” group is typical of any experimental environment and it is a preliminary in evolving from experiment to business.

Context is more complex as by definition it is anything not related to a user that can influence Quality of Experience. Context can be considered as:

- Real-World Context: observations related to people and environment conditions associated with real-world activities.
- Online Context: observations related to the performance characteristics of the system under test covering aspects such as content quality and infrastructure utilisation.

Context observations within the surrounding environment play a significant role in multimedia applications. In fact, very often the benefit delivered to the user is the combination of context and personal information. Real-world context is highly dependent on the real-world activity. Within EXPERIMEDIA this is defined by the nature of the live events being studied in specific Smart Venues. Real-world context is difficult to observe automatically and in a general way considering the specific nature of live events. EXPERIMEDIA has focused on observing users with some cases of capturing Real-World Context where this is an essential part of the experience and the cost is not prohibitive.

In controlled experiences such as those at the CAR where Real-World Activities are well-defined and constrained the Real-World Context is known and can be captured out of band. In more dynamic and open situations at Schlading and FHW it is necessary to observe Real-World Context either directly (e.g. definition of Points of Interest within a geographic region, queue waiting times, etc) or indirectly (e.g. inferences about group dynamics from temporal/spatial analysis or online interaction). Making inferences about Real-World Context/Activities from Online Context/Activities is an essential part of multimedia systems and experimentation in situations where the cost of direct observation is prohibitive either through software or feedback from users.

EXPERIMEDIA’s hybrid metric and provenance model offers a foundation for such analytics and there are further opportunities (see Section 4). Also, it is recognised that the Internet of Things technology domain has made significant progress in acquiring real-world context across a broad range of dynamic situations. There’s potentially an opportunity to deliver increased benefits by strengthening the relationship between User and Real-World Context.

Online Context is of significant interest to service providers who use this information to manage resources and optimise the delivery of multimedia services, including adaption of the quality of content. As such Online Context is an important facet of experiments that focus on the relationship between QoE and QoS. Of course this depends on the nature of the study but the advantage of the EXPERIMEDIA Platform is that it is already instrumented for Observation of Online Context to ensure that important technical information was available to experimenters. Typically experiments have identified the significant Online Context observations related to delivery of a desired Quality of Experience. These include the quality of context (e.g. accuracy of biomechanics data, video quality), network performance (e.g. delay, bandwidth) and cloud performance (e.g. CPU utilisation).

3.2.3. Benefits

Experimenting in live contexts produces benefits that are classified into socio-technical and economic aspects. The majority of the benefits are produced through processes that elaborate the raw information collected from many different sources. The users' benefits are categorised as:

- **Personalization:** tailoring the information to maximize user satisfaction including expressing themselves in social networks.
- **Situational Awareness:** understanding of when/where/why something is happening, so as to maximize the active participation of the user in the experience. This benefit pertains to the delivery of the right thing (information/support/other) exactly when it is needed.
- **Enjoyment:** the enjoyment a user has in the performed activities, a primary goal of Schlading Venue as a tourist destination.
- **Learning:** acquisition or improvement of a skill/ability, a primary goal of the CAR and FHW venues.
- **Interaction, Influence & Control:** interacting with the surrounding context for influence and control (e.g. remote access to training sessions, or incorporation of a remote expert in an education session).

There are significant benefits delivered to stakeholders in all experiments. There is not a general rule, but in many cases stakeholders can be related to the following classes:

- **Other people involved in the experiment** (e.g. coaches with athletes, experts with students). These stakeholders are also part of the context producing data. A simple change of the viewpoint in the experiment may bring these people to be defined as users. The benefit they receive is in general related to an improvement of the quality of the experience as they perceive it.
- **Venue Managers.** These stakeholders usually get the benefits of improving their services and therefore their offers to their end-users. Offering new interesting services helps to retain users, to create better marketing so that the ROI is maximized.
- **Experiment Owners.** These stakeholders are often also the technology providers. Successful experiment bring them reports and feedbacks for validating the proposed technical solution, proof of concept on what they are testing, data to study for defining

future enhancements, feasibility of the proposal in terms of impact and financial sustainability.

For venues and experiment owners, benefits are categorised according to aspects of the Osterwalder business model canvas, as they relate to a stakeholders ability to deliver and enhance services for customers. Benefits to stakeholders include

- Improved value proposition: new or enhanced services for customers
- Increased Customer channel: new routes to market or access to customers
- Optimised Resource Utilisation: understanding of how to optimise resources and key activities associated with service operations
- Reduced Costs: identifiable reduction in costs associated with service delivery

3.2.4. Model Implementation

The observations and benefits measured are related to complex systems that cannot be known in advance. The systems may require monitoring at multiple levels including infrastructure, services, applications and users interacting as part of live activities. As such a key element of the information model is to support abstraction and extensibility, allowing an experimented to instrument elements of the system to record observations and benefits that are of relevance to specific experimental hypothesis.

EXPERIMEDIA allows experimenters to define models to describe their system-under-test covering structure, behaviour and interaction:

- Entity Model: a set of entities to be observed and their relationships, essentially an entity relationship diagram (e.g. services, datasets, people).
- Infrastructure Application and Service Metric Model: a set of entity metrics to be measured including low level infrastructure, e.g. response time (metric) of a Service (entity) or size (metric) of a dataset (entity).
- Provenance Model: a set of event types describing the interactions between entities that are defined in terms of Provenance statements.

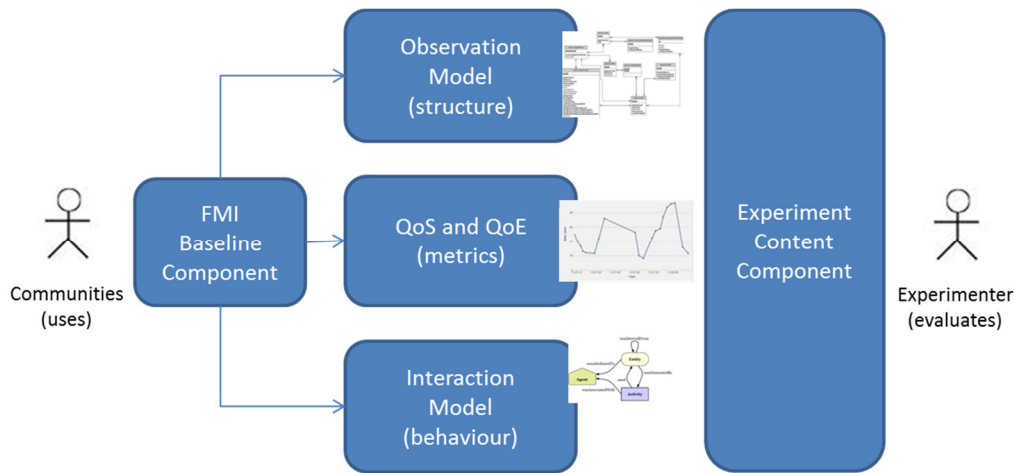


Figure 5: Modelling the System-Under-Test

Figure 5 shows the high-level implementation model supporting acquisition of observations and benefits.

3.3. Capabilities

Capabilities are software or service components whose capability allows users to achieve added value through use, either by design (i.e. the purpose is known in advance) or more frequently by openness (i.e. the purpose is opportunistically established by the user). Capabilities are a key part of research programmes such as FIRE³ and the FI-PPP⁴. Capabilities of the FMI must address the needs of novel applications and services to allow them to exploit a range of social, audio/visual, pervasive content and 3D content. Each class of content has distinct characteristics, content lifecycles (authoring, management and delivery) and platforms to support them. Developing a new platform supporting all content types is unrealistic and the approach must focus on developing open interfaces to existing platforms that allow for greater levels of interaction between information and control flows.

EXPERIMEDIA defines a component model that focuses on different content aspects within the FMI with implementation technologies supporting the lifecycle of the specific content. Tools and services are provided that support the mixing of different content types in the delivery of user experience where the content lifecycles could be implemented within separate systems. Figure 6 shows the EXPERIMEDIA component model: the social content component (SCC), audio-visual content component (AVCC), pervasive content component (PCC) and 3D content component (3DCC) to which we add an experiment content component (ECC) supporting all data and processes related to the setup, execution, monitoring, analysis and security of experiments. A key element of the components is that they are designed on the principle of openness and transparency in terms of observability, configuration and security policy. Each component includes a structural (i.e. entities) and behaviour model (i.e. QoE, QoS and quality of community or QoC), and is instrumented to allow deep measurements. The disclosure of such information is essential for understanding the interplay between different system components, along with the observation of behaviours in larger composed Internet ecosystems including communities. A configuration

³ <http://cordis.europa.eu/fp7/ict/fire/>

⁴ <http://www.fi-ppp.eu/>

interface is provided that supports set up and runtime adaptation of some QoS parameters. The capabilities of each component are described in more detail in the following sections.

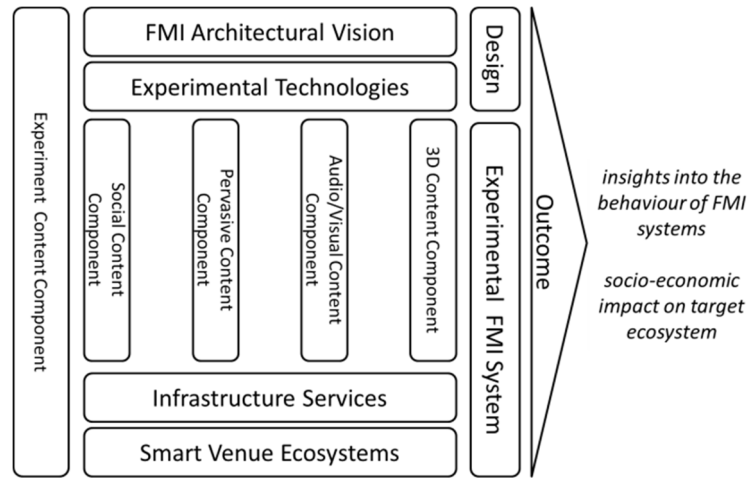


Figure 6: Capabilities of an FMI testing facility

3.4. Service Composition Patterns

Composition Patterns are standard ways that Capabilities of the EXPERIMEDIA facility can be used together to investigate new forms of social interaction and experience. We define a set of important patterns to help experimenters understand how the components of the facility can best support their experimental objectives and to provide stimulus for new ideas.

3.4.1. Instrumentation and Observation

The first pattern “Instrumentation and Observation” focuses on instrumentation of capabilities. This was the focus on the implementation in the first year. Each component is described in terms of QoS, QoE and QoC metrics associated with their specific content domains (social, audio-visual, pervasive, and 3D) and is required to generate measurements of these metrics during the runtime. Additional infrastructure metrics regarding infrastructure performance are generated each hosted service (e.g. compute, storage and networking). All metrics assist experimenters in understanding the behaviour of the system in terms of both technical performance and user experience. For example, the audio-visual content component (AVCC) generates metrics related to audio-visual (AV) streaming such as frame rates, frames dropped, video quality, etc. When combined with networking metrics (e.g. bandwidth, latency, etc) an experimenter can study the network characteristics necessary to deliver a certain QoS (e.g. 25 fps, HD with a 1/1000 frames dropped) to a group of consumers. This is standard, although not simple, and initiatives such as those undertaken in the ITU QoE study areas (e.g. ITU-R Rec. BT.500-11) provide a methodology for the subjective assessment of the video quality⁵.

⁵ <http://www.itu.int/rec/R-REC-BT.500-11-200206-S/en>

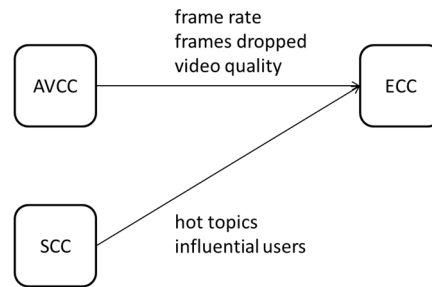


Figure 7: Correlating between discussion topics and delivered content

FMI must focus more on how different content, aggregations of content and social interaction affect experience. With each Content Component generating metrics experimenters can begin to correlate human activities with monitoring data between components. For example, navigating to a certain location in virtual world may create a popular discussion in a social networking group. By identifying popular discussions and looking at which point in the story/presentation (e.g. seeking a specific time point of a recorded video stream) when these occurred the experimenter can begin to understand why specific events cause specific outcomes in the target community, and if necessary initiate a deeper analysis (e.g. direct user evaluation) with the community on these target areas. Figure 7 illustrates data coming from both the AVCC and the SCC which can be correlated in the ECC to support this type of analysis. Changing the narrative after the production would be considered a “design” phase adaptation. However, increasingly we envisage adapting the narrative during the production based on emerging profiles and interests of social groups and how they react to the content being delivered. In this case rather than undertaking a post analysis of the metrics we could automatically annotate a video stream with metadata indicating points of interest/questions associated with the content. The Content Author could then adapt the narrative based on discussions, questions, or votes for more information by reviewing an annotated stream timeline.

3.4.2. Mixed Information Flows

The second pattern “Mixed Information Flows” focuses on how content from each component can be orchestrated in information flows as part of a new experience. Examples include:

- annotating video streams (AVCC) with metadata from social networking trends (SCC);
- annotating video streams (AVCC) with metadata derived from sensors (PCC);
- adapting the narrative of a pervasive game (PCC-Creator) based on social networking trends;
- reconstructing people who are present in physically different locations (3DCC) in a single virtual location as 3D avatars.

EXPERIMEDIA’s Social Annotation Service (SAS) is an example composition of information flows allowing social trends to be synchronised with audio-visual streams.

An interesting element is how by mixing the content between different platforms influences the user experience and technical performance in each component. For example, does changing the narrative as a consequence of the social networking topic reduce the discussion on the social network because the focus of attention has changed?

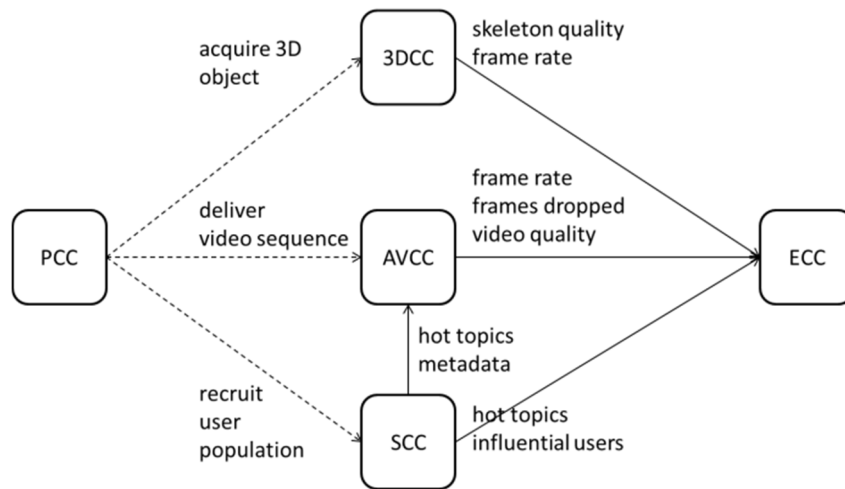


Figure 8: An integrated view of EXPERIMEDIA based on experiment composition patterns

It is critical that capabilities support added value composition patterns (see Figure 8). Here we show how all components can be used together in an FMI system. The PCC orchestrates the narrative (control flow is the dotted lines, data flow is the solid lines) for the gamification of activities. As such the PCC can initiate controlling actions such as recruiting user populations through information dissemination in social networks, delivering popular video sequences to specific communities and acquiring 3D representations of objects and people. With all components instrumented using an information model the metrics generated can be acquired by the ECC and available for real-time and post analysis by experimenters.

4. Experiment Content Lifecycle Management

As EXPERIMEDIA is performing FMI experiments and not just creating FMI systems, the management of those experiments and their data is of utmost importance to the project. Even though the more complex component composition patterns discussed above are necessary, they still all involve the experiment content component. From the experiences of the driving and open-call experiments various useful extensions and refinements to the ECC have been identified and this document therefore dedicates a significant portion to describing these advancements.

4.1. Experiment Content Component (ECC) Overview

Experiment content is produced and consumed by developers performing tests on FMI systems to understand and gain insight into structure, behaviour and performance. System configuration, system dependency graphs, input/out data sets, testing procedures and monitoring data all characterise experiment content.

The ECC allows a developer to set up, execute and tear down tests on FMI systems deployed at different locations. The ECC monitors, derives experimental data from, and manages the system under test through integration with the ECC API. The ECC elicits QoS, QoE and QoC data from the other components and delivers it to the experimenters so they can analyse the behaviour of technical systems in relation to user experience. The ECC manages the delivery of monitoring metrics that are stored and available for both live and post/batch analytics. Monitoring clients are available for services, mobile clients and web applications through an Advanced Message Queuing Protocol (AMQP) bus. A dashboard is provided leading developers through an experiment lifecycle that includes setup, live monitoring, analysis and tear down, and data exploration

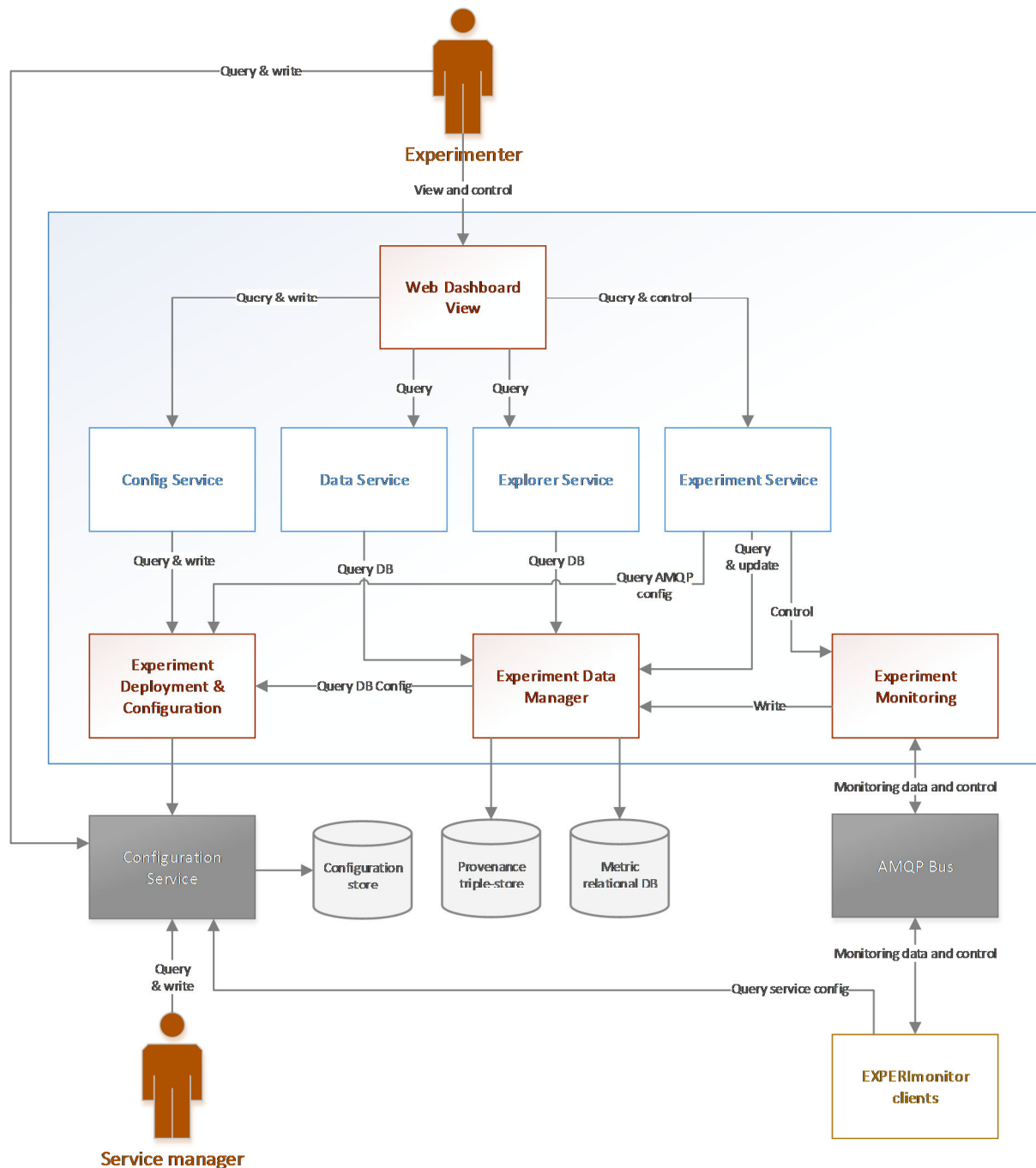


Figure 9: ECC architecture showing external components in grey

The ECC architecture extends the state-of-the-art in experiment monitoring frameworks by providing a mechanism by which experimenters can investigate how system and user activities have led to changes in system performance or human experience (as observed by the ECC metric and provenance monitoring system). To this end, the experimental support provided by the ECC includes:

- Experiment lifecycle management from setup through data analysis
- Real-time and historical data exploration and analysis

- Generalised and extensible metric model, monitoring protocols and data viewers for quantitative monitoring of QoS and QoE
- Semantic provenance model, monitoring protocols and viewers for tracking and exploring causation between participants, applications, services and data based on the W3C PROV standard⁶
- Live and historical monitoring of data, including data export features.
- Historical exploration of relationships between QoS and QoE data

ECC clients provide both metrics (indicating QoS/QoE characteristics) and provenance data that describes discrete activities enacted by agents on entities. Internally, the ECC captures these two data streams and stores them using the appropriate data managers. An experimenter interacting with the ECC via the dashboard then has the ability to visually navigate through the both sets along a common time-line such that interesting changes in metric data can be linked to a behavioural record of data activity associated with systems and people.

4.2. Naming

Naming is concerned with the rules for choosing identifiers to denote applications, software, data, people and things. Naming must consider the scope and relative uniqueness of identifiers. Naming syntax and conventions are especially important in distributed systems where things are interacting with, shared with or being observed by multiple system components often developed independently. For example:

- Two different sensors measuring the “speed” attribute of a person.
- Linking comments from Facebook and Twitter to user accounts of the same person.
- Correlating Quality of Experience from Babylon mobile application with Quality of Skeleton from the 3DCC for a particular athlete.

There are then two basic ways to deal with the problem:

- **Convention:** agreement on the names to describe entities prior to execution. There are situations where prior agreement cannot be done because either the entities are not known at the start or existing naming conventions are already established.
- **Resolution:** once entities exist within the system, techniques such as feature extraction can be used to establish equivalence.

Where possible it is important to establish convention because feature extraction algorithms can be complex and depending on the availability of features offer varying levels of robustness. There are various cases where a consistent naming scheme is needed in EXPERIMEDIA.

Monitoring data are observations about the system under test collected during an experiment. Entities are things of interest (e.g. services, data or people interacting with the system) and Attributes are behaviours/characteristics associated with an Entity. For example:

⁶ <http://www.w3.org/TR/prov-overview/>

- an entity could be a Person and attributes could be Running Speed, Opinion or Preference.
- an entity could be a Service and attributes could Response time, Storage Capacity, Uptime.

Entity attributes are reported to the ECC by ECC Clients. An experiment can have multiple ECC Clients reporting on a set of Entities. Two different ECC Clients could measure the same Entity and assign different UUIDs. It is important to know the ECC Client where the data has come from, but it is also important to know that the data from both sources refers to the same entity and/or attribute.

The full ECC metric model is shown in Section 4.5. In Table 1 the identifiers in the ECC metric model are listed. Each object in the model is identified by a UUID and some objects have additional metadata that can provide human readable names (e.g. experimentId, entity Id). The generic nature of the ECC allows experimenters to dynamically define entities of interest to them and does not currently impose naming conventions. Although this offers a flexible approach it does not encourage best practice. If an experiment was completely in charge of what was reported to the ECC then the naming convention would only matter to the experimenter and how they configure their software. However, an experimenter will use baseline components (which report to the ECC), other 3rd party services (e.g. Facebook) and their own software. Identifiers chosen by the experimenter must be consistent where possible with the identifiers assigned in other contexts.

	UUID (uuid)	name (String)	description (String)	entityID (String)	experimentID (String)
Client	x	x			
Experiment	x	x	x		x
MetricGenerator	x	x	x		
Entity	x	x	x	x	
Attribute	x	x	x		
MetricGroup	x	x	x		
MeasurementSet	x				
Measurement	x				
Report	x				
Metric	x				
Unit		x			

Table 1: Identifiers in the ECC metric model

Here we define the principles for naming entities and attributes reported to the ECC.

- Entity identifiers are assigned when an entity is born by another entity responsible for creating them.

- Entity identifiers should be unique enough so that they do not clash in a context of use (e.g. within a set of experiments).
- Entity identifiers should be structured according to URIs where possible.
- Entity identifiers based on URIs can be dereferenceable but this is not mandatory.

Figure 10 shows an example of how identities are assigned to entities for the SCC baseline component. The figure shows the actor responsible for assigning the identifier, the entity and the identifier itself. The figure also shows type annotations (in italics) which must also be associated with identities. In this case when the SAD Service is deployed it is uniquely identified by a URL where the service is hosted and so this URL should be used as the SAD service entity entityID. The SAD Service includes a set of software plugins responsible for social analytics. Each plugin is identified by a URI prefixed with the SAD Service URL. The plugin URI does not need to be dereferenceable. The SAD plugin accesses and analyses entities from Facebook and Twitter. Here the Facebook Event is identified by a URL assigned by the Facebook Service and the Facebook Account is identified by a URL assigned by the Account Owner.

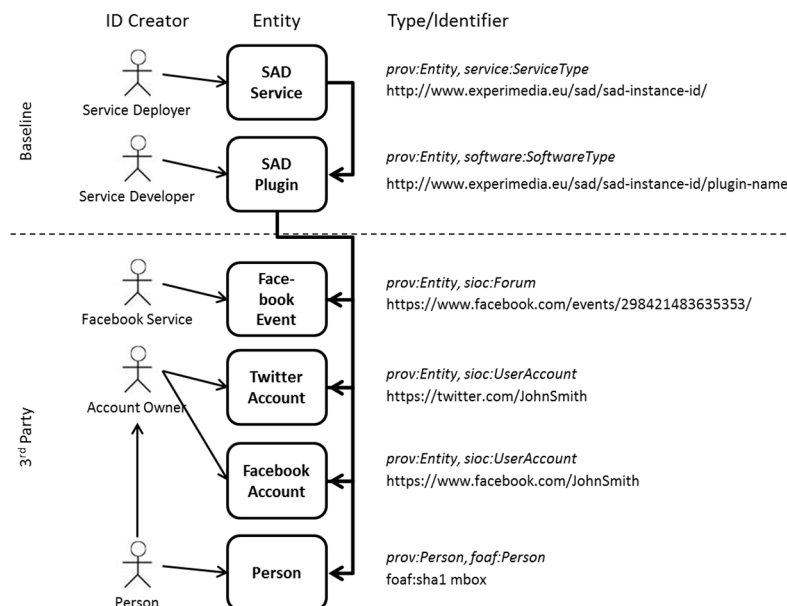


Figure 10: Assigning Identity for a baseline component and third party service

The Person entity is a special case. In fact physical objects such as people are not created by the system under test. They are objects that exist in the real world already and become known to system either through configuration or through observations during monitoring. People do not have a unique identifier but are identified by a set of characteristics such as name, address, email and account ids. People can be known in advance to a system through a user account registration or may appear through interactions.

We propose to describe the Person entity using the FOAF⁷ ontology. Using FOAF a person can be described using various attributes. The following example comes from “An Introduction to FOAF”.⁸

```
<foaf:Person>
  <foaf:name>Peter Parker</foaf:name>
  <foaf:gender>Male</foaf:gender>
  <foaf:title>Mr</foaf:title>
  <foaf:givenname>Peter</foaf:givenname>
  <foaf:family_name>Parker</foaf:family_name>
  <foaf:mbox_sha1sum>cf2f4bd069302febd8d7c26d803f63fa7f20bd82</foaf:mbox_sha1sum>
  <foaf:homepage rdf:resource="http://www.peterparker.com"/>
  <foaf:weblog rdf:resource="http://www.peterparker.com/blog/">
</foaf:Person>
```

Email address is an important attribute for identifying people on the web. FOAF defines a `<foaf:mbox>` property:

```
<foaf:mbox rdf:resource="mailto:peter.parker@dailybugle.com"/>
```

FOAF does not assign a URI to the resource called Peter Parker, i.e. there is no `rdf:about` attribute on the `foaf:Person` resource:

```
<foaf:Person rdf:about="..uri to identify peter...">
```

That's because there is still some debate around both the social and technical implications of assigning URIs to people. Which URI identifies you? Who assigns these URIs? What problems are associated with having multiple URIs (assigned by different people) for the same person? Side-stepping this potential minefield, FOAF borrows the concept of an "inverse functional property" (IFP) from OWL, the Web Ontology Language. An inverse functional property is simply a property whose value uniquely identifies a resource.

The FOAF schema defines several inverse functional properties, including `foaf:mbox`, `foaf:mbox_sha1sum`, and `foaf:homepage`. An application harvesting FOAF data can, on encountering two resources that have the same values for an inverse functional property, safely merge the description of each and the relations of which they are part. This process, often referred to as "smushing", must be carried out when aggregating FOAF data to ensure that data about different resources is correctly merged.

The ECC will use a prioritised list of `foaf:Person` properties (email, homepage, `userAccountId`, etc) to identify people depending upon what information is available about that Person.

⁷ <http://www.foaf-project.org>

⁸ <http://www.xml.com/pub/a/2004/02/04/foaf.html>

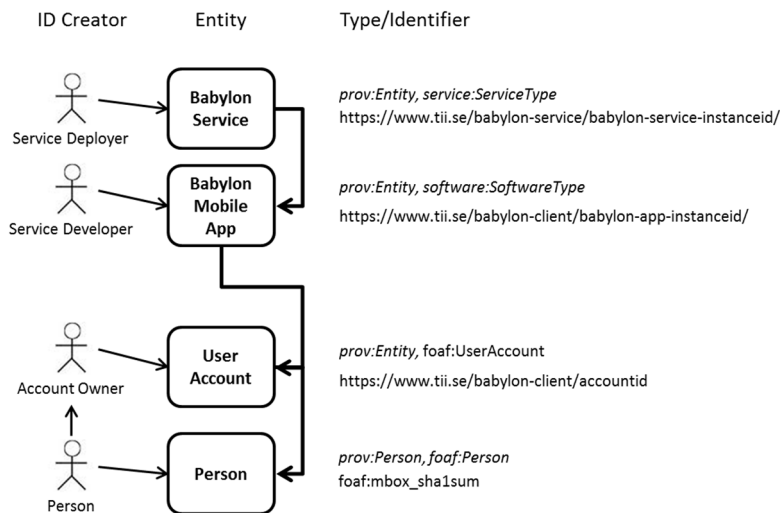


Figure 11: Baseline component and known user account

Figure 11 shows an example of a baseline component and a known user reporting quality of experience using the Babylon Mobile application. This is a general pattern for identifying users from existing user accounts, in this case an account associated with an EXPERIMEDIA baseline component. The Babylon service is assigned a URL when it is deployed by a Service Deployer. The instanceId of the Babylon Mobile App running on the mobile device will be determined by the Service Developer. This URI does not have to be dereferenceable. The User Account is assigned by the Account Owner when they register and the Person who is the account owner is assigned an identity based on an email address.

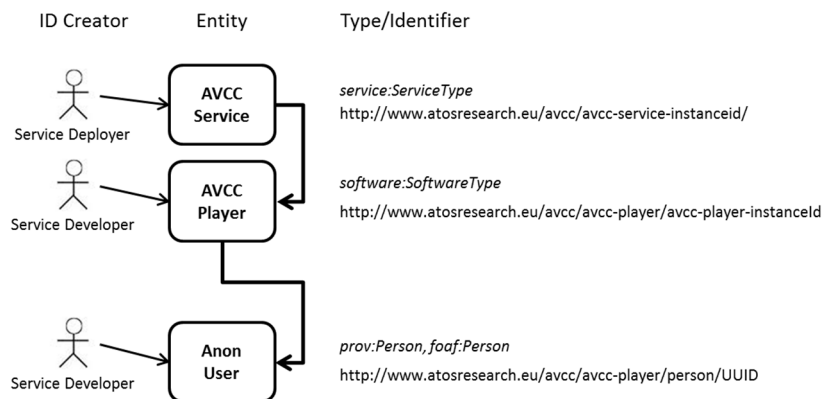


Figure 12: Baseline component and unknown user identifier

Figure 12 shows the situation where a component knows there's a user interacting with a system but does not have an identifier. In this case a User is viewing a video through the AVCC Player in a web browser. The AVCC player knows a Person is interacting with the video but has no specific identifiable attributes about that person. Of course other tracking information such as location and time could be used later to identify that the interaction was caused by a specific individual but at the time of interaction this is not known. What's important is that an Anon User is recorded in the system responsible for the interactions with the AVCC player. Any identifier could be used and in this case we just assign a URI where the personID is a UUID.

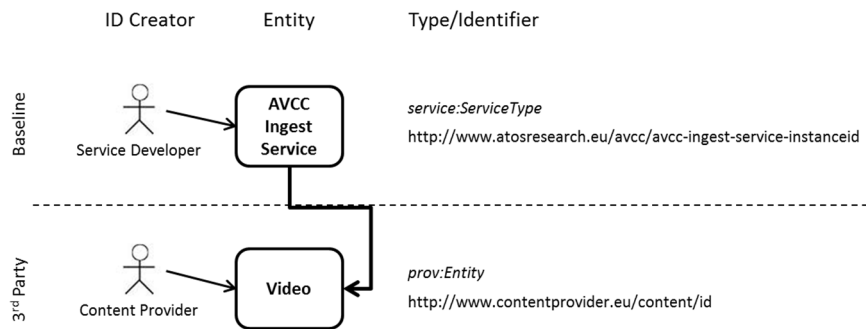


Figure 13: Baseline component and video data asset

Figure 13 shows the situation a Content Provider is ingesting a video into the AVCC. In line with the principles about it is the responsibility of the Content Provider to assign an identifier to the video.

Finally, it's important that we not only define consisting naming for specific entities but also entity and attribute types. Globally shared identifiers of attributes are useful in displaying data. If an attribute was identified as a certain type then it could be plotted accordingly in the dashboard. The ECC will use the following scheme:

- **Entities:** Entities will be described by URIs pointing to concepts in semantic models. All entities will have type `prov:Entity`. Additional concepts can be annotated by baseline or experimenter components through the ECC Client API, if no concept is provided the type will default to the `prov:Entity`. Entities can subclass multiple concepts.
- **Attributes:** For most attributes the Unified Code for Units of Measure (UCUM) will be used to describe attributes. For attributes that are not covered by UCUM, for example geo-locations, colours, emotions, etc, alternative well known descriptors will be used.

4.3. Bootstrapping Processes

A note on terminology: commonly in EXPERIMEDIA we have used the work “experiment” to refer to one of the driving or open call experiments, meaning all activities associated with that work-package. However, in the following we will use the word “project” to mean one of the experiments funded by EXPERIMEDIA, then we can say that a project will run many “experiments” where an experiment involves (potentially) provisioning services, recruiting participants, getting monitoring clients connected, collecting data, tearing down the connections and then analysing the data.

A single instance of the ECC supports multiple (concurrent) experiments running in a single project. ECC's are not shared between projects. Communication between the ECC and its clients is done through RabbitMQ and an installation of RabbitMQ can be used for multiple projects (see Figure 14).

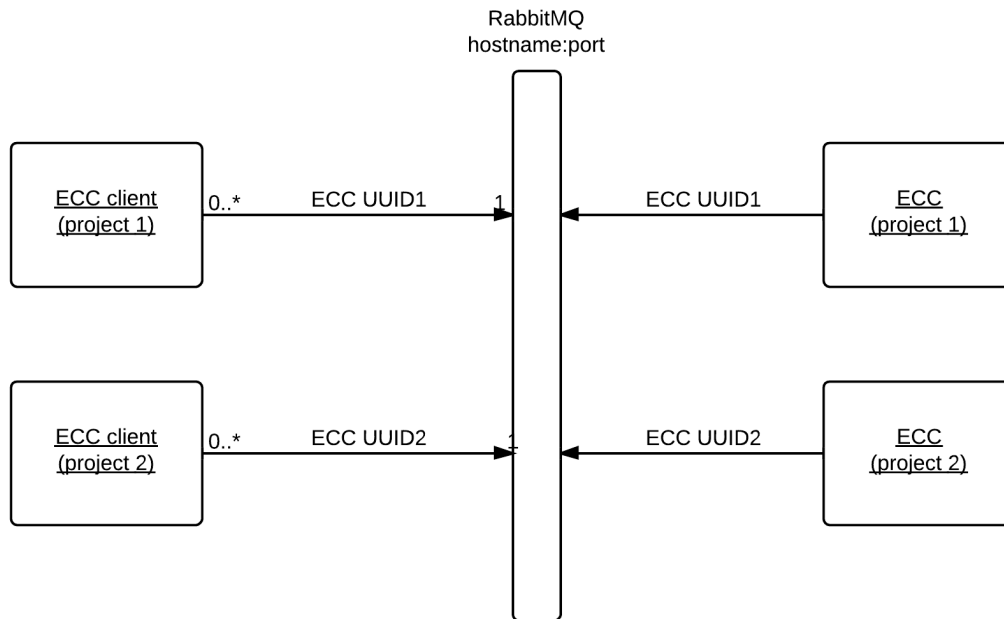


Figure 14: An illustration of the multiplicities of ECC clients, RabbitMQ and ECC (dashboard) instances

Each ECC is identified by a universally unique identifier (UUID)⁹ which is assigned to the ECC through configuration at deployment time. When an instance of the ECC starts, it connects to the RabbitMQ bus and creates an exchange identified by its UUID. For an ECC client to connect to the ECC dashboard, it must know the hostname and port of the RabbitMQ bus and also the relevant ECC UUID.

ECC configuration data is published to a Configuration Registry at a well-known URL (e.g. <http://config.experimedia.eu>) using WebDAV¹⁰ (for instance using an Apache HTTPD server¹¹). ECC clients download the configuration data at start up and use this information to connect to the ECC.

The primary use case is where an ECC service is manually deployed on behalf of a project (as this is an occasional need). The ECC service is configured with the name of the project and on start-up it stores its ECC UUID and RabbitMQ hostname and port in the Configuration Registry under the project name. ECC clients deployed for the project know their project's name and the address of the configuration registry. Using this information they retrieve the ECC configuration from the registry and connect. The pattern can be repeated for other services deployed for a project such as the SAD or AVCC.

A secondary use case is using the Configuration Registry for configuration of applications or services developed by the projects themselves (as opposed to baseline components). For instance, a mobile client deployed on many devices for a project that was investigating different interface types could use the configuration registry to look up which interface to display during a particular experiment run.

⁹ A universally unique identifier (UUID) is an identifier standard used in software construction

¹⁰ <http://www.webdav.org/specs/rfc2518.html>

¹¹ <http://httpd.apache.org/>

We define the following hierarchical naming structure:

```

/<baseline component>
  /<sub-component>
    /<project>
      /Document containing data describing the instance of the sub-component
        pertaining to project <project>
    /default
      /Document containing default configuration data for the sub-component
  /project
    /<project>
      /Document(s) or subfolders containing data required specifically for
        project <project> unrelated to the baseline components

```

For instance:

```

/ECC
  /RabbitMQ
    /BLUE
      /Document containing the RabbitMQ hostname:port for project BLUE
    /default
      /Document containing the Atos RabbitMQ hostname:port
  /dashboard
    /BLUE
      /Document containing the ECC UUID for project BLUE
  /SCC
    /SAD
      /BLUE
        /Document containing SAD hostname:port for project BLUE
  /project
    /BLUE
      /Document containing BLUE-specific configuration data

```

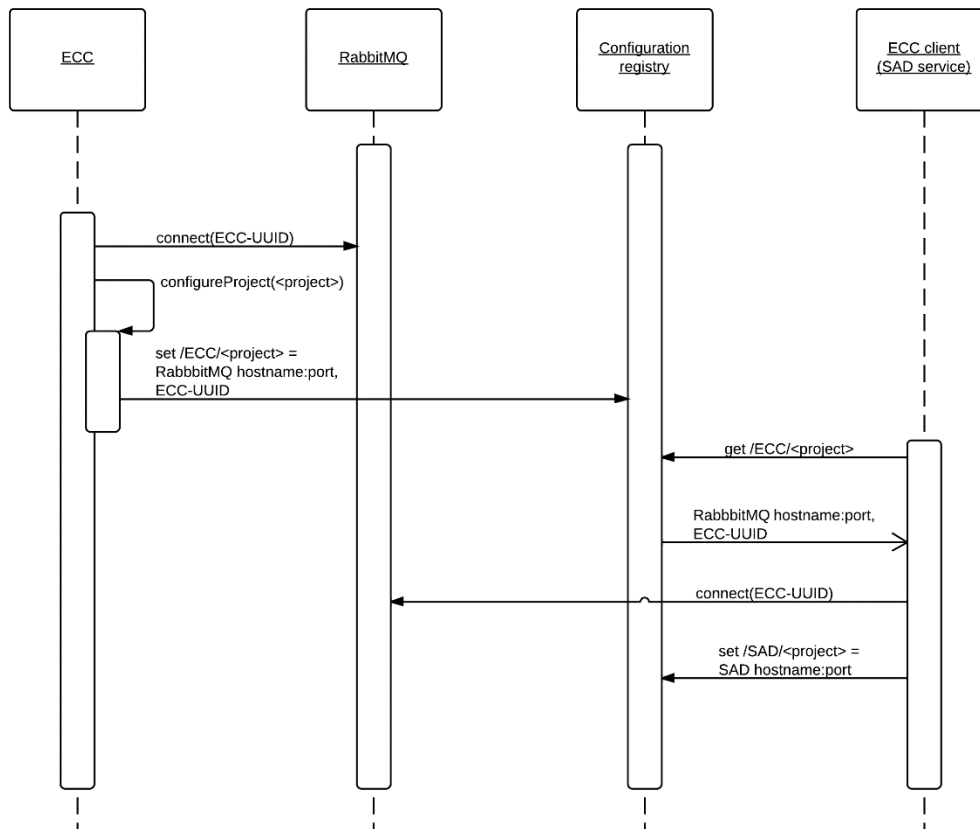


Figure 15: Sequence diagram illustrating the storing and retrieval of ECC connection data and storing of SAD service location

By arranging the data as described above, access control policies can be implemented to control which systems are able to read or write the configuration data. For instance, it could be configured such that the ECC dashboard software was authorised to write in to the “/ECC/dashboard” space and that BLUE project software was permitted to read from the “/ECC/dashboard/BLUE” space. The need for such policies depends on the sensitivity of the data being written and read which may vary across components and projects. Access control could be implemented using usernames and passwords or using some sort of web-key¹².

4.4. Experiment Monitoring Processes

ECC clients that engage with an ECC based experiment go through a process that may include up to six distinct phases. The initial two phases: ‘connection’ and ‘discovery’ are mandatory; the remaining parts of the process are optional. A high level representation of the interactions between metric generating clients and the ECC for each of the phases is shown in Figure 16.

¹² <http://waterken.sourceforge.net/web-key/>

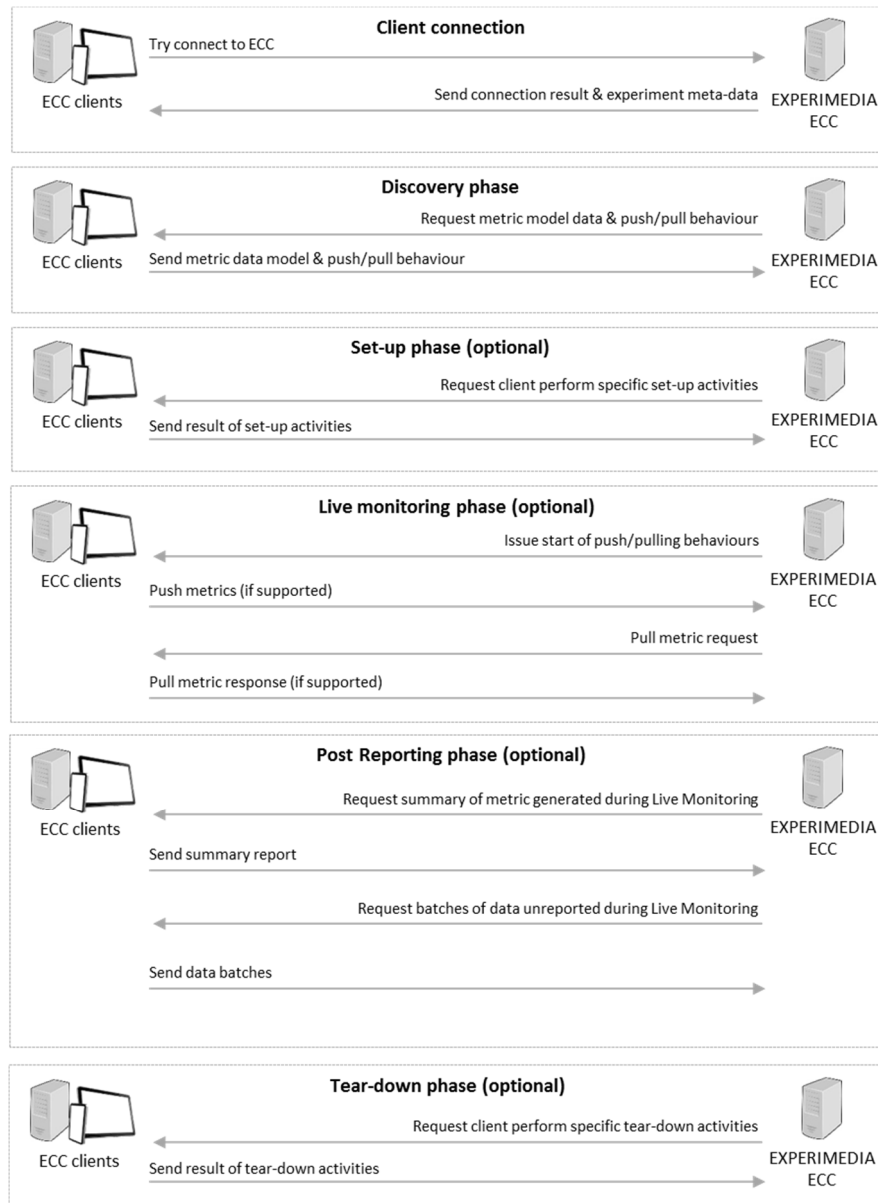


Figure 16: Experimental Monitoring Process

Whilst an ECC client developer will need to be aware of the experiment monitoring process described above, many of the interactions between the ECC and their instrumented software are handled at a low level by the ECC client writer's API. In the following sections, each of the phases depicted above are described in more detail with an outline of client-side behaviour.

Once a client has reported their capabilities and metric descriptions, it may enter a **Set-up Phase** (if it supports it). Here, the ECC requires the client to progressively set up the metric generators they have available for use. Clients supporting this phase respond with the result of each set-up attempt.

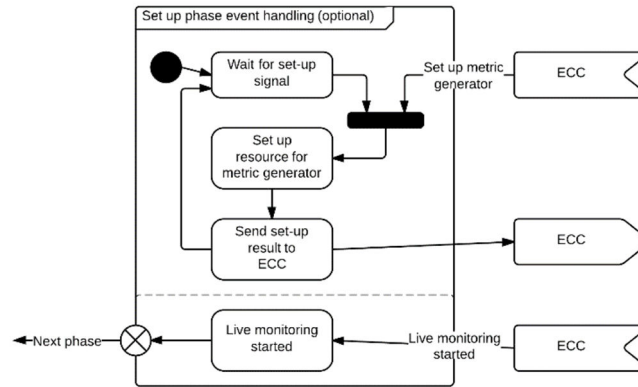


Figure 17: State Model for Setup Phase

The Live Monitoring Phase is the main part of the experimental process in which the ECC gathers metrics from all connected clients. Clients will have specified whether they support the pushing or pulling (or both) of metric data by the ECC. In the former case, clients are able to push any metric of their choosing on an ad-hoc basis (they should always wait for an acknowledgement from the ECC after each push, however). Alternatively, clients may be pulled for a specific measurement (identified in their specific metric model) by the ECC; a pull request is sent to the client on a periodic basis – it is the client's responsibility to return the appropriate measure. This phase continues indefinitely until the experimenter concludes that sufficient measurements have been taken.

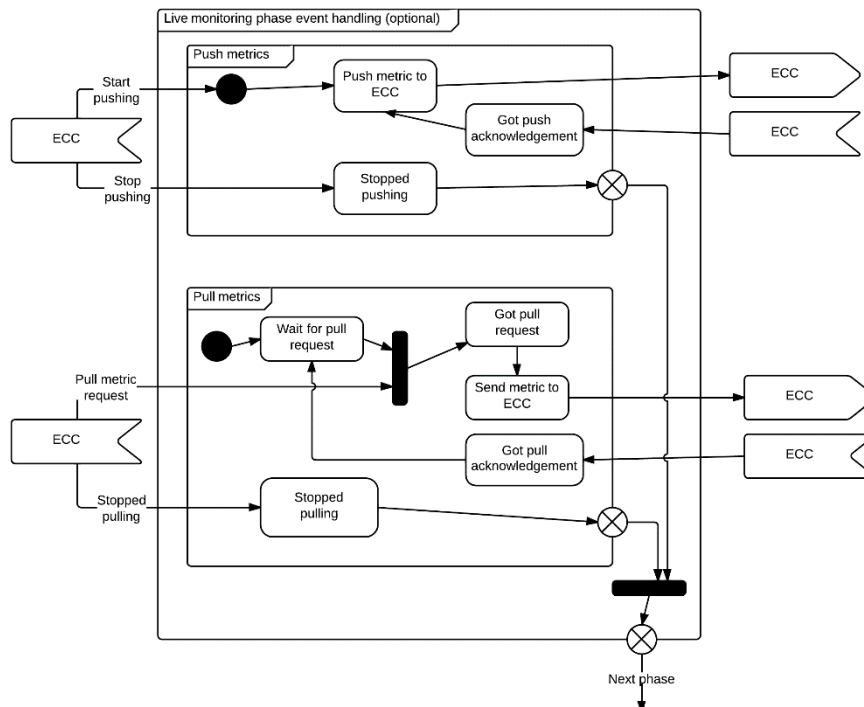


Figure 18: State Model for Live Monitoring Phase

After the live monitoring phase has completed, the ECC will contact the appropriate clients to begin the Post Reporting Phase. The purpose of this phase is to allow the ECC to retrieve metric data that was not possible to collect during the Live Monitoring phase. For example, some clients

may generate data too quickly or have a network connection that is too slow for all of their data to be transferred to the ECC in time. During this phase, clients will be requested to first provide a summary of all the data they have collected during the Live Monitoring phase, and then be asked to send metric ‘data batches’ that will allow the ECC to complete its centrally stored data set for that client.

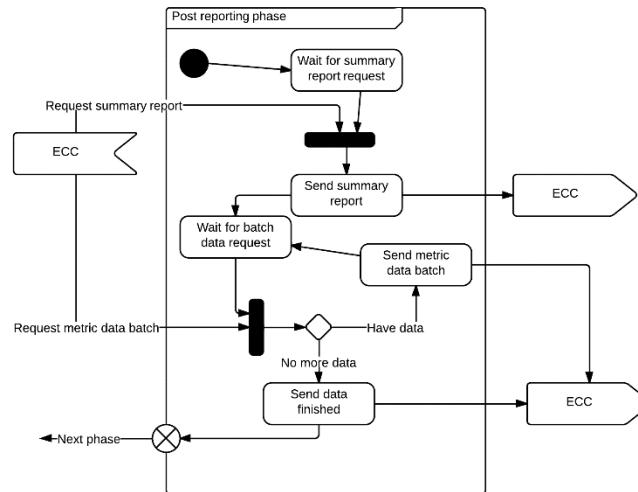


Figure 19: State Model for Post Reporting Phase

Finally, some clients may be able to report on their Tear-Down process for some or all of their metric generators. In some cases, it will be useful for the experimenter to know whether the tear-down process has succeeded or not. For example, the experimenter will need to know whether or not users (represented by the connected client) have been successfully de-briefed on the completion of an experiment.

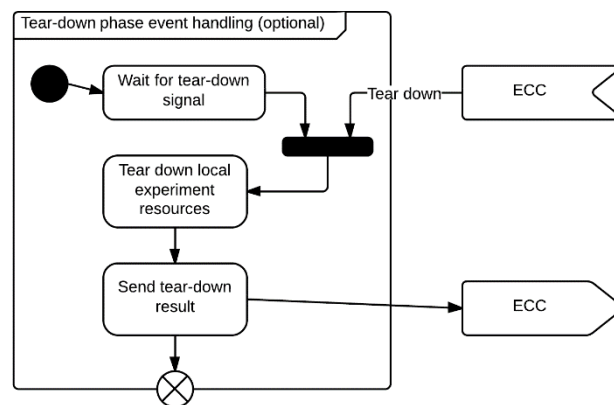


Figure 20: State Model for Tear-Down Phase

4.4.1. Monitoring Sources

Before an EXPERIMEDIA project can execute an experiment, a set of FMI technologies and services taken from the baseline components or project specific technologies must be selected for instrumentation. The metrics provided by each instrumented component will reflect the observational requirements of the experiment design and are specified using the ECC metric data

model. An API supporting this data model and communication with the ECC using AMQP is available for the following technology platforms:

- Java (common JRE)
- Java on Android
- C#
- C++
- Ruby

While the low-level implementation details for each platform of course vary, the general architectural pattern for the client ECC architecture is common:

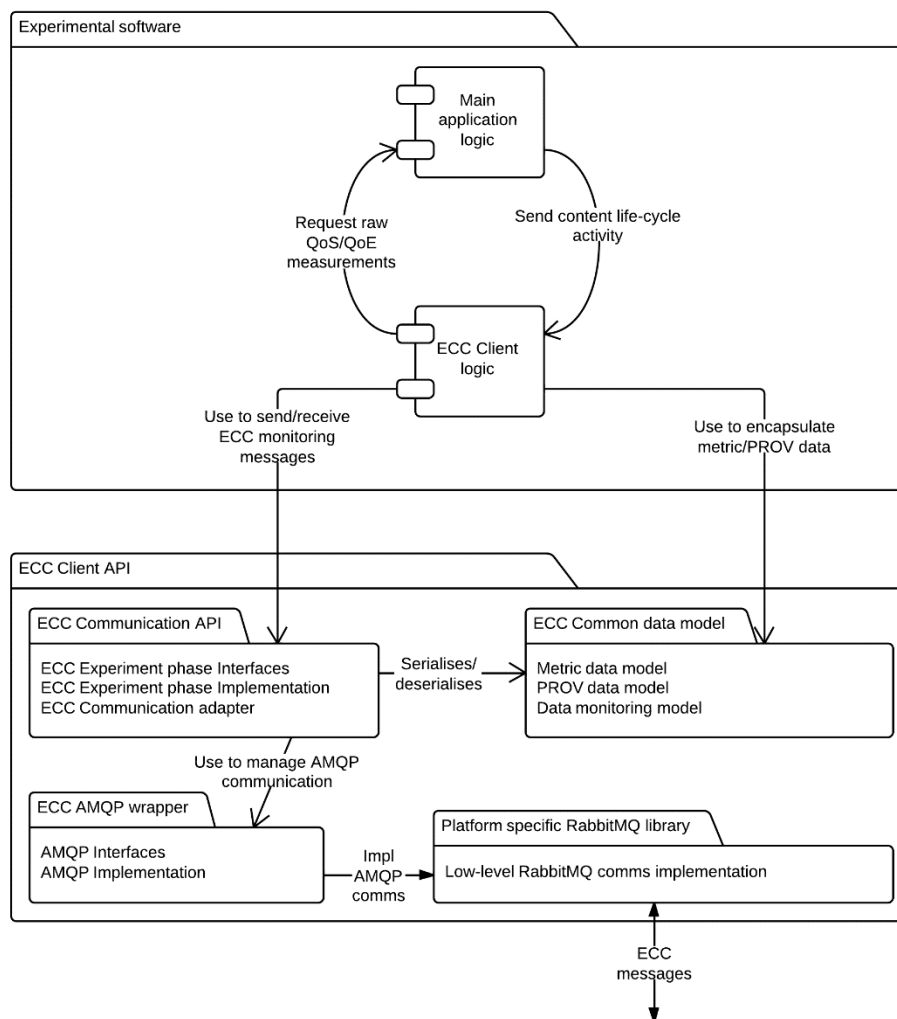


Figure 21: Inter-dependencies for instrumented software

Figure 21 shows a high level overview of the inter-dependencies between an instrumented piece of experimental software and the ECC client API. Above, the 'ECC client logic component' adopts a controller role: responding to requests for QoS/QoE data from the ECC and also sending on interesting content life-cycle based provenance data, as it occurs. For convenience, a number of helper classes exist to help the client writer:

- An adapter class that simplifies communication with the ECC, offering simple communication methods and alerts to ECC monitoring requests
- A data helper class to quickly create instances of the ECC common data model

A selection of source code based examples of ECC clients can be found in the ECC software distribution within the 'samples' folder.

4.4.2. Reporting of Self

Within EXPERIMEDIA, the report of the self is commonly provided by Babylon and through post-experiment questionnaires. Within the ECC metric model, an entity representing a user performing a specific role ('AR explorer', perhaps) would be defined with attributes reflecting 'emotion', 'affective response' and 'arousal'. Measurement sets uniquely generated by each individual user would be linked to the appropriate attribute of a shared entity instance; aggregated and averaged measurement data from each client regarding the same observations of the self would therefore provide the experimenter with an overall view of user experience in this context.

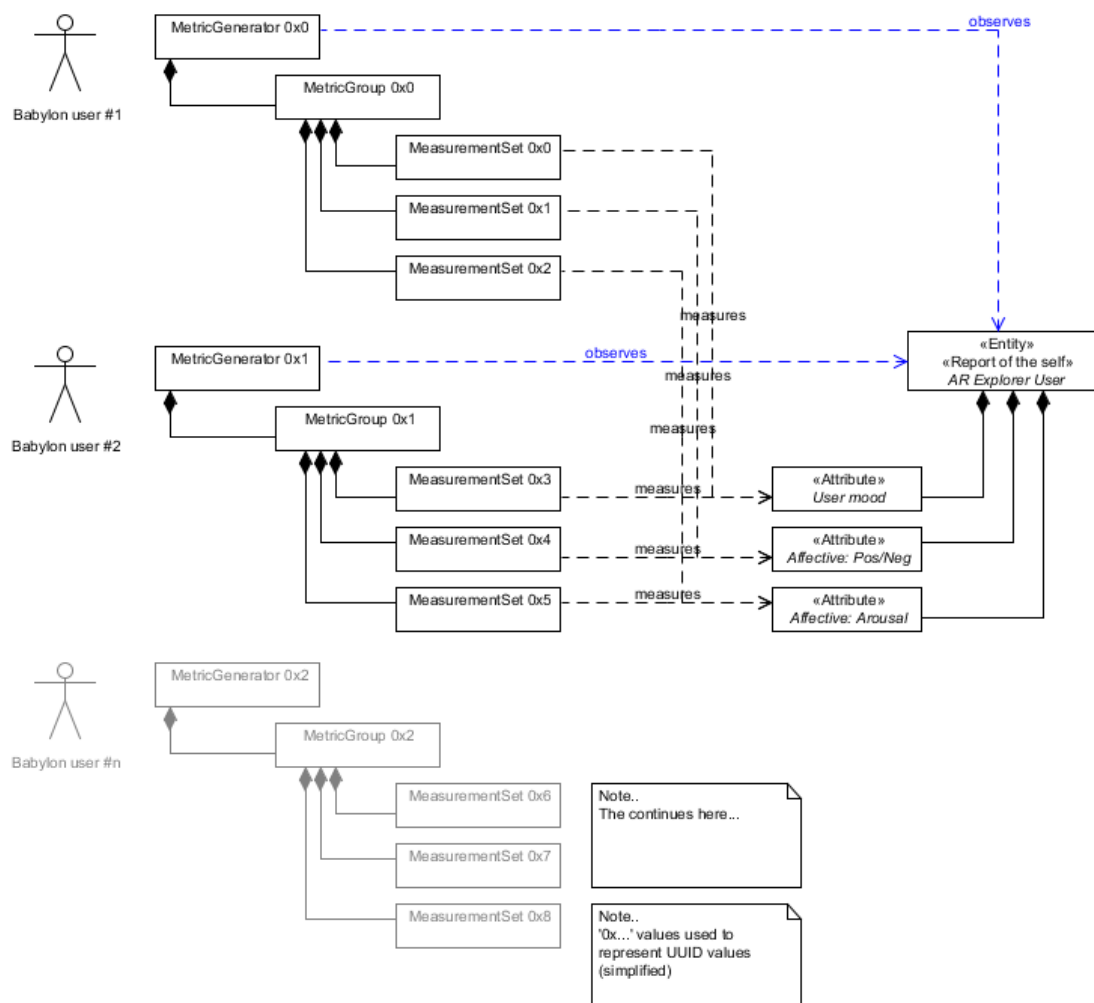


Figure 22: Reporting Self

4.4.3. Reporting Perception of Activity and Usability Qualities

Here, in both cases, the user will be reporting their attitudes/perceptions that relate specifically to a quality of an activity ('successful' or 'unsuccessful' training session, for example) or an interactive system that augments a particular activity (the AR client was 'responsive' or 'non responsive'). In many cases, a scale is used (Likert is usual) so that users can indicate their perception in degrees. Respondents are often required to indicate their attitude to the same aspect of an activity or system (again, in ECC parlance, this refers to an Attribute of an Entity) several times within a questionnaire (see Figure 23).

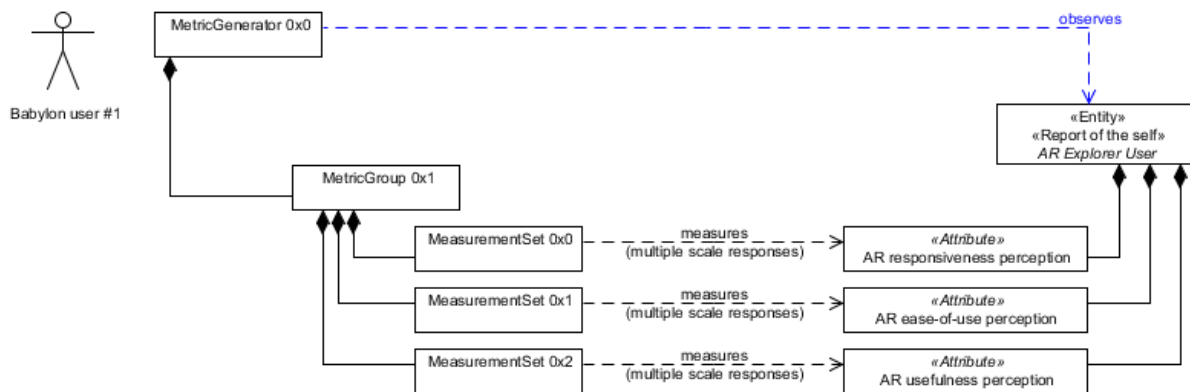


Figure 23: Measurement sets encapsulated in questionnaire metric group

From an ECC metric model point of view, each user's scaled responses (relating to a single attribute of an entity) would be held in a measurement set, which itself belongs to a metric group representing the complete questionnaire data set. Repeated samples from each user would then be averaged (noting responses that are either bi-polar or have a strong tendency towards the mean), giving an overall profile for a specific individual (uniquely represented by an ECC metric generator). Further aggregation of multiple users' attitudes towards a particular aspect of their experience makes it possible to see the overall attitude of a user population.

4.5. Metric Data Model

The ECC offers a metric modelling framework that offers support for a range of potential QoS, QoE and QoC measurements, see Figure 24. In this model, the objects of experimental observation (referred to as 'Entities') are loosely coupled with the agent (the ECC software client) making the observations. Entities themselves must contain one or more Attributes that are the subject of actual instrumentation and measurement activity. In version two of the metric model, Entities will optionally offer additional key-value pair meta-data to the experimenter (such as URIs to online content).

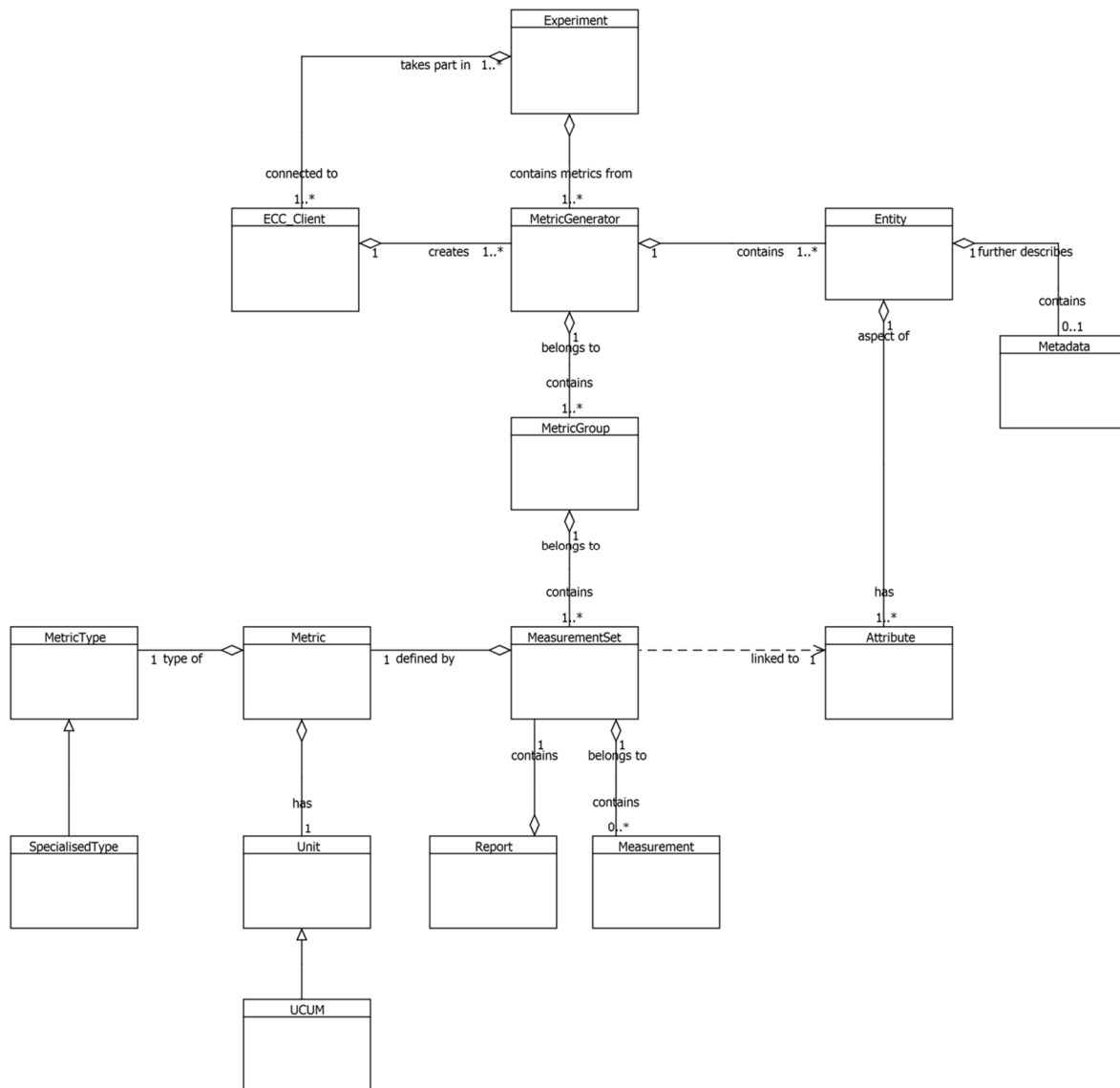


Figure 24: ECC metric model

In this model, Entities themselves must contain one or more Attributes that are the subject of actual instrumentation and measurement activity. Measurement data itself is logically structured within Metric Generators (typically used to represent metrics linked to a particular sub-system or user). Further organisation is offered through the grouping of sets of measurements using one or more named Metric Groups. A Measurement Set contains zero or more measurements that are specific to a particular attribute; Metric Groups may contain one or more Measurement Sets. The semantics of each Measurement Set is defined by its Metric, which in turn has a Metric Type and Unit of measure. In version 2 of the metric model, specialisations of Metric Type and Unit will be provided to improve formalisation and enhance visualisation.

This metric model is explored a little further in the following simple example in which an ECC client (called ‘SocialAuth ECC client’) observes a Facebook event and sends metric data to the ECC dashboard, see the figure below.

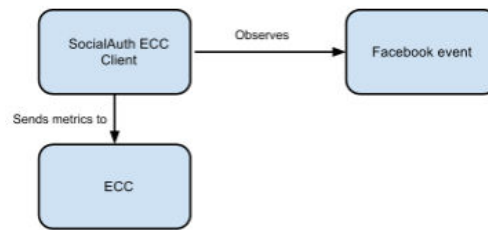


Figure 25: Simple example of observing a Facebook event

This very basic relationship need to be developed further however, since a) entities (in this case the ‘Facebook event’) will have certain attributes that are of interest to the experimenter and the b) some organisation of the structure of the metric data associated with the entity must also be specified. To see how this is arranged, consider Figure 26.

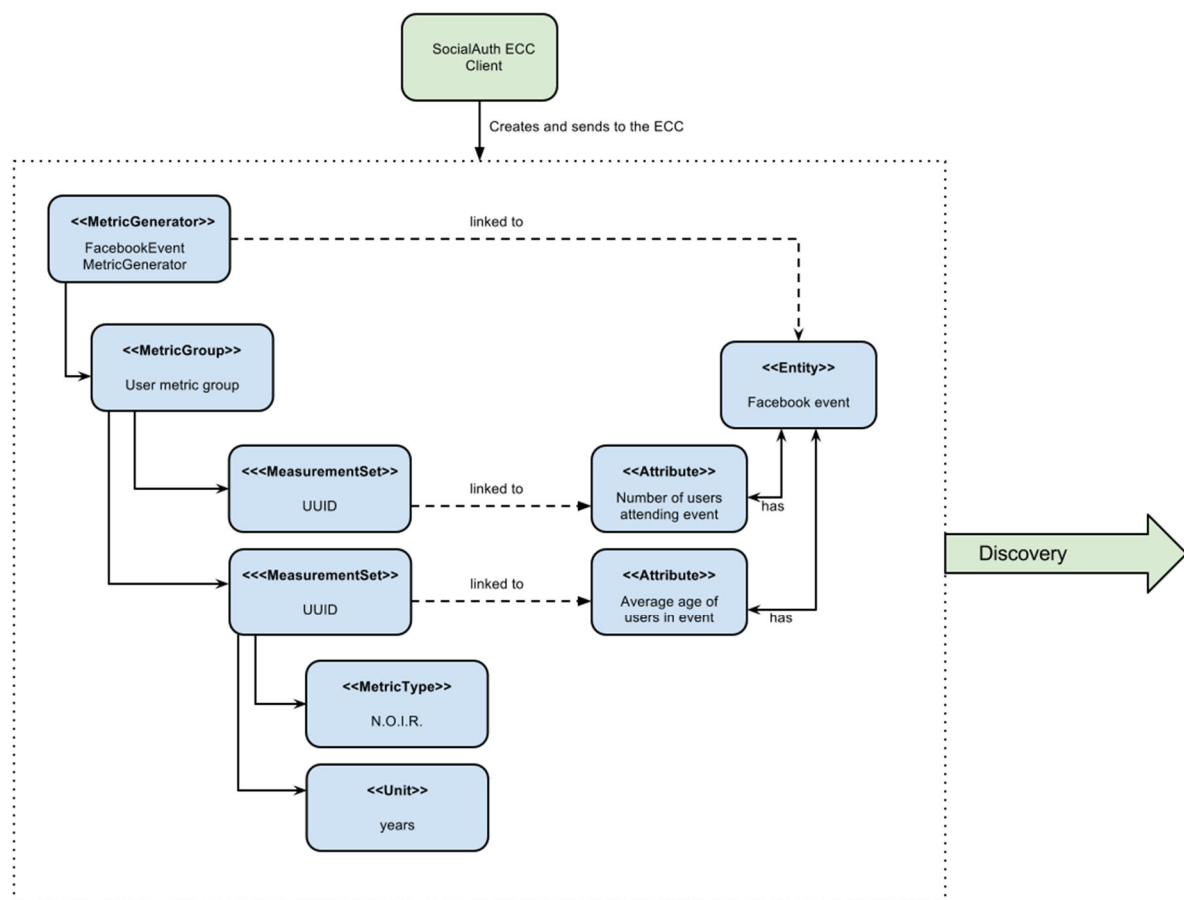


Figure 26: Monitoring a Facebook Event

In this example, we have added two attribute instances to the entity, representing aspects of the Facebook event we have an interest in observing (i) the number of users attending the event and (ii) the average age of users in the event. We can consider the data management structures that support the collection of data representing these two attributes from either a ‘top-down’ perspective (starting from Metric Generators) or from a ‘bottom-up’ view point, starting with a data collection type (the Measurement Set type) that is mapped directly to an attribute of interest. For this example, we will take the latter approach and start by directly linking data sets to an attribute.

The Measurement Set type holds a set of measurements that specifically relate to an attribute and in addition has associated with it a metric meta-data indicating its Metric Type (nominal; ordinal; interval or ratio) and its Unit of measure. In the diagram above, we see two instances of Measurement Sets (each uniquely identified by a UUID value) which are mapped directly to the attributes of interest.

Moving up the data hierarchy, the next level of logical organisation is the Metric Group – a container used to perform one level of partitioning for collections of measurements that relate (for example, “online user” metrics). Metric Groups themselves are collected together by the top level data organisation, the Metric Generator. As previously indicated, the Metric Generator represents a higher, system-level component that generate metrics, for example it may be useful to differentiate server and client based metric generators. An additional mapping, similar to that used to link measurement data sets to attributes is specified linking metric generators to entities under observation since it is likely that individual systems will be deployed to observe different entity types. ECC client software must send their specification of the metrics they are going to provide the ECC in this way, during the Discovery phase. In this way, the experimenter has a means by which to understand which clients are performing what kind of measurements, and what they relate to within the experimental venue.

4.6. Provenance Data Model

So far we have considered the metric data that relates to QoS and QoE indicators of systems and users respectively. However, this data only provides a partial view of the overall behaviour of the experimental system – greater insight can be offered to the experimenter by providing data indicating the causes of the measurements that have been observed and the links between the entities. Given such a view, the experiment can then answer the following types of question:

- What system or user driven content lifecycle events are associated with a specific set of metric observations?
- How entities interacted:
 - Which participants used which services and when?
 - What participant applications were involved?
 - Where was content created and consumed?
- How was participant QoE affected by service QoS?

To help answer these questions, a data provenance modelling standard has been introduced into the EXPERIMEDIA experimental framework to support the traceability of interactions between systems and users. A substantial body of research in the area of data provenance is led by the W3C working group¹³ on provenance; a high level characterisation of the properties of their provenance model is offered by the group as:

¹³ http://www.w3.org/2011/prov/wiki/Main_Page

W3C PROV description (<http://www.w3.org/TR/prov-primer/>)

“The provenance of digital objects represents their origins. PROV is a specification to express provenance records, which contain descriptions of the entities and activities involved in producing and delivering or otherwise influencing a given object. Provenance can be used for many purposes, such as understanding how data was collected so it can be meaningfully used, determining ownership and rights over an object, making judgements about information to determine whether to trust it, verifying that the process and steps used to obtain a result complies with given requirements, and reproducing how something was generated.”

Copyright © 2013 W3C® (MIT, ERCIM, Beihang) [Recommendation]

The key high-level concepts encoded in the W3C PROV ontology are *Entities*, *Activities* and *Agents* which have some basic attributes and are connected to one another using a number of common relationships, some of which are indicated in the two figures below.

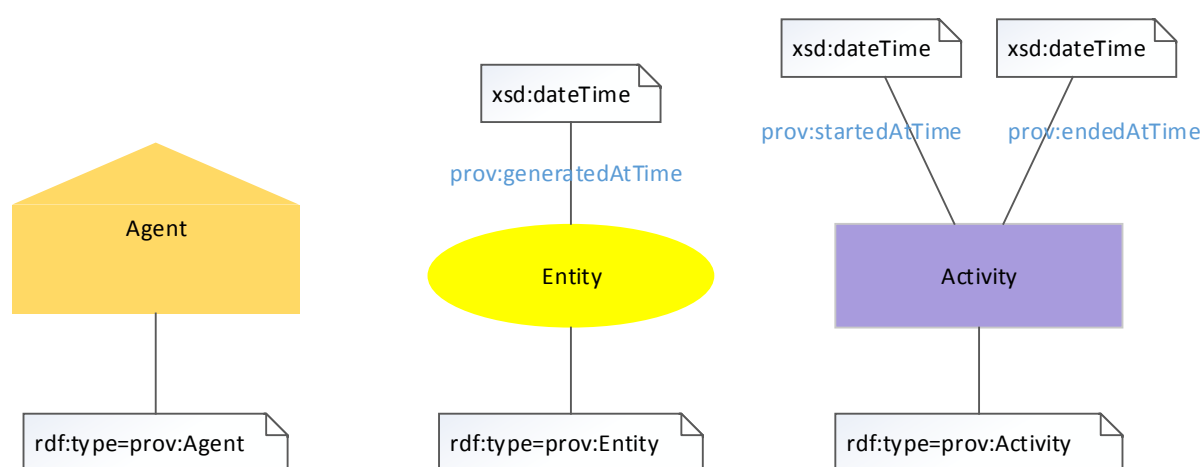


Figure 27: W3C PROV key attributes

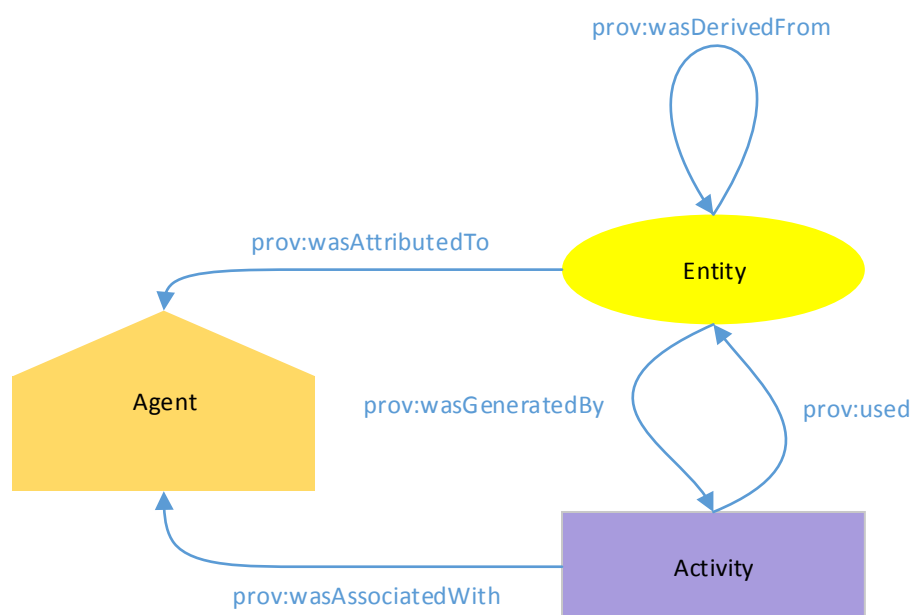


Figure 28: W3C PROV key relations

Copyright © 2013 W3C® (MIT, ERCIM, Beihang) [Recommendation]

Space in this document does not allow a full explanation of the W3C PROV model¹⁴, however, in brief, according to the W3C ontology, an *Entity* may:

- Represent physical, digital or conceptual things
- Have relationships to other entities (such as a ‘part-of’ type relation)
- Have attributes that characterise an Entity (from different perspectives)

In Figure 28, we see a common relationship between an *Entity* and an *Activity* in that the former represents some action (generation) on the latter. Activities in this formalism represent:

- Dynamic actions/processes that affect change in the world
- The agency that affects change in the attributes of Entities

Finally, the *Agent* concept in the ontology provides:

- A representation of a thing (typically an *Entity*) that has taken on a role
- Whole or partial responsibility for an activity that has occurred

As activities that are driven by agents to generate or change entities occur over time, a historical record of these changes is built up in which new entities form relationships with older entities (such as the continued revision of a document’s contents).

The EXPERIMEDIA provenance model will be initially scoped to cover a subset of the PROV-N¹⁵ schema:

- Component 1: Entities, Activities, Generation, Usage, Start, End, Invalidation
- Component 3: Agent, Attribution, Association

Building on these concepts a small EXPERIMEDIA ontology has been created to define the key concepts in the EXPERIMEDIA data model: Participant, Content, Application and Service. These classes are shown in Figure 29 and are used to help create interaction patterns and simplify subsequent queries on the data. The Application in the model uses both an Entity and an Agent because the Application must be used by a Participant in Activities (and so is an Entity) and causes change itself in through Activities interacting with Services and so must also be an Agent. This concept could be extended to Services to support service composition patterns.

¹⁴ Interested readers should visit <http://www.w3.org/TR/prov-primer/>

¹⁵ See <http://www.w3.org/TR/prov-n/#component1> for further information

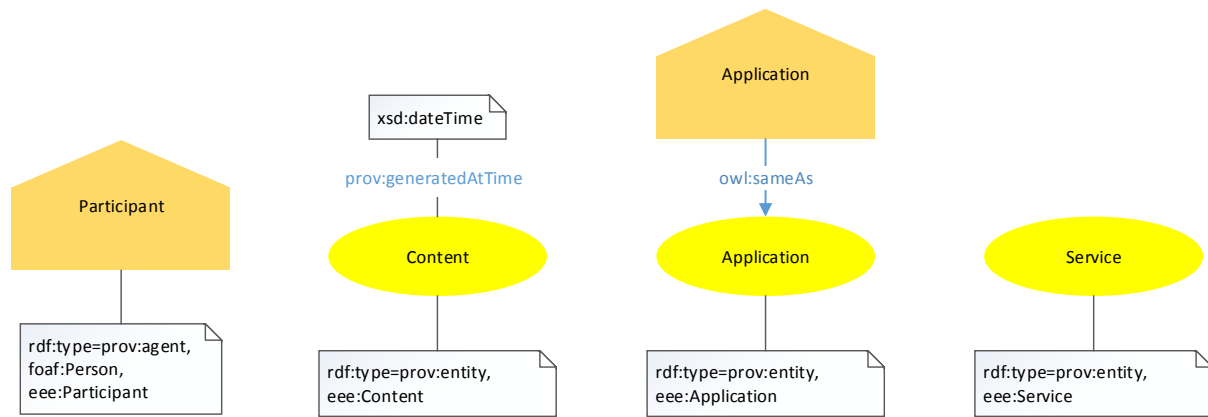


Figure 29: EXPERIMEDIA types using the PROV model

Within the scope of the supported PROV data framework, additional semantic data may also be included to offer the experimenter further opportunities to examine behaviour within domain specific ontologies. For example, where it is possible for an ECC monitoring client to do so, it could include additional semantics taken from specific ontological domains, such as SIOC¹⁶ or FOAF¹⁷. For instance, the Participant uses the foaf:Person class and is ready for additional FOAF annotations. If this additional data can be provided by clients then it can enhance power of the queries performed on the data.

4.6.1. Provenance Interaction Patterns

The W3C PROV model is complex and provides considerable freedom of expression. This is both an advantage and a drawback: it is able to express useful information in a wide variety of situations and domains, but automated analysis of the data is difficult unless additional structure is imposed. With this in mind the ECC architecture recommends a set of interaction patterns (encoded in the API) be used to record interactions between the EXPERIMEDIA types defined above. These patterns currently cover the common cases of Participants interacting with Applications (on phones, tablets or larger computers) and those Applications interacting with Services. Through these interactions, Content is created and consumed and this is also modelled.

In the following figures the PROV classes are just represented by the element shapes and other annotations are also omitted for simplicity.

¹⁶ See <http://rdfs.org/sioc/spec/> for further information

¹⁷ See <http://xmlns.com/foaf/spec/> for further information

Participant using an Application

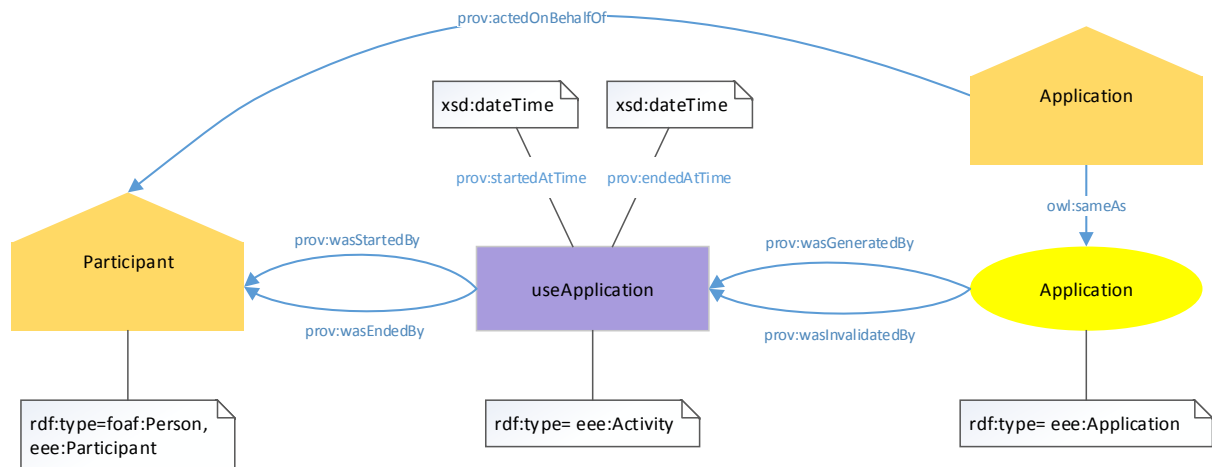


Figure 30: Provenance elements created when a Participant uses an Application

In this pattern, the Application is considered to be the running instance of some stored software and is therefore created and subsequently invalidated (destroyed) by the Participant's Activity which itself links back to the Participant.

Create Content on client

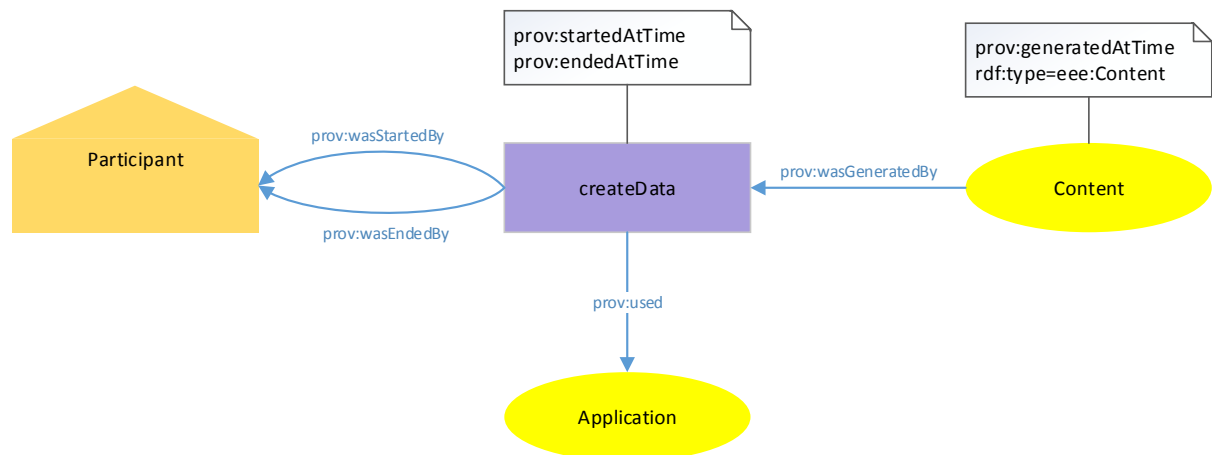


Figure 31: Participant creates Content locally (e.g. takes a photo)

The pattern above would be used when the Participant creates some data locally using the Application. The Activity of creating the data uses the Application and the Content entity is generated by the Activity with the creation time also recorded.

Create Content at Service

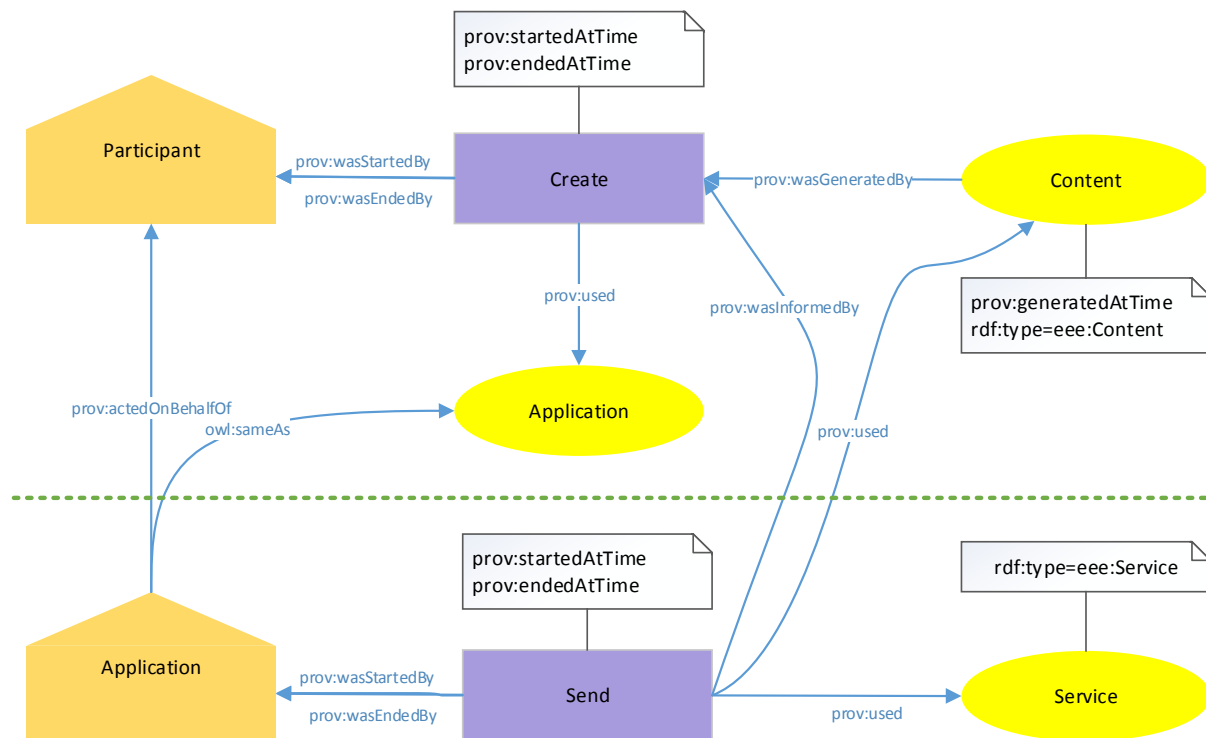


Figure 32: Pattern used to create Content and upload to a Service

This pattern builds on the previous one in that Content is created by the Participant using the Application (these are the elements above the dashed green line) but in addition the Application's Agent form is used to initiate an additional "Send" Activity to upload the Content to the Service.

Retrieve Content from Service

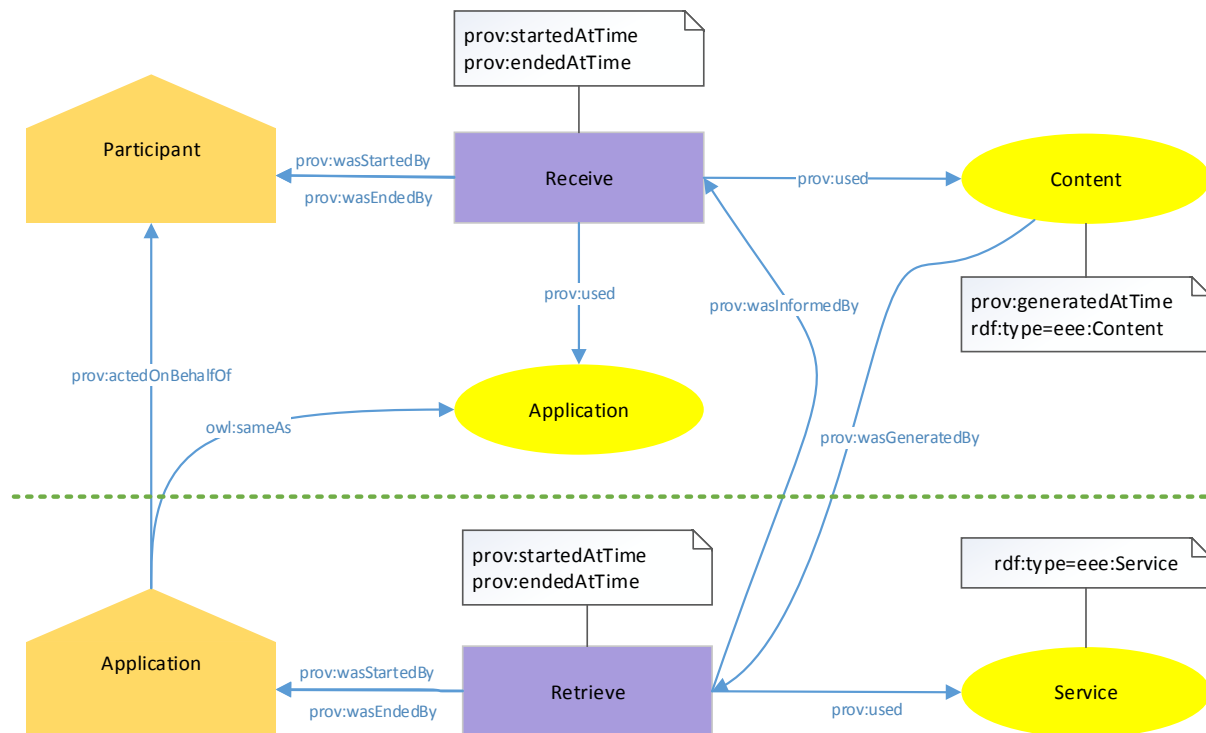


Figure 33: Pattern used to retrieve Content from a Service

The only significant difference between the retrieve and send patterns is the Activity which generates the Content entity. In this case it is the Application's "Retrieve" Activity which nominally generates the entity.

4.7. Data Navigation, Analysis and Visualisation

4.7.1. Analysing QoS and QoE Metric Sets

It is useful to remind ourselves of some examples of QoS metrics from existing EXPERIMEDIA projects:

- Number of points-of-interest (POI) data (requests/hour)
- Average video stream rate (bytes/second)
- Average upload time (seconds/upload)
- Average response time (milliseconds)

These metric types can be sampled continuously over time, easily lending themselves to temporal visualisation. After data collection is complete, QoS data can then be further processed using analytic approaches (there are many, of course) such as:

- Data filtering and segmenting (removing outliers, for example)
- Averaging repeated measurement sets taken over time
- Comparing distributions/variance between related measurement sets

Within just the QoS data context, we can start explore the performance relationships between technical components using correlation analysis such as the Pearson product-moment. Using such correlation techniques (assisted by scatter graph visualisations, typically) the experimenter can discover positive (or negative) relationships (such as an increase in rendering FPS might be positively correlated with an increase in rendering network traffic).

Let us now return to some useful QoE examples already used within existing EXPERIMEDIA projects:

- Report of the self: Babylon emotion labels & colour wheel scales
- User interaction logging (discrete, nominal events)
- Perception of activity/system usability: questionnaires (Likert scales)

Unlike many QoS metrics, QoE type metric data is rarely available as a continuous sample stream. Users will interact or report emotions/perceptions/attitudes sporadically and in clusters. Depending on the experimental methodology, these data clusters are likely to appear in narrow temporal windows (perhaps before, and then after, as specific activity). QoE data can also be contrasted with QoE metric sets in that there will be many sources reporting on the same QoE focii (imagine 100 users, each independently taking part in activity 'X' and reporting on their level of interest in that activity).

A number of important data management activities face the experimenter once he or she has collected their metric data:

- Aggregating metric sets into a larger groups
- Pairing measurement sets for correlation analysis (and beyond)

The ECC metric model and underlying database has been designed so that it is possible to retrieve the appropriate data sets for these analytic exercises.

4.7.1.1. Aggregating Metric Sets into Larger Groups

In both QoS and QoE cases, the experimenter may wish to aggregate measurement sets in order to draw some conclusions about the general behaviour of either:

- A single system or user¹⁸ over a period of time (repeated measures pattern)
- Multiple systems/users' behaviours over the same time period
- Different groups of systems/users behaviours over a time period¹⁹

Aggregated metric sets are typically summarisations of some form of repeated observation; this could include averaged values; frequency analysis; other descriptive statistics (min; max; standard deviation etc).

4.7.1.2. Pairing Metrics for Correlation

Widely used forms of correlation analysis require the pairing of interval or ratio values from two data sets. As a rather contrived example, consider the pairing of a single value representing the average rendering speed (QoS, FPS) with a single value representing a user's perception (averaged) of system responsiveness (QoE, Likert scale -3 to +3). Let's imagine that we can match these values for 30 users who have taken part in the same experiment. Having generated these paired averages, we could plot these pairs on a scatter graph and apply a Pearson product-moment analysis. We might find there is a positive correlation between frame rate and the perception of system responsiveness.

4.7.2. Combining Metric and Provenance Data

It is only through the combination of metric and provenance data that the full story of an experiment can be recorded and analysed. The metric model on its own contains essentially entities and measurements of their attributes but it does not model any relationships between entities. As we have seen, the provenance model links entities and content through activities and other relations.

An important use case for linking metric entities is to examine the relations between QoE reported by experiment participants and the QoS of the services that they use. This is illustrated in Figure 34. The provenance fragment in the middle represents the Participant using the Service via an Application. Through the naming conventions (discussed below) the Participant in the provenance model is linked to an entity in the metric model and thus to QoE questionnaire answers (attributes of the participant). Through the same method, the Service in the provenance

¹⁸ Single user behaviour is only sometimes interesting however (in cases of 'outlying' data, for example).

¹⁹ Comparing a control group with a conditioned group, for example

model links to the service entity in the metric model and so to the time-series of QoS data (such as service response time).

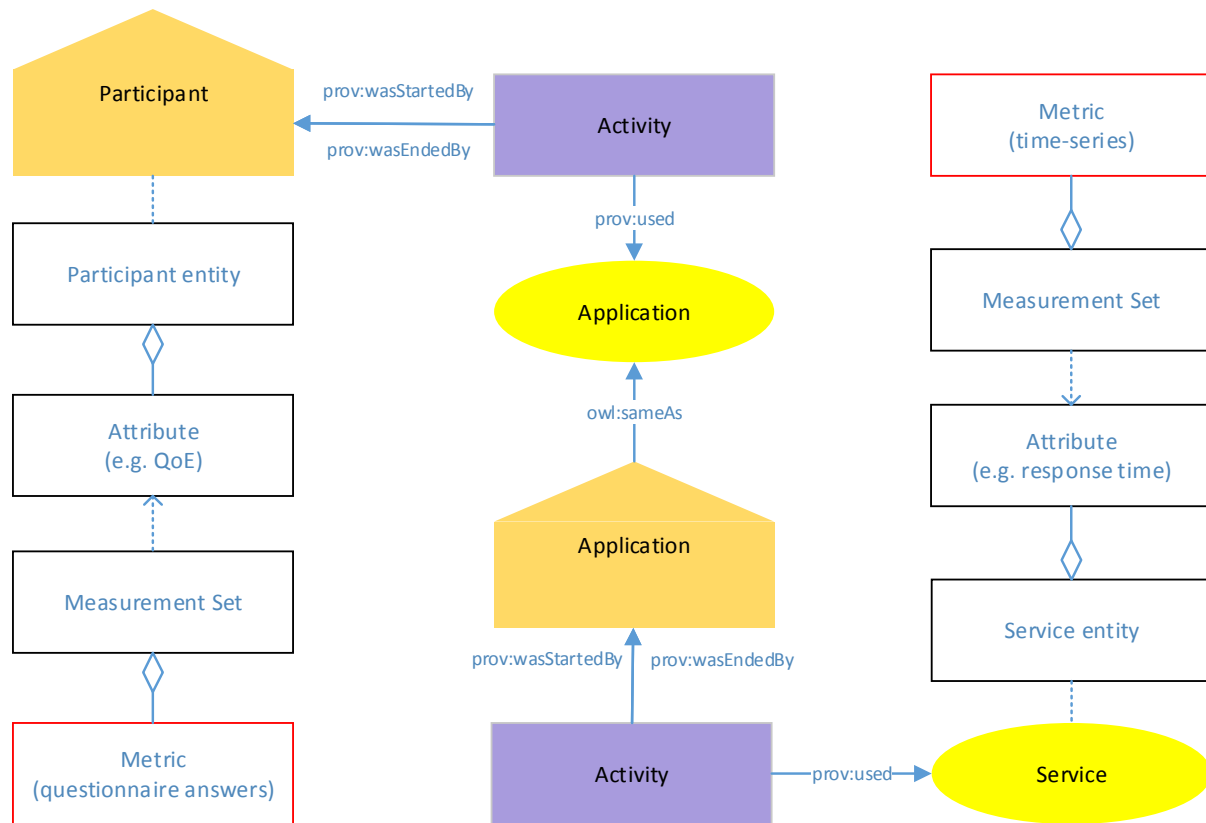


Figure 34: Using the provenance model to link a participant's QoE attribute to a service's QoS attribute

To link the models, some care must be taken in the identifiers used. In the metric model it is the `entityID` field of the entity class that is used to hold the IRI of the associated element of the provenance model. For a Participant this is the `prov:Agent` IRI and for Content, Applications and Services it is the IRI of the `prov:Entity`. In this way the models can be linked together to provide a rich, linked data-store.

To illustrate the concept better we take an example inspired by an experiment in the second open call: SmartSkiGoggles. In this example we have 10 skiers all equipped with smart ski-goggles that are linked via an app on their phone to various services. The app queries the services and provides the skier with data on “hot” tweets, the weather and the expected lift-waiting time for various ski lifts. The app is connected to the ECC and reports the skier's activities and those undertaken on the skier's behalf via provenance messages. The three services reports standard QoS metrics to the ECC (such as response time). At the end of the day's skiing, each participant fills in a questionnaire about their quality of experience (using Lime Survey) and this data is also pushed to the ECC. The whole arrangement is illustrated in Figure 35.

At the end of the day, the experimenter reviews the QoE data and sees that a couple of the participants reported a bad experience with the app. Using the provenance data, the ECC is able to answer the query “which services did a participant use and when?” This query can be implemented by making use of the patterns and the EXPERIMEDIA classes discussed above.

Even though the participant did not use the services directly (they were used via the app), the graph connects the participant entities to the services.

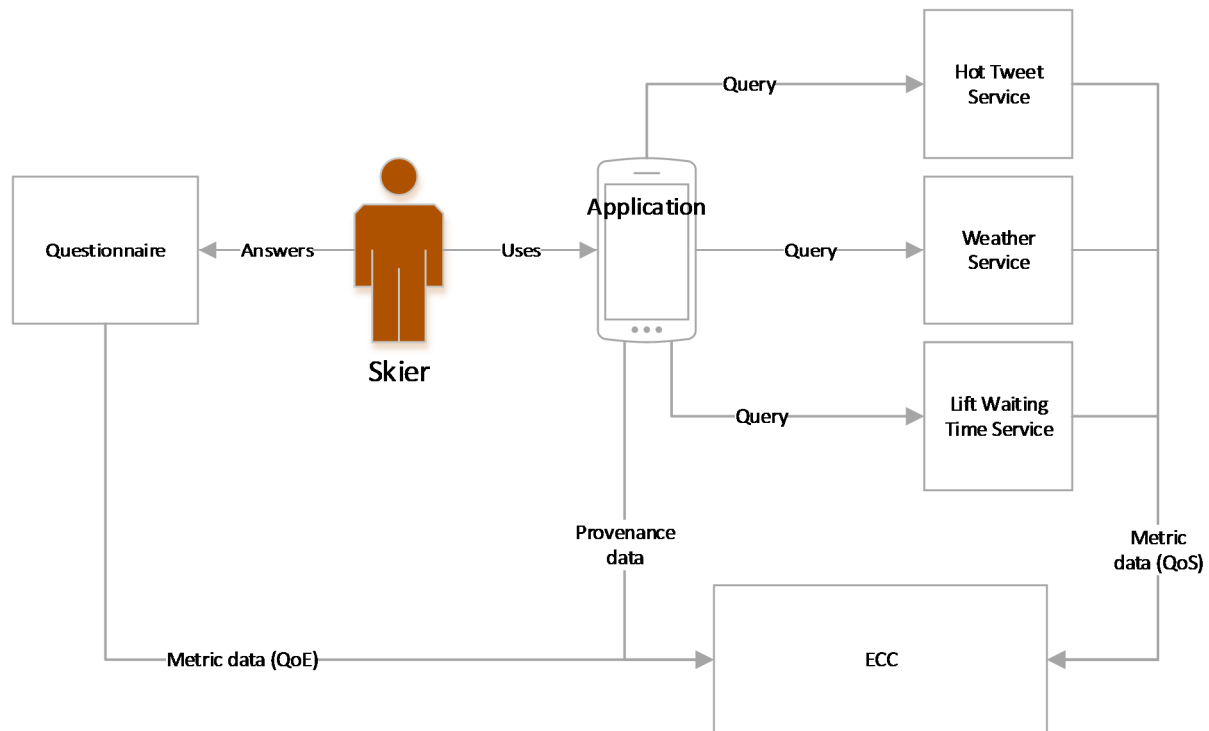


Figure 35: Illustration of the skiing scenario

The data thus retrieved shows that the users with a bad experience spent a much longer time than average in the “Using lift waiting time service” activity (by comparing an individual’s metric value to a summary statistic of the whole group) and this leads the experimenter to look at the QoS data for the lift waiting time service.

By plotting the access times of the various users over the time-series data for the lift waiting time average response time the experimenter sees that the users who reported a bad QoE were unlucky enough to use the lift waiting time service at a time when it was not functioning properly and requests were timing out. The experimenter concludes that the majority found the app useful but that the response time from the linked services is important and affects the QoE.

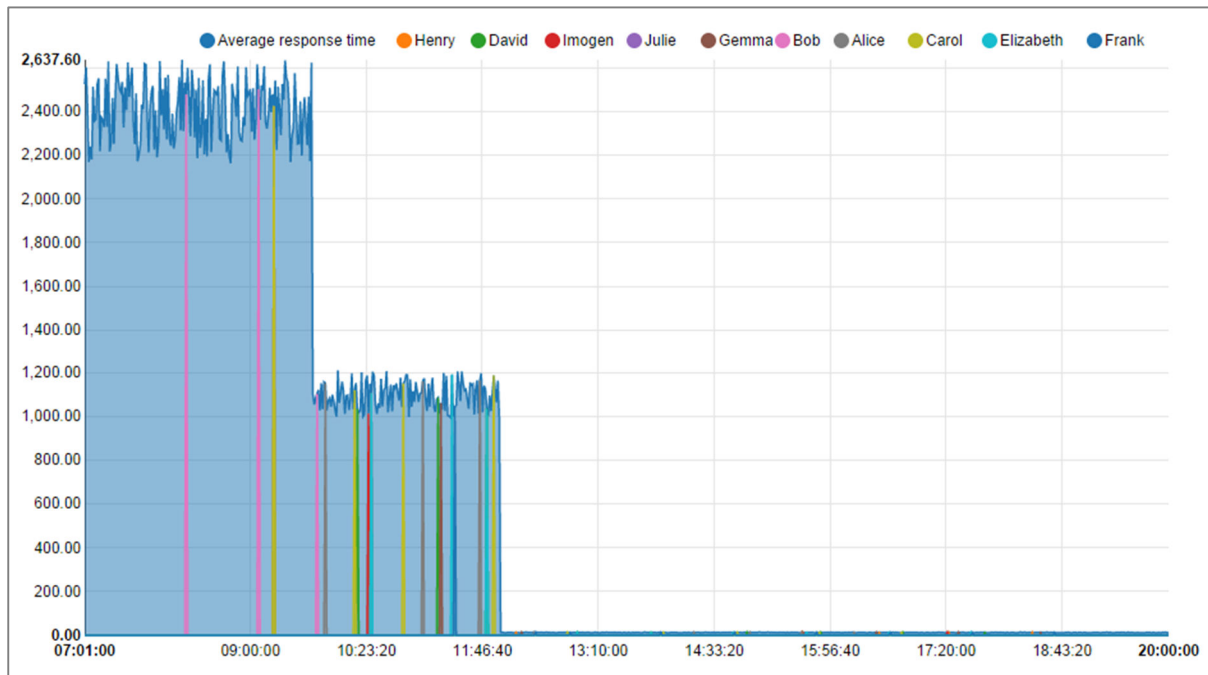


Figure 36: Example of overlaying service usage activity times on a service QoS graph

The reverse path may also be taken. Using summary statistics, the experimenter may spot that the response time for the lift waiting time service had a large standard deviation or range and thus find that problem at the start. Again, by using the provenance relationships, the usage times of all participants of the lift waiting time service can be overlaid and the experimenter might then segment the QoE data for the participants according to whether they used the service in the non-functioning time or not. In our example, the experimenter would then find that those participants who used the service at the non-functioning times reported a worse QoE than the ones who did not.

5. FMI Content Lifecycle Management

5.1. Audio Visual Content Component (AVCC)

Audio visual content is primarily characterised by video and metadata that's streamed and consumed by applications (i.e. players). AV content is produced by professionals and users using content production, management and content distribution networks. The AVCC offers capabilities for all aspects of the content lifecycle (acquisition, production, transcoding, distribution, etc) and advanced capabilities for acquisition and synchronisation between cameras feeds, audio and metadata, including synchronisation between from different cameras.

5.1.1. Streaming Service

This subcomponent is in charge of content adaptation and delivering of all current industrial available streaming protocols (e.g. MPEG-DASH²⁰). For live content this subcomponent also allows experimenters to transcode high quality content into different qualities adapting the content to the consumer networks capabilities. The streaming sub-component also allows the experimenter to record live content and inject real-time metadata which is multiplexed in the video stream and can be accessed by the player.

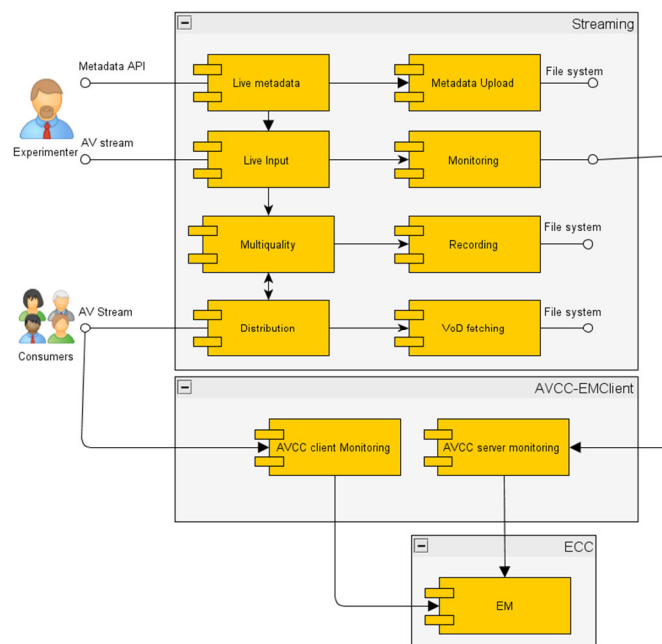


Figure 37: AVCC Stream deployed

This component is deployed at mediaserver1.experimedia.eu and in mediaserver2.experimedia.eu, however only mediaserver1.experimedia.eu has live transcoding capabilities.

Description of the internal subcomponents:

- **Live Input:** This module manages the reception of all live content including audio, video and metadata from the live metadata acquisition management. This module can receive

²⁰ http://www.iso.org/iso/home/store/catalogue_tc/catalogue_detail.htm?csnumber=65274

as input video and audio from multiple formats, providing as output a decapsulated audiovisual stream.

- **Live Metadata:** This module manages the reception of metadata and timestamps from the RHB Venue Information System. The metadata is converted into XML format and sent to the Metadata Upload module while the timestamps are sent to the Live Input module with a reference to the metadata so it can be synchronised with the video stream. The metadata format is defined by the Experimenter and can be used to adapt module behaviour depending on its content.
- **Multi-quality:** The objective of this module is to perform transcoding into different bitrates in order to provide the same feed with different video qualities, so that the video player used by end users can change the quality depending on the network conditions and computer performance. In order to let the video player change the quality smoothly and in a transparent way, the content is split into several chunks of a few seconds and then aligned at the same frames after encoding. Additionally, the encoding is done in such way that complete group of pictures (GoPs) are stored into each chunk.
- **Recording:** Records live video streams into mp4 files maintaining the original live metadata so it can be requested later as Video on Demand (VoD) files.
- **Media Distribution:** This module is in charge of the actual content delivery, which includes the continuous generation of a content manifest, final packaging of the content and transport protocols. It also produces all multiplexed media output of the main distribution. If Timeshift functionality is activated, the module continuously records live streams for immediate playback or deferred for later playback. This feature allows the user to have Digital Video Recorder (DVR) experiences such as rewind, pause or fast forward.
- **VoD Fetching:** Retrieves recorded or previously uploaded VoD content under request of the edge distribution components. The content is accessed from the file system

5.1.2. Video on Demand (VoD) Ingest Service

The objective of this module is to support content adaptation and especially transcoding for VoD. The VoD ingest is integrated with the Stream platform so an experimenter can upload content and requesting multi-quality and the content will automatically be made available in HDS, HLS and Smooth streaming in pre-defined qualities.

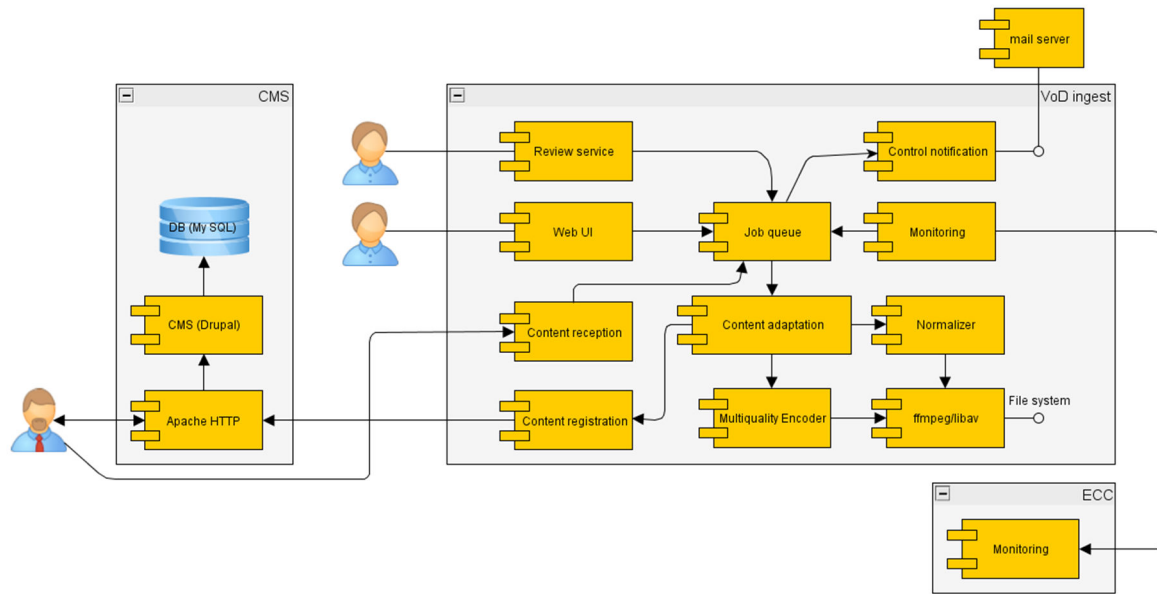


Figure 38: AVCC Ingest deployment

- **VoD Ingest – Review service:** This service allows a content reviewer to validate uploaded videos to approve or deny them. A link to this service is sent by email to the specified reviewer when content is uploaded.
- **VoD Ingest – Web UI:** This is the administration user interface to manually review the content queue and, if necessary, to manually trigger events.
- **VoD Ingest – Content reception:** This module receives the actual video in several POSTs request of fixed length packets. The module checks the MIME type, and generates a new UUID for the content and stores it into the server file system. After that, it creates a job into the Job Queue so it can be processed.
- **VoD Ingest – Content registration:** Once the content is processed, this module relays the information of the content together with the content URL to retrieve it to the CMS.
- **VoD Ingest – Job Queue:** This module keep control of the content flows including upload, control, adaptation and registration. It detects any problem and reacts / reports them properly.
- **VoD Ingest – Content adaptation:** This component, manage the process of adapting the content to the targeted profiles requested in terms of encoding and containers. It coordinates all the required transcoding which is delegated to the Multi-quality Encoder.
- **VoD Ingest – Multi-quality Encoder:** This module encodes the uploaded files to all qualities needed to support the multi-quality playing and the proper Synchronized Multimedia Integration Language (SMIL) files for the content. The encoding is actually done by the underlying ffmpeg/libav libraries.
- **VoD Ingest – Normalizer:** Prepare the input video file to a mp4/h264 template using ffmpeg/libav so it will be used as a source by the Multi-quality Encoder.
- **VoD Ingest – ffmpeg / libav:** These open source libraries are used for encoding and decoding tasks.
- **VoD Ingest – Control Notification:** This module is responsible to generate the e-mail notifications to the content reviewers so they can approve or refuse the publication.

The VoD ingest is currently deployed in mediaserver2.experimedia.eu for several experiments. Each of the experiments has its own instance of the service with personalised configuration, following the name structure:

`http://mediaserver2.experimedia.eu/ex[Experiment number]ingest/`

Where [Experiment number] is the experiment number used in the DoW.

Under the experiment default path, the VoD ingest publish the administrative Web UI to monitor the pending tasks. Beside this Web UI, the VoD ingest has the following services:

Service Path	Type	Parameters	Type	Description
/UploadFile	POST	Token	text-field	Token expire in 3,5 h, only needed if token is active.
		title	text-field	String
		fulldescription	text-field	String
		event	text-field	Event relation in DB
		html5Mp4U	checkbox	Profile Selected
		html5WebM	checkbox	Profile Selected
		multi-quality	checkbox	Profile Selected
		uploadedfile	File	Binary file

The UploadFile service is the main service, which receives the source video file, basic description data and the content adaptation requests.

Service Path	Parameters	Type	Description
/avccinserter/avccupload	Token	text-field	Token expire in 3,5 h
	Title	text-field	String
	fulldescription	text-field	String
	event	text-field	Event relation in DB
	html5Mp4U	checkbox	Profile Selected
	html5WebM	checkbox	Profile Selected
	multi-quality	checkbox	Profile Selected
	uploadedfile	File	Binary file

Service Path	Type	Parameters	Type	Description
avccinserter/insert	POST/GET	Title	text-field	String

Service Path	Type	Parameters	Type	Description
		fulldescription	text-field	String
		event	text-field	Event relation in DB
		html5Mp4U	checkbox	Profile Selected
		html5WebM	checkbox	Profile Selected
		multi-quality	checkbox	Profile Selected
		uploadedfile	File	Binary file

In some circumstances, experimenters bring their own Content Management Services, however in order to facilitated the integration of the VoD ingest two Drupal Plugins and a presentation layout have been developed allowing Experimenters to use it as an example / reference, deploy the available Drupal or request a portal with the basic configuration.

The VoD ingest is personalised for each experiment, the main personalisation is achieved relaying in the main configuration file of each instance:

Name	Description	Default
media.rootPath	Path where the media is stored	/sample/dir
media.tempPath	Path to use for temporary files	/var/tmp/ingest
ext.thumbnailsUrl	External base URL for accessing thumbnails	http://example.org/dir/
ext.encodedUrl	External base URL for progressive downloaded media	http://example.org/dir/
ext.adaptativeUrl	External URL template for adaptive streaming	rtmp://example.org/dir/{ }.smil
cms.available	If there is a CMS to register content	true
cms.xmlResponse	Answer a XML page when a video is posted	false
cms.url	URL base for the CMS service	http://example.org
cms.login.enabled	CMS requires login	true
cms.login.user	User for logging into the CMS	mediaItemServer
cms.login.pass	Password for logging into the CMS	123456
cms.token.enabled	Require the usage of tokens for uploading videos	true
cms.token.sourceip	IP Address for the CMS	127.0.0.1
mail.enabled	Enable email validation	true
mail.from	Source mail address when sending emails	ingest@example.org
mail.destination	Destination mail address when sending notifications	validator@example.org
mail.smtp.host	Host for the SMTP server	localhost

Name	Description	Default
mail.smtp.port	Host for the SMTP server	25
mail.smtp.useSSL	SMTP requires SSL	false
mail.smtp.useAuth	SMTP requires authentication	false
mail.smtp.user	User for SMTP server	<empty>
mail.smtp.pass	Password for SMTP server	<empty>
media.dir.source	Source directory (where media is uploaded)	/source
media.dir.encoded	Encoded directory (where media is transcoded)	/encoded
media.dir.thumbnails	Thumbnails directory	/thumbnails
media.out.scripts	Output stream for running scripts	/dev/null
config.dir	Directory for webservice instance data (relative inside Tomcat)	data
config.script.deploy	Script executed during the deployment of the VoD ingest service	deploy.sh
cms.path.insert	Path to register content on the CMS	/mediacontentinserter/insert
cms.path.ok	Path of the Ok page	/videouploadok
cms.path.tokenerror	Path of the error page when an invalid token has been used	/videouploadtokenerror
cms.path.noprofile	Path of the error page when no profile has been selected	/noprofile
cms.token.timeout	Timeout for tokens	250

Further personalisation requires changes in other configuration files including details in the transcoding profiles needed for a specific experimenter upon direct request to Atos personnel.

5.2. Pervasive Content Component (PCC)

Pervasive content is produced by mobile users and sensors located in real-world environments. Human sensing (e.g. biomechanics, physiology, etc), human location tracking (indoors and outdoors), location-based content, real-world community interaction models, environment sensing, points of interest all characterise pervasive content.

The PCC offers capabilities that collectively gather data about a user's physical location, QoE, points of interest and interactions. Physical location is used in both the context of tracking a user's location and also as a means by which Augmented Reality (AR)-based content can be selected for delivery and user generated data can be mapped to a spatial location. A real-time orchestration platform is provided supporting the gamification of activities and allowing for adaptive narratives and content that's customised for different experiences. The platform allows professionals and users to co-create content, such as a locative game integrated with the structure, narrative, and

content of the event itself. Users attending the event can consume and produce content in real time using smart mobile devices. The unfolding events, as experienced by users, can be adapted and orchestrated in real time. Users primarily participate locally at the event but can also contribute via the internet, and synchronized but distributed live events can be joined to provide a common experience. The platform allows access to content and services both before and after the event, thus supporting community building and operation. Metadata generated is published and can be used to annotate audio-visual stream so that other participants can search and retrieve for available content.

5.2.1. AR Client Software

The augmented reality viewer was developed for Android based devices, the main concept was to show Points of Interests derived from the database provided by Infonova. The client uses either the coordinates from a localisation service such as GPS or signal triangulation (Wi-Fi, GSM) or gets a fixed set of coordinates from the developer. Both variants are valid and offer different purposes for various experiments.

The AR client uses a REST API offered by the point-of-interest (POI) service to get the relevant POIs which are cached on the device in a lightweight database. This offers the opportunity to get a list of all points in the region of interest and also works when the device is offline at the time of usage. The list can be retrieved and updated at any time.

The client offers a list of filters to determine which points are of interest to the user. Only the selected categories are then shown on the AR view component of the client. This helps to avoid clutter in the user interface. The points of interest are shown as customizable icons, which change position and size depending on the devices orientation with places further away smaller and higher up on the display. Each POI is a clickable item to display more information and to navigate to a detail view which shows all the information stored in the database, including the social network links (for the driving experiment this was the number of Facebook likes and check-ins, both the general value and the value of friends).

A slider on the AR view is another option to filter the points of interests. The slider determines the distance of shown POIs, e.g. show all POIs between 0 and 200 meters from the user's position, or show all POIs between 5 and 21 km, thus a user can decide whether they want to see places in walking distance or places for an excursion by car.

The client is complemented by the aforementioned detail view of the POIs, a list view including sorting options (distance, alphabetically, Facebook likes) and a map view, which uses the new Google Maps API to show markers of POIs in various zoom levels.

The AR client is available as a library for Android devices in the EXPERIMEDIA software repository. The AR component is a consuming service, producing user generated content could be done with the overlying device and sent with the SI sub-component for example. The data to be shown with the AR client is produced with the POI management service of Infonova by a content author or gathered from the social networks provided by the Social Content Component.

5.2.2. POI Service

For the driving experiment in Schladming the tourism board information was integrated and used as a starting point to build the database. The POI database was updated and data from other sources was added to provide a fuller experience. In order to perform an automatic data import from the Schladming tourism database, a POI data import facility using CSV formatted files was implemented.

An Editor is able to create, modify and delete single POIs by using Infonova WebAC. The POI parameters used are: name (mandatory field), street, postcode, town, phoneNumber, website, email, shortDescription, description, latitude, longitude, externalId, facebookPageId and categoryId (can be used several times by using different category values).

The AR client (End User) uses a REST API offered by the Data Management Infrastructure. The client can get via API the relevant POIs which are cached on the device in a lightweight database but can be updated if required.

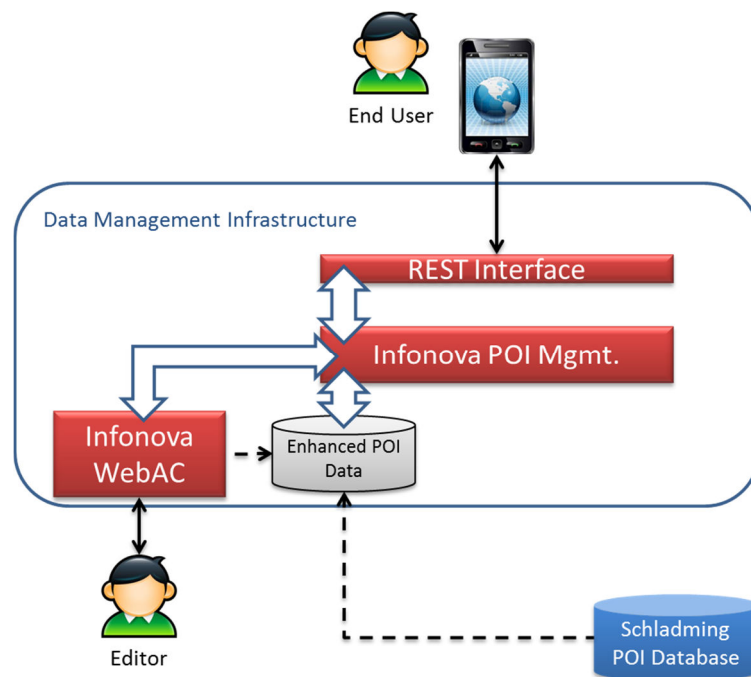


Figure 39: Infonova Data Management Infrastructure (overview)

The POI service is offered as a hosted service by Infonova online²¹ as a web-based GUI for experimenters (admins) and with a REST web-service for experiment apps.

5.2.3. Creator Service

Creator is a software platform for creating, setting up and running pervasive games and related location-based or otherwise context-aware services. The platform is quite scalable has been used for large-scale games with thousands of simultaneous players. When using Creator, the process is typically split into four distinct steps: game design, content creation, location adoption and orchestration. The system platform is implemented as a web service and the content creation and orchestration application is accessed through a web browser. This approach makes it quite easy to

²¹ <https://isystem5.infonova.com:8181/experimedia/pois/>

integrate Creative-made games into other services and devices, as web technologies are ubiquitous. Creator supports a module system allowing connecting basically any kind of external service to it, e.g. web service or mobile clients (which either runs local native code on a mobile device, or is accessed via a mobile web browser), stationary or mobile sensors, etc. The Creator supports integration with a wide variety of hardware, software or custom objects, as is described in detail in D2.2.1.

The web interface to Creator is available for experimenters at <http://creator.experimedia.eu/>.



Figure 40: Creator user interface in authoring mode

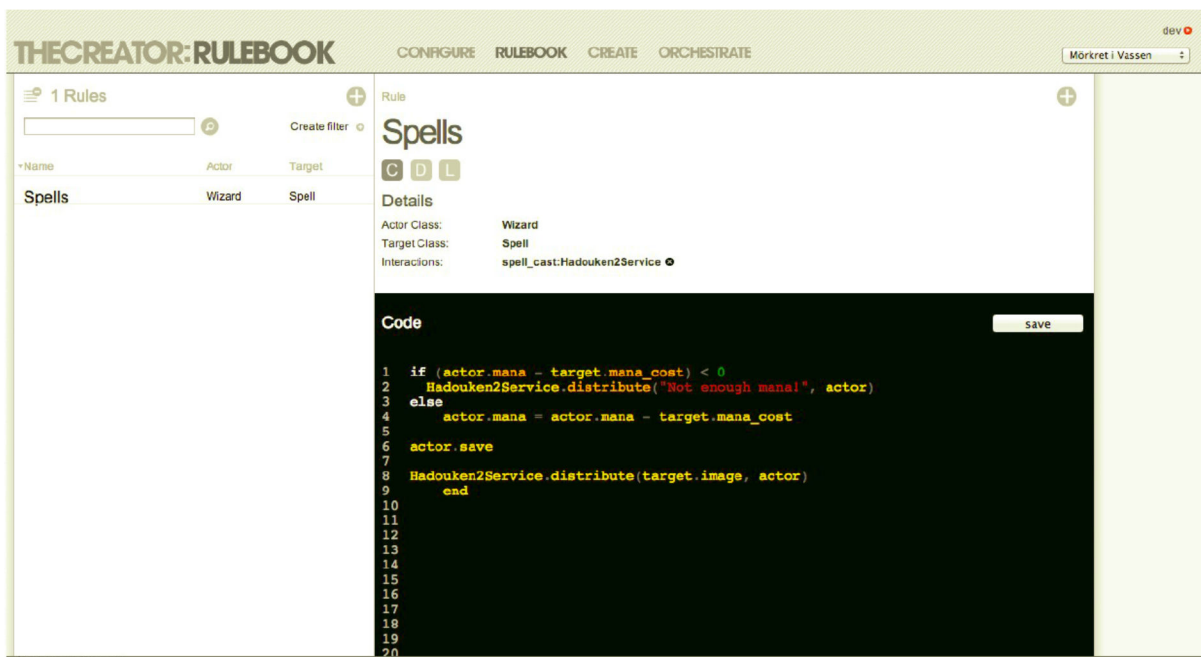


Figure 41: Creator user interface for rule creation and editing

Creator is essentially a rule engine with an editor which supports real-time construction as well as modification and orchestration of pervasive games. It functions as a server for the technical aspects of a pervasive experience and will only be indirectly available to the users through clients. The Creator builds on the REST architecture and clients communicate with it using HTTP calls. Instead of providing exact ways of communication, the experimenter can extend the system with services which can be built to serve specific needs. This might be receiving and sending text messages to mobile phones or control media feeds to clients. The experimenter can create rule scripts inside the Creator environment which determine the relationship between clients, services and users. A rule script might for instance cause a playback of a video on one client when receiving a text message from another. Furthermore the Creator allows experimenters to model users and game objects using an object oriented approach which helps in monitoring and orchestrating games.

The documentation available for the Creator covers rule engine, custom API extensions and examples on the language used for rules. While it is possible for an experimenter to use Creator without assistance, the system requires some basic knowledge to get started with. Interactive will assist experimenters in this process.

5.2.4. Babylon Client Software

Babylon is a tool that supports user-oriented evaluations of location-based services. Babylon makes it easy to evaluate the opinions of the users while they utilize the game or service, in contrast to focus groups or interviews which are typically carried out after an experiment is over. Thus it becomes possible to more easily find out what the users think and experience while using the location-based service and how that user experience might change over time.

Babylon is a tool for capturing quality of experience (QoE) and location data from end users. It captures this data by sampling a self-assessment of emotional state (or some other relevant measure for the experiment in question) from end users using mobile devices such as smartphones or tablets. The users quickly tap on a graphical user interface with several orthogonal axes, such as happy-sad, engaged-bored, active-passive, etc. The type of data captured is primarily QoE-related in the form of (semi)real-time, self-assessments that can be repeated at regular intervals if needed by the experiment. In addition, user id, location data (if available) and timestamp are collected.



Figure 42: Babylon GUI on an iPhone

Babylon has a service and clients. The service is deployed for the experimenter at Interactive (or can be downloaded and deployed by the experimenter) and the client software is deployed on mobile devices (iOS or Android) either as a stand-alone application or integrated into other software. Babylon clients send data directly to the Babylon server. The Babylon server stores this information and also passes the readings on to the ECC. Babylon clients would be used by experiment participants and data can be viewed in the ECC by the experimenter. In addition, the web user interface of Babylon allows experimenters to analyse and reflect over the feedback provided by the clients using a timeline interface.

Sample Babylon source code is available for both Android and iOS platforms. Babylon can either be run as a standalone app, or it can be integrated into another one that is used in the main experiment.

5.3. Social Content Component (SCC)

Social content is characterised by user generated content produced by and consumed within online communities. Photos, videos, comments and opinion is disseminated by individuals to related friends using social networking platforms. The SCC offers the capability to access social content, explore a social graphs, extract general social knowledge (e.g. sentiment and controversy) and media specific QoS/QoE for adaptive, efficient and personalised delivery of experiences. Using an open social API, experiments can navigate a range of social networking platforms. The virtualisation of social network APIs is important as although the predominant network is Facebook, other online platforms are used by target participant communities. A pluggable social analytics dashboard is offered allowing different algorithms to be incorporated with default algorithms provided to detect individual and group preferences based on attitudes, selections and beliefs. The dominant attitudes, beliefs and communications ways for social groups (rather than individuals) can be used to optimise streamed, delivered or even transmitted media content. In addition, the detection of the proximity of consumers to content, similar behaviours and searching for popular UGC can potentially improve media delivery, enhance live streams, or augment information that is aligned with preferences of consumers.

5.3.1. Social Integrator

In order for an application that is part of an experiment to interact with SNs it has to use the interface that they expose. Each social network has a different logic, i.e. the social integrator is meant to support different sets of social activity and offer a different set of activities that a developer could integrate in its application. The interfaces and the technologies that are offered to the developers working with them are quite diverse as well. Also, the fact that the social networks are rapidly and continuously evolving, often results in changes in their APIs and/or technologies they are using with no backwards compatibility, making the maintenance of the applications that build on them a non-trivial task.

The Social Integrator has been developed: a set of Java libraries that provide to the developers of the experiments an easy mechanism to build social-aware applications that access multiple social networks. One of the primary design attributes of the Social Integrator is SN transparency, i.e. providing the same API regardless of the social network that is used in the background so that the development of applications that support multiple social media becomes easier, much faster and

easier to maintain since most of the required changes are pushed down to the Social Integrator, without having the need to change any code on the application level.

Basically, the Social Integrator offers a Java API that enables user authentication and sharing content through different SNs in a common way, while hiding all the intricacies that the different APIs used by the social media impose. There are two versions of the Social Integrator API: the Social Integrator Android API for implementing applications that run on Android devices, and the Social Integrator Core API for building non-Android Java applications (see Figure 43). For achieving authentication transparency, the Social Integrator Core and Android APIs build on top the functionality of the SocialAuth Core and Android Java Libraries respectively that provide a common authentication mechanism for a number of different social network providers. The Social Integrator extends this functionality by adding various methods that provide support for posting and retrieving various sorts of content such as direct messages, comments, questions, photos, videos, etc.

The offered methods have been designed in a generic manner where possible. For example, posting a photo, which is an action supported by most social networks, is implemented by a common method whereby the developer only needs to specify the targeted social network while the implementation differences remain hidden from the developer. These methods cover most of the functionality offered by Facebook, Twitter and Instagram, but can be extended to other social networks. It should be noted that the SocialAuth did not provide authentication support for Instagram and therefore it has been developed from scratch and successfully contributed back to the SocialAuth community.

Under the EXPERIMEDIA framework, the Social Integrator has been used to develop two applications, an Android one and a web-based one, which were inspired and used in the FHW driving experiment: the visitors' mobile application and the expert's web application. These two applications serve as a basis for the development of social-aware applications in the context of other experiments.

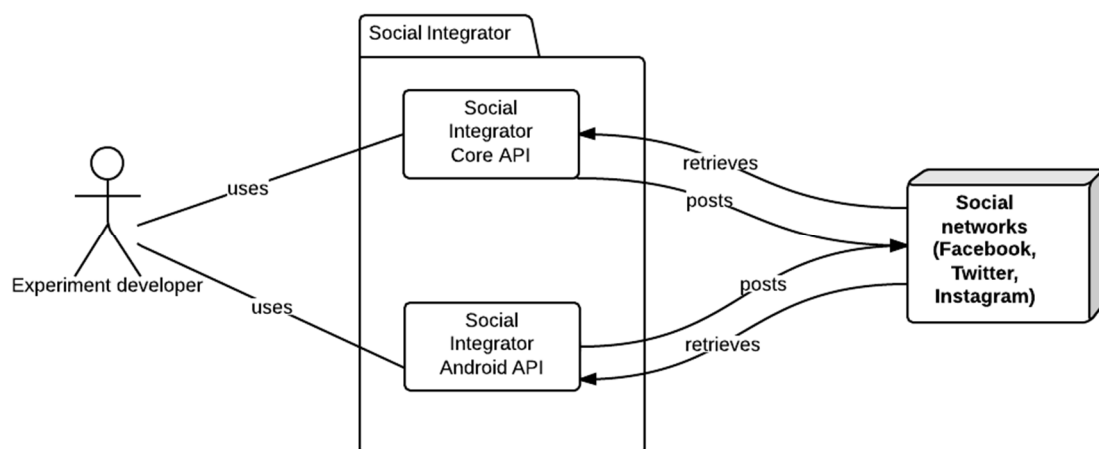


Figure 43: Social Integrator architecture

5.3.2. Social Monitor

The Social Monitor is responsible for collecting data from the SNs that are being exchanged among the participants during the experiments. These data are used to calculate social network related Quality of Experience (QoE) metrics about the overall participants' engagement in the social activity that are of interest to the experimenter. Thus, the metrics that are monitored may vary depending on the nature of the experiment.

The collected SN data involve significant benefits for the experimenters, supplying them with live, valuable, comprehensive and accurate feedback which cannot be collected otherwise and which can significantly help them improve the offered experience of the end users. For example, this monitoring data can help the experimenter understand whether the audience (or what part of the audience such as an age group) liked the new experimental system that is offered, by retrieving data such as the number of attendees, their average age, and the average number of comments/questions per attendee. However, more specific to the experiment metrics can be collected in the context of each experiment. For example, in the case of the FHW driving experiment, the aim was to collect information about the way the audience perceived different parts of the movie that was presented to them. Various photos, each one representing a different part of the movie, were hosted in the SN event. Each photo became a monitoring entity and several attributes were attached to it, such as number of likes, comments, questions and answers per photo, as well as the top comment, question and answer per photo.

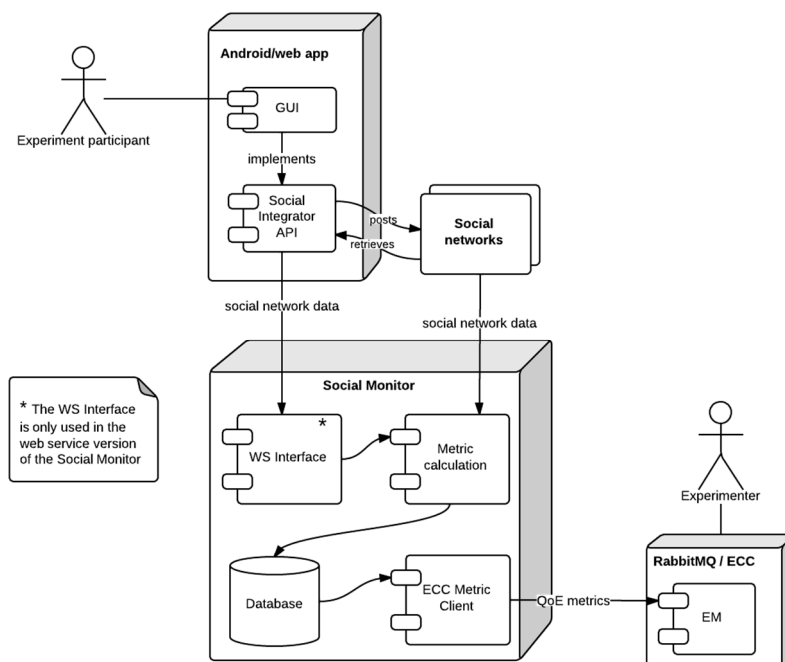


Figure 44: Social Monitor architecture

There are two versions of the Social Monitor:

- *Java standalone program:* This version of the Social Monitor is a stand-alone Java application. It is meant to be used in experiments whereby the participants are exchanging data over specific targeted social activity in the social media. In order to access this activity,

credentials of SNs' accounts with sufficient permissions and access are required for authorization purposes. No specific deployment requirements are needed: this version can be deployed on any machine running Java v6 or later that has access to the Internet.

- *Web service version:* This is a web service version of the Social Monitor that is meant to be used in experiments whereby the social data of interest are not posted within a specific social activity but are posted by the end users on their own personal social accounts. To this end, contrary to the Java standalone version as discussed above, this service version is designed to receive data directly from the end-users applications (and not directly by the social networks). On the end-users side, the applications that are being used are using specific client code which is offered as part of the Social Integrator API in order to communicate the information of interest to the Social Monitor service.

In the background, the Social Monitor (both the standalone Java application & web service version) acts as a client to the ECC, i.e. the calculated metrics are being communicated via RabbitMQ to the ECC EM, as demonstrated in Figure 44.

5.3.3. Social Analytics Dashboard

The Social Analytics Dashboard, or SAD, is a web service for collecting data from social networks, analysing it and presenting both the raw data and the analysis to other services via RSS or a REST API or directly via a web interface. An overview is provided in Figure 45 below.

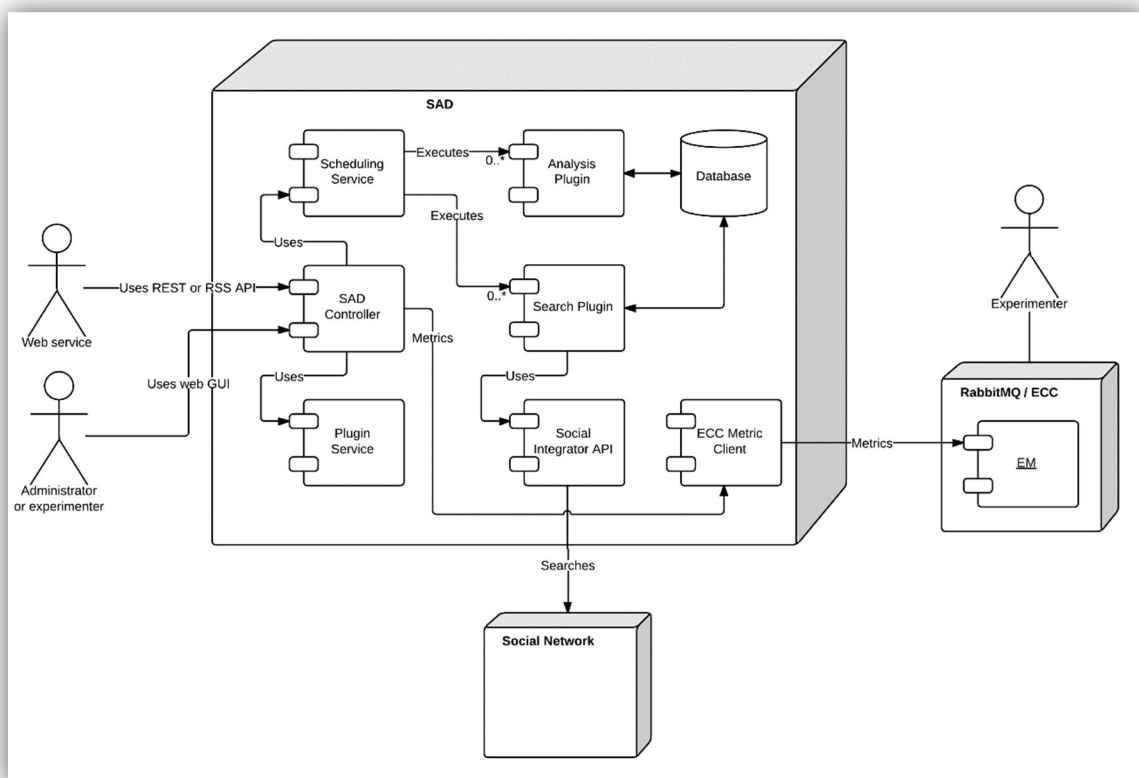


Figure 45: Social Analytics Dashboard (SAD) architecture

The SAD employs a plugin architecture and provides plugins for searching Facebook, searching Twitter and analysing the search results in a variety of ways including sentiment, hot topics,

geographic location and influence. The search plugins make use of the Social Integrator API (see above). The plugin architecture facilitates the easy addition of new features such as new social network searches or additional analysis tools. The main SAD service acts as a job scheduler, executing the plugins according to a configurable schedule.

Data collected by the search plugins or generated by the analysis plugins is added to a local database. In the current release, this is a PostgreSQL database but the next release will use the NoSQL database MongoDB for better performance and flexibility.

An instance of the SAD is deployed for a particular experiment and administrative control over the service can be given to the experimenter. The SAD is deployed in a standard web service container such as Tomcat.

Data generated by the SAD can be consumed by other services via a REST API or a customisable RSS feed. The SAD also communicates with the ECC: reporting metrics about the service itself such as the number of plugin executions. Work is underway to enable arbitrary metrics to be reported from the plugins to the ECC via the SAD service. This will enable applications such as the Social Monitor (see above) to be integrated as a plugin in the SAD.

The SAD provides a web interface to the experimenter or administrator to configure the plugin execution schedule and parameters of the plugins. The administration interface also displays the status of scheduled and previously executed plugins.

5.3.4. Social Annotation Service

The Social Annotation Service (SAS) offers an innovative and practical way to automate the process of video annotation with information coming from multiple individuals using the social media. The SAS helps with scenarios whereby a video stream needs to be reviewed and commented by multiple individuals, and altered afterwards according to received comments. Such scenarios can be met during the postproduction activities that take place every day following the shooting of a movie, review of virtual reality presentations or high performance training sessions with athletes and their peers.

The SAS builds on the AVCC which provides video ingest, video streaming and metadata management. The SAS takes care of all actions related to the social media (authorization, content posting and retrieval, etc), which remain transparent to the AVCC side and, consequently, to the user of the application.

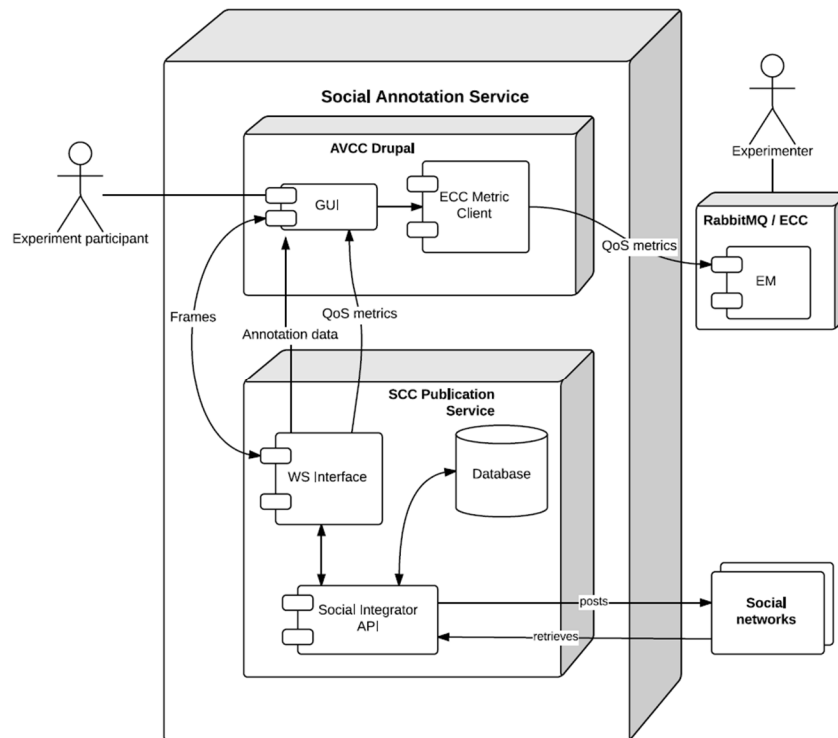


Figure 46: Social Annotation Service (SAS) architecture

5.4. 3D Content Component (3DCC)

3DCC is the main component for 3D information acquisition, enhancement and manipulation. It is comprised of 8 basic sub components that interoperate to provide useful information that can be used from the experimenter. The 3DCC functionalities can be divided into three major categories that provide different levels of interaction with the hardware (i.e., the Kinects). An overview of these subcomponents is provided right below:

Low-Level Functionalities

Depth Acquisition: This provides the experimenter with the raw depth information of a scene. It is the middle layer between the Kinect device and the experimenter. Simple and easy to use functions provide the experimenter with per pixel information about the depth of the scene.

Skeleton Acquisition: In the case where humans are involved in a scene, 3DCC can provide robust skeleton extraction for up to 15 joints. Moreover, skeleton tracking can be performed for human motion analysis.

RGB Acquisition: Images coming from the Kinect, along with their registration to depth pixel transformation, can be provided to the experimenter. This is important, since texturing of a post produced 3D model can be made possible through this information.

Mid-Level Functionalities

Depth Enhancement: Since raw depth data is noisy we provide several filtering algorithm to smooth and de-noise the raw information so that more accurate depth measurement can be made possible.

Skeleton Enhancement: Jerky (noisy) skeleton joints are detected and tracked and therefore corrected through a sophisticated tailored filtering framework to provide a more realistic skeleton.

Biomechanical Measurements: The 3DCC can provide several biomechanical measurements that are inferred from both depth and skeleton information. The most important being: angles between bones, human joints and calibrated objects' velocities, human body parts surface areas and calibrated objects' surface area. These measurements can be used by the experimenters in a multitude of ways to infer high level information that suits their needs.

High-Level Functionalities

Avatar Creation: The 3DCC provides an avatar authoring tool so that experimenters can create their own avatars that can be easily integrated into a virtual world. Other than a simple database of several features that can create artificial avatars, the 3DCC avatar creation tool can provide custom authoring capabilities that provide functionalities such as avatar personalization (so that the user's facial image can appear on the avatar).

Avatar Motion: The 3DCC can also interactively move the avatar using a Kinect alone. This functionality can be used from the experimenter in a multitude of ways to animate his avatar and interact into a virtual world.

3DCC is partitioned in two libraries and one application. One library, written in C#, is where all functionalities concerning low and midlevel functions are implemented such as the Acquisition modules, the Enhancement modules, the Skeleton Motion analysis modules and the Biomechanical analysis modules. A second library, written in C++, is where the high level (Avatar motion modules) functions are implemented. Finally a web application that provides means to create avatars from the scratch that can be used along with 3DCC.

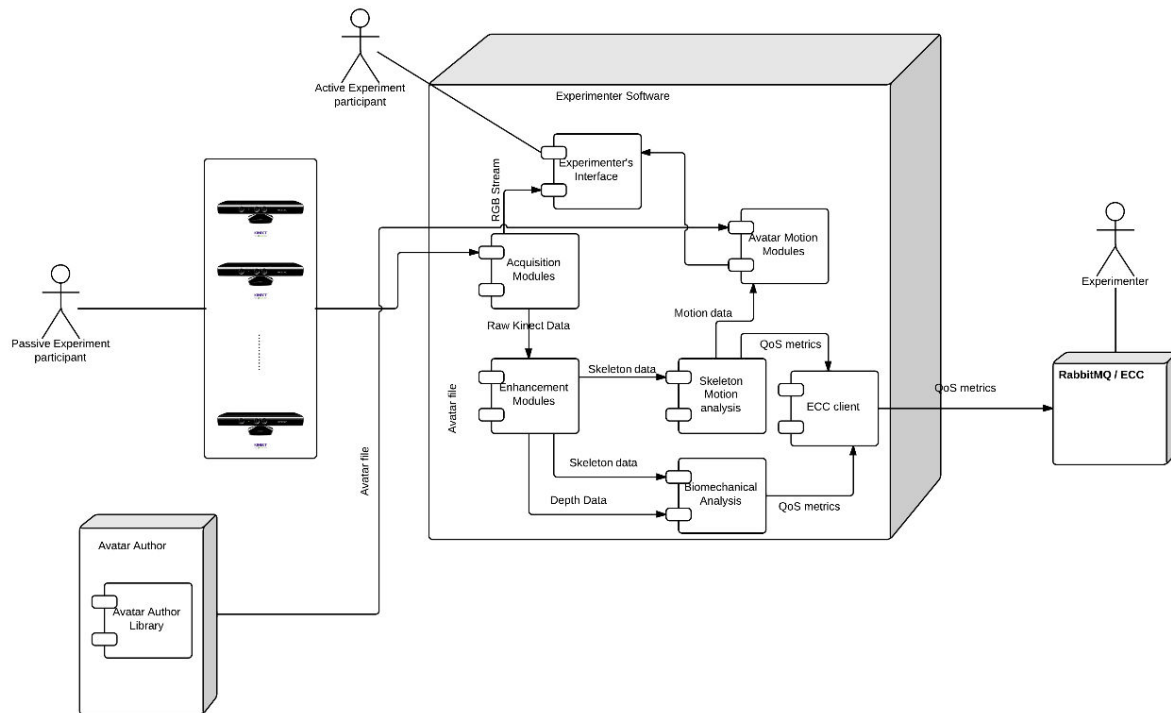


Figure 47: 3DCC deployment

3DCC can be used whenever an experiment needs to track and/or gather real-time 3D information. To do so, a computer connected to Kinects needs to run the experimenter's software where all functionalities from 3DCC are imported from the two previously mentioned libraries. Moreover, it can be used for smart real-time rendering of human-like motion avatars. The library can be deployed at any software the experimenter is developing and therefore all before mentioned tools integrate with the experimenter's software. 3DCC can deliver depth, RGB and skeleton data as files (in this case they are stored from 3DCC) and as a stream that can be captured from the experimenter's software. For the high level functionality the avatar is stored in a file (the experimenter's software can then ingest it through appropriate functions provided) and the skeleton motion data are streamed to the experimenter's software. Finally, 3DCC can also deliver QoS measurements that can be fed to the ECC through an ECC client. These QoS measurements are depth quality, skeleton quality, biomechanical measurements quality and frame rates of depth and skeleton acquisition from the Kinects in frames per second (fps).

3DCC information can be streamed to the experiment participant through an appropriated GUI and the experimenter can use the ECC to monitor the QoS measurements along the lifespan of the experiment.

6. Service Management and Deployment

6.1. Service Management

6.1.1. Service Level Agreements (SLAs)

Service level agreements are primarily for setting the expectations of both parties of a bilateral agreement between a service provider and a consumer.

For the consumer the SLA defines what level of service they can expect and what redress they have if the service level falls below those expectations. This helps the consumer to compare different service offers and to understand the likelihood of service failure and whether contingency plans are required. For the service provider the SLA puts a limit on the resources they need to commit to serving a particular consumer. It allows the service provider to plan the use of their resources efficiently: neither over- nor under-provisioning. A service provider will only put terms into an SLA about aspects of their offer that they can control. For instance, a cloud service provider will usually include a metric defining the “percentage up-time” for their service but will not include any guarantee or statement about the end-to-end latency of the network as the majority of the network path is out of their control.

The EXPERIMEDIA Platform is offered according to a simple SLA that defines the agreement between experimenter and service provider. SLAs generally define measureable terms against which they can be judged. SLA systems therefore at a minimum must have some sort of monitoring and measurement infrastructure and ideally also include automatic control systems to adjust the resourcing for each SLA. The EXPERIMEDIA SLAs offer simple terms

- Maximum number of experiment participants: the number of concurrent users that can access the platform within a single experiment
- Service availability: the monthly uptime percentage
- Duration of service: the total time the services will be available.

Services and resources are offered to experimenters either by

- Best effort: the service is free to the experimenter. The SLA terms are aspirations rather than guarantees, the service provider has no penalties for breaching an SLA beyond reputational damage
- Premium: the service is paid for by the experimenter. The SLA terms are guarantees and penalties will apply

The SLA terms for service availability and duration of service are measured by the Nagios monitoring system and reported to the Service Provider using the R6 platform.

6.2. Deployment Constraints

Experimenters have to design, develop and deploy an experimental system that consists of both baseline components from the EXPERIMEDIA Facility and technologies the experimenter is developing.

Figure 48 describes the relationship between concepts related to deployment and shows how partners develop components but also offer hosting sites. It also shows how third party hosters (e.g. Amazon) and service providers (e.g. Facebook) fit into the landscape. Each of the concepts is described in more detail within Table 2.

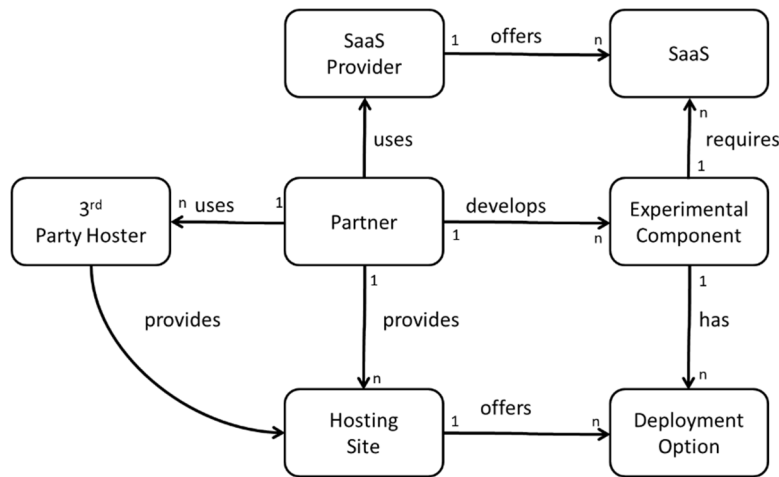


Figure 48: Conceptual Model of Deployment Options for Components

Table 2: Deployment concept descriptions

Concept	Description	Example
Experimental Component	An experiment component from A2 or A4 that needs to run as part of an experiment. Could include both software and sensors. Experimental Components require 1 or more hosting options.	SAD, POI Service, ECC, AR Client
Hosting Option	A container for experimental components to run in ranging from a real physical space to a virtualised container	Hosted Service, Service Container, Virtualisation, Physical machine, Physical Rack, Physical Location
Hosting Site	A physical location where experimental components can be deployed	Partner site, 3rd Party service provider
Partner	An EXPERIMEDIA project partner	ATOS, IT Innovation
3rd Party Host	A hosting provider	Amazon, Rightscale
SaaS Provider	A software as a service provider	Facebook, Twitter
SaaS	The service offered by a SaaS Provider	Facebook, Twitter

Each component in the system has deployment constraints that limit how and where a component can be deployed. For example, a cloud deployable service could be packaged for execution on Amazon or CAR's private cloud, where a mobile client library may be constrained to a mobile

device with a specific operating system. There are many hosting options ranging from choices about the physical location of the server machine right up to the manner of deployment of the application itself. An interesting deployment case is sensors and cameras which often require human experts to deploy and configure them. This is the case for the 3DCC where multiple Kinect cameras are used.

Table 3: Hosting options

Hosting Option	Description	Example
Hosted Service	Software as a Service hosted by an partner or 3 rd party that is configured and maintained by an EXPERIMEDIA partner	POI Service hosted at Infonova
Service Container	A environment to host services offering a set of high level common management functions (e.g. security, monitoring, etc)	R6, JBoss, Tomcat
Virtualisation	A environment to host VMimages on virtual machines	VMWare
Physical machine	A physical machine running a dedicated operating system	Machine running Linux OS
Physical Rack	A dedicated place to install physical machines	Machine room at CAR
Physical Location	A dedicated place to install other hardware (e.g. cameras and sensors)	Tholos Theatre at FHW, Taekwondo room at CAR

Table 4 shows the deployment options for the EXPERIMEDIA Platform. Many of these components are deployed as hosted services for experimenters. The benefit of this approach is that experimenters do not have to learn about how to operate the components and can focus on the objectives of their experiment. The ECC and SAD were initially provided as software distributions that could be flexibly deployed by experimenters in different containers rather than offered as hosted services. For some experimenters the process of installing the ECC was challenging and time consuming, reducing the efficiency of the experiment and usability of the ECC software. EXPERIMEDIA now offers hosting of all services for experimenters where possible. This decision moves EXPERIMEDIA towards a more centralised view of facility services and operating models that consider not only distributing software but also maintaining services that participate in experiments.

Table 4: Baseline component services - deployment options

	ECC (all)	AVCC (all)	Creator	POI Service	Babylon Service	Social Monitor	Social Analytics Dashboard	3DCC (all)
Hosting Option								
Hosted Service	X	X	X	X	X	X	X	
Service Container	X					X	X	
Virtualisation	X					X	X	
Physical machine	X					X	X	
Physical Rack								X
Physical Location								X

6.3. Security and Privacy

As stated in the architectural considerations (Section 2.3): “experiments must be legally compliant in accordance with data protection legislation and security and privacy therefore must be considered a critical attribute of component and systemic capabilities. Security and privacy must be by design rather than an add-on.”

Essentially we are addressing information security issues. A useful definition of “information security” is provided in the United States legal code²²:

The term “information security” means protecting information and information systems from unauthorized access, use, disclosure, disruption, modification, or destruction in order to provide—

- integrity, which means guarding against improper information modification or destruction, and includes ensuring information nonrepudiation and authenticity;
- confidentiality, which means preserving authorized restrictions on access and disclosure, including means for protecting personal privacy and proprietary information; and
- availability, which means ensuring timely and reliable access to and use of information.

Clearly, all these aspects of information security are applicable to EXPERIMEDIA and in particular the “confidentiality” is of primary import.

In architectural terms, we must ensure that EXPERIMEDIA baseline software can be operated to provide integrity, confidentiality and availability. This encompasses both the design and testing of the software and the manner in which it is deployed. The experiments in the first open call avoided the issue of storing personally identifiable data (and indeed, such data should not be stored

²² <http://www.law.cornell.edu/uscode/text/44/3542>

unless necessary) but we need to be able to support experiments where such sensitive data must be stored.

6.3.1. Service Hosting

As described above, there are various deployment options for the different baseline components. The ECC dashboard is a good example as it could be deployed in many ways:

- it could be deployed for the experimenter by a core partner (such as Infonova) or by the experimenter themselves;
- it could be deployed on hardware operated by the core partner/experimenter or on leased hardware at another site operated by another company (e.g. a cloud provider).

According to discussions with the Ethics Advisory Board, it is the responsibility of the owner of the service to protect the data in the service. So for example, if Infonova deploy the service then it is their responsibility. It is their responsibility regardless of where the service is deployed, so to continue the example, if Infonova deploy the ECC dashboard on a machine at a hosting provider then it is still Infonova's responsibility. This implies that hosting providers (if used) should be chosen carefully: the data-centre where the host is located should (at least) implement ISO 27001:2005²³ and should also be based in Europe for the best legal protection.

ISO 27001 defines a model for establishing, implementing, operating, monitoring, reviewing, maintaining and improving an Information Security Management System. It adopts the Plan – Do – Check – Act (PDCA) model of continuous improvement. The standard covers physical security as well as other aspects such as network security. Although a data centre specifying that it is ISO 27001 certified is a good thing, it is important to understand which controls of the standard have been implemented and which have not.

6.3.2. Risk Based Approach

The ISO 27005:2011²⁴ standard defines a risk-based approach for managing information system security aligned with the continuous Plan – Do – Check – Act methodology of ISO 27001. Threats must be identified, analysed and evaluated and a risk treatment chosen. Possible treatments are:

- risk modification: apply a control to reduce the risk;
- risk retention: accept the risk with no further action;
- risk avoidance: completely change the plan so that the risk cannot materialise;
- risk sharing: sub-contract another party to deal with the risk or insure against it.

Threats can come from three sources: they can be deliberate, accidental or environmental (natural). For instance, a hacker breaking into a system and stealing data is deliberate, an employee mistakenly copying sensitive data to a public folder is accidental and environmental threats are generally larger-scale disturbances such as floods and earthquakes.

²³ ISO/IEC 27001:2005, Information technology - Security techniques - Information security management systems – Requirements: http://www.iso.org/iso/catalogue_detail?csnumber=42103

²⁴ ISO/IEC 27005:2011, Information technology - Security techniques - Information security risk management: http://www.iso.org/iso/home/store/catalogue_tc/catalogue_detail.htm?csnumber=56742

Assets must be identified and their value assessed. By considering each asset, the likelihood of occurrence of a threat and the ease of exploitation of the threat it is possible to rank the risks and therefore understand which ones need most attention. When considering the threats to an asset, particular attention should be paid to human threat sources and the possible motivation of different types of people.

For example, what are the assets and threats to the configuration registry described in Section 29? The assets include the RabbitMQ hostname and port for a project's ECC dashboard. A threat is someone who is not supposed to know the data reading it. The value of that asset in part depends on the risks to the RabbitMQ service so we must look at that in turn. Given knowledge of the RabbitMQ service, a malicious user could execute a denial of service attack by flooding the server with requests, but what would be their motivation? The likelihood seems low. This suggests that the value of the asset in the configuration registry is also low and controls on the identified threat may not be necessary.

By following this process for other baseline systems and assets we can make considered judgements about what controls to apply where.

7. Conclusion

This document has described the Final Blueprint Architecture for social and networked media testbeds as developed in the EXPERIMEDIA project. The architecture extends the previous Blueprint Architecture by describing a Service Model, Information Model and additional FMI capabilities developed in the final year of the project.

The architecture addresses the need to offering the EXPERIMEDIA Platform-as-Service to experiments and for that platform to incorporate an Information Model supporting the exploration of relationships between QoS and QoE. The information model builds on empirical evidence and puts user observations and user's benefit at the centre of each experiment phase: from the design to the implementation, deployment and execution.

The approach allows the consideration of the rich deployment context for FMI systems. In such situations the systems-under-test and their requirements cannot be known in advance. Many actors operate and interact in real-time, requiring the experimentation platform to be dynamic and extensible to the needs of each system being studied, the real-world context and that of users participating in the study. Through adoption of a service-oriented architecture, a generalised and extensible observation model and Platform-as-a-Service delivery model including SLAs, the EXPERIMEDIA architecture ensures the platform can be tailored to the needs of cross-domain experiments and delivered to venues across Europe.