



■ In this Edition

Editorial.....	1
Zusammenfassung (German).....	1
Resumen (Spanish).....	1
News from the Project and the Work Packages	2
MYCAREVENT and Standardisation	4
Forthcoming Events.....	4
Contact Point.....	4

■ Zusammenfassung

Dies ist der erste *Newsletter* von MYCAREVENT, einem von der Europäischen Kommission geförderten Integrierten Projekt, das 20 Partner aus 10 europäischen Ländern zusammen führt. Das Projekt entwickelt neue Anwendungen und Dienstleistungen für den After-Sales-Markt, die es erlauben, zielgerichtet Reparatur- und Diagnoseinformationen nahtlos und sicher mobil abzurufen.

Dieser erste *Newsletter* stellt die Arbeitspakete, ihre Aufgaben und bisherigen Ergebnisse vor; er informiert über anstehende Veranstaltungen, weist auf Veröffentlichungen hin und informiert die Leser und Leserinnen über wichtige Ergebnisse rund um das Projekt. Er wird in zwei- bis dreimonatigem Abstand erscheinen und ergänzt die Webseite

www.mycarevent.com

Sie können sich zukünftig über diese Webseite auch für diesen *Newsletter* registrieren, so dass er Ihnen regelmäßig zugestellt wird.

■ Resumen

Esta es la primera edición del boletín de noticias de MYCAREVENT, un Proyecto Integrado financiado por la Comisión Europea en el que participan 20 socios de 10 países europeos. El proyecto está desarrollando nuevas aplicaciones y servicios que permitirán el acceso desde clientes móviles a información de diagnóstico y reparación en automóviles.

Este primer boletín describe los paquetes de trabajo, sus tareas y resultados más relevantes. Enumera los eventos y publicaciones, y mantiene a sus lectores informados de las cuestiones más importantes referidas a MYCAREVENT. Este boletín se publicará cada dos o tres meses y es un complemento de nuestro espacio web

www.mycarevent.com

Puede registrarse dentro de poco en el espacio web para recibir este boletín automáticamente.

■ MYCAREVENT's first Newsletter

Dear reader,

This is the first *Newsletter* of MYCAREVENT and it is an immense pleasure for us to present it to you. It will give you an insight into our Integrated Project which is EC funded.

The project will develop new applications and services for the automotive after-sales market allowing relevant repair and diagnosis information to be seamlessly and securely accessed by mobile clients.

This first *Newsletter* will answer basic questions about the project; it will make you familiar with the objectives and the benefits the users of MYCAREVENT products and services will realise when the results, approaches, technologies and facilities provided by MYCAREVENT go "live" in Europe.

This newsletter is complementary to our website

www.mycarevent.com.

While the website is regularly updated, this *Newsletter* will be published every two or three months, informing you on news from research and development, conferences, publications and events of and around MYCAREVENT.

You will also be able to directly interact with the project, discuss technology and services being developed and talk about your requirements on the Mobile Service World: in August our User Forum will be set up. The *Newsletter* and our website will keep you informed on how to join it.

After twelve months of concept generation, with extensive efforts by Consortium Members, the Project is now entering the phase of intensive implementation. Three demonstration events of MYCAREVENT are coming up in April and May and might be of interested to you; we will announce them on our website.

Being the coordinator of this highly ambitious project I invite you to keep up with our developments, to communicate with us, to give us your feedback and comments – anyplace, anywhere, anytime.

on behalf of the MYCAREVENT Consortium,

Dr. Volker Stich (FIR)
Project Co-ordinator

■ News from the Project and the Work Packages

The after-sales market of the European Automotive Industry is one of the most important European markets. The introduction of mobile applications has enabled new ways of working and collaboration among car manufacturers, workshops, road assistance services and the customer, who benefits from this.

MYCAREVENT will develop and implement new applications and services, that can seamlessly and securely be accessed by mobile devices. As a consequence, today's services will either be upgraded or substituted by innovative alternatives and extended in functionality. They will provide manufacturer specific car repair information according to the problems identified by the Off-/On-Board-Diagnosis systems. The information needs to be presented in different languages and the mobile worker needs to interact with the service portals of the car manufacturers and independent services while performing the repair of the car. By setting the requirements, MYCAREVENT will foster the aims of Block Exemption of the EC and will support the worker in coping with the increasing complexity of cars and their repair procedures. The project will also provide 'telematic' support for car drivers with self-services in situations where problem specific case based advice is all that is needed.

The results will be transferable to other industries which call for remote services of manufactured consumer goods, using pan-European technical standards. MYCAREVENT is strongly supported by car manufacturers, independent and dependent workshops and road assistance services, software developers, diagnostic tool manufacturers, and leading academics for an excellent coverage of the competencies needed to perform this Integrated Project successfully.

In its first stage of Concept Generation, the MYCAREVENT consortium has successfully worked in several areas such as Interactive Circuit Diagrams (IACD) and more sophisticated scanning tools. The consortium has also developed Mobilscan®, the world's first Symbian mobile phone based car diagnostics system as commercial product.

Summarizing, the mission of MYCAREVENT is to:

- Enable the highest possible *service level* for the European mobile society,
- Be a *benchmark* for other industries with a similar competitive aftermarket,
- Show *best practices* for multi-tier service supply network collaboration,
- Fulfil the intention of increased competition as regulated in the *Block Exemption*.

The work of MYCAREVENT is organized in work packages that deal with the following aspects.

■ Use Cases and Business Development

The aim of strengthening the competitiveness of Europe in light of the information society, as laid out in the EC's Lisbon Objectives, can only be achieved if strong business cases support the technological development and innovative solutions, which are elaborated in research projects. The MYCAREVENT initiative has therefore established this work package which is dedicated to the business aspects associated with the research and development performed. Its goal is to provide guidance in early phases and to set out a framework to facilitate the transfer of research results into profitable business. Consequently, all major consortium

members play an important role in this activity. The first task performed was the definition of possible use cases based on a market analysis. The evaluation of more than 2,600 questionnaires, face-to-face interviews and walkthroughs supported by numerous companies inside and outside the MYCAREVENT consortium provided a solid basis for business planning and set the guidelines for further research and development activities. The results were also taken as the foundation for more detailed consideration in business planning. The efforts in this direction were conducted in parallel with the technical development. Currently, the links between business and technology are established by the development of an overall generic workflow and the implementation of a business relation matrix as instruments to reflect the business requirements in the project demonstrators. The approach developed is extremely flexible, so that different business philosophies can be covered by the MYCAREVENT infrastructure.

■ Ontology

Bringing together the contributions of multiple partners across several countries requires a common language. The task of the work package on Ontology is to collaboratively build the information models, data structures, message formats and vocabularies which make up this MYCAREVENT language.

At the heart of the work has been the Information Reference Model: a conceptual representation of the MYCAREVENT world and the things which inhabit it – for example 'symptom', 'fault' and 'repair information'. By reaching a common view on these key information components, the relationships between them and the way in which they are described, the work package has been able to develop a foundation both for further 'abstract' definitions, and for the concrete structures and data sets which allow software components to talk to each other.

The common approaches adopted within MYCAREVENT are not intended to replace those used by manufacturers, roadside assistance organisations and other partners. Rather they are intended to provide a neutral representation, open to all data providers and users, into and out of which data can be translated with ease.

The outputs of the work package underpin the demonstrators which are now nearing completion. In the next phase of the project, the work package will be refining its models, and looking for opportunities to take the standardisation achieved within MYCAREVENT into a wider arena, bringing the benefits back to the automotive industry as a whole.

■ Mobile Communications

Mobile communication enables the exchange of vehicle fault details and repair information. Thus, mobile communication is a main enabler to allow complex repairs at the roadside. The driver reports a failure, this message and subsequent information are transmitted using mobile communication towards a service provider. The service provider analyses the described error message with an existing information database and provides guidance and repair information and, if necessary a process to deliver additional spare parts is initiated. The repair guidance information is transmitted to the roadside assistant who is now able to execute the repair (after delivery of spare parts, if any). Taking into account such repair and maintenance situations, difficulties might arise. Fast movement or a rural environment

represent substantial challenges for the performance of mobile communication networks. Different mobile communication systems may be considered, such as cellular systems, like GSM, implying GPRS or UMTS, as well as short range communication like WLAN or DSRC. The envisaged communication solution aims at facilitating today's communication systems as well as mobile communication concepts beyond 3G and hybrid systems. Additionally, localisation in mobile communication systems and localisation improvements are investigated. The MYCAREVENT consortium investigates the potential of various mobile devices and communication networks and designs the self-configuring "always best connected" network. A prototype demonstration will be developed and among other things, the "always best connected" network will be demonstrated.

■ Remote Services

The Remote Services for the vehicle driver, the roadside or the workshop technician are accessed via the MYCAREVENT portal. Documented system architecture allows these services to be implemented, on either the user's mobile device, on a server sitting behind the service portal or a combination of both. For example, a driver looking for tyre pressure information may only need the standard browser software that resides on their smartphone or PDA and to access a web service offering electronic handbook data. The technician who may need to understand precise details of the vehicle's electronic control units may need to connect a diagnostics module between the vehicle and a PC to extract hardware and software version data that enables a subsequent, specific web search.

The services being developed within MYCAREVENT include vehicle identification, using registration number or VIN, access to technical advice and repair information, remote diagnostics and access to expert system assistance when appropriate. Work is underway to better understand the reasons why any of the potential user groups may need to request assistance from a MYCAREVENT service. This involves analysis of historical data from the roadside assistance partners and development of services focused on these most frequent occurrences.

■ Service Portal

The Service Portal provided by this work package is a core component of MYCAREVENT. It will act as a single gateway to technical information on automotive diagnosis, repair and maintenance that is made available by automotive manufacturers and independent organisations supporting the aftermarket. The core portal covers flexible business rules and a workflow engine for the integration of a wide variety of functionalities such as multi-language search and diagnosis, information distribution, authoring of repair information and accounting.

To achieve high user acceptance the work package is making use of innovative and state-of-the-art technologies to find the "right" information supporting the users need. The implementation of complementary solutions developed in this work package into a combined MYCAREVENT portal system will improve this system of providing information with further functionality such as a distributed expert system or an advanced query service.

While preparing a first Pilot demonstration for MYCAREVENT stakeholders, work package partners are currently implementing first prototypes of the above mentioned components covering, for example, the basic portal infrastructure and early versions of the search and diagnosis components.

■ Mobile Applications

This work package is responsible for delivering applications for use by authorised repairers, independent repairers and individual drivers situated in a garage, at the roadside or at home. The applications developed by this work package have a close relation with the outputs of the other work packages, and in particular they:

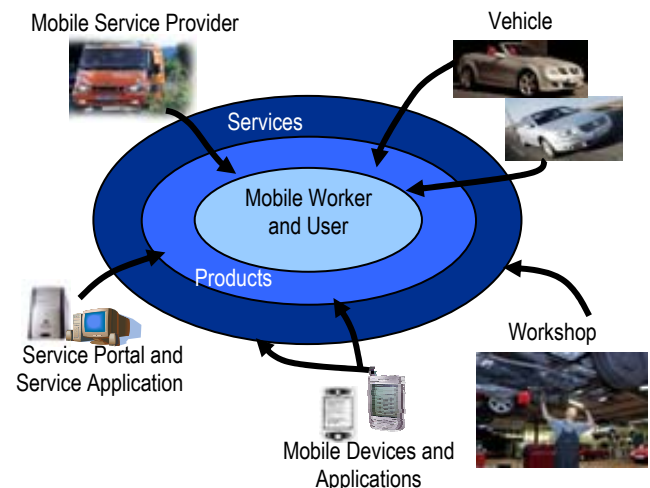
- utilise the data structures defined in the work package Ontology.
- consume the services developed in the work package on remote services.
- communicate using the systems developed in the work package on mobile communication.
- obtain information from the Service Portal developed in the respective work package.

Work package partners have recently completed documents relating to the requirements and user interface and are now applying the finishing touches to documents associated with the design of the mobile applications and associated automotive diagnostic hardware.

In order to gain the maximum benefit from the expertise offered by the diverse range of partners, four expert groups have been established focusing on the following areas:

- Middleware,
- User Interface,
- Security,
- Automotive diagnostics.

The work package has adopted an incremental approach to the development of applications where each increment builds on the functionality developed in the previous increment. At the moment, work package partners are working towards demonstrators that will illustrate the concepts of vehicle identification and the retrieval of relevant technical tips and repair information.



The MYCAREVENT Mobile Service World

■ Training

MYCAREVENT is a technology oriented research project within the automotive service world. In the end consumers and users will decide on success or failure. Users will mainly base their decision in favour of MYCAREVENT on the benefits that it offers them.

Their decision will be influenced by their ability and willingness to make best use of the services. This also relies on their competence to utilise MYCAREVENT services. Consequently, they will need to have a qualification according to their respective roles. The overall vision of MYCAREVENT training is to offer qualification programs that are user-centric.

In the framework of the project, training modules applying of e-learning will be developed, helping users understand the benefits of MYCAREVENT and empowering them to make use of the services effectively. In addition to the production of basic modules, advanced modules will be designed to include specific user groups and their specific training requirements and objectives.

A modular approach differentiating basic knowledge, first practical steps and expert applications ensures that all user groups will benefit from the training. The basic modules are available in English, German and Spanish, to increase acceptance; they can be studied and completed during a typical break at work.

The process of developing MYCAREVENT training is state-of-the-art, and complies with various standards and recommendations. It began with a needs and requirement analysis of all user groups leading to the definition of overall training objectives. The definition of the syllabus is currently in progress. The first pilot modules are planned for summer 2006. In addition, recommendations will be developed on how to implement MYCAREVENT Training.

■ MYCAREVENT and Standardisation

MYCAREVENT will explore new ways of exchanging information among car manufacturers, stationary workshop premises, mobile road side assistants and drivers. Each of these user groups have different requirements on format, contents, access and cost. Still, all partners in MYCAREVENT have to come together to get the best results. It is here where standardisation gets into the setting of MYCAREVENT. It is an integral part of the project and will support the development of sustainable results.

A number of existing standards are already applied in the work packages that deal with research, technological development and innovation. Some of these will not exactly fit the needs of MYCAREVENT, gaps will be identified as well as the complete lack of standards. This picture of the standardisation landscape will be used to identify the areas where MYCAREVENT and its Partners will become active and develop new standards in collaboration with DIN, the recognized German national standards body, and its R&D Phase Standardisation .

R&D Phase Standardisation plays an important role in innovative technological areas that are characterized by a fast chain of development, implementation and re-design.

Specific standardisation tools are applied that support research projects in managing and anchoring results and knowledge in the world of standards while making them available to the public and thus contributing to sustainability.

On May 22 a CEN/STAR Trends Analysis Workshop will take place at DIN where stakeholders meet to discuss the potentials of standardisation of results and knowledge originating from MYCAREVENT.

■ Forthcoming Events

MYCAREVENT Demonstration Events

Pilot Demonstrations will be held at these three locations:

April 27 – Walsall, Great Britain; May 4 – Wolfsburg, German;

May 11 – Barcelona, Spain

For more information on these demonstrations go to

www.mycarevent.com

Hannover Trade Fair

April 27, 2006

Hannover, Germany

15:00 Standards und ihre Bedeutung in MYCAREVENT
Standards and their significance for MYCAREVENT
(presentation in German)

Hannover Exhibition Center, TECH TRANSFER Exhibition Hall, Building 2, D 16

CEN/STAR Trends Analysis Workshop

May 22, 2206

Berlin, Germany

The CEN/STAR Workshop is part of the standardisation approach of MYCAREVENT, where partners meet with industry and academia and other relevant stakeholders in the area to jointly discuss and explore relevant standardisation and its potentials. A panel discussion on voluntary standardisation and mandatory regulation is part of the agenda. Conference language is English.

Conference Information and registration: www.ebn.din.de, follow the link to → MYCAREVENT

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