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■ Zusammenfassung

In diesem zweiten MYCAREVENT *Newsletter* finden Sie u. a. Berichte von drei Vorführungen von in MYCAREVENT entwickelten Prototypen. Für die deutschsprachigen Leser ist eine Beilage der Vorführung in Wolfsburg auf Deutsch beigefügt. Ein Interview mit Antony Scott, dem neuen Technischen Manager des Projektes, und eine Zusammenfassung des Workshops zu Potential und Herausforderungen an Standardisierung in MYCAREVENT runden den *Newsletter* ab.

Die Webseite www.mycarevent.com ist überarbeitet worden und bietet nun ein Download aller öffentlich verfügbaren Deliverables an.

Auf der letzten Seite finden Sie Ankündigungen von Konferenzbeiträgen von MYCAREVENT für die nächsten Monate.

■ Resumen

En esta segunda edición del boletín de MYCAREVENT encontrará información sobre los tres eventos de demostración de los prototipos desarrollados en el marco del proyecto. Para los lectores en español hay un breve resumen de las demostraciones en Barcelona. Otros contenidos presentes en esta edición son una entrevista con A. Scott, el nuevo gestor técnico, y un resumen del Workshop sobre los desafíos y el potencial en la estandarización dentro de MYCAREVENT.

Nuestro espacio web www.mycarevent.com ha actualizado su contenido y ahora ofrece acceso a todos los documentos disponibles públicamente.

En la última página podrá encontrar anuncios de contribuciones de MYCAREVENT a conferencias y otros eventos en los próximos meses.

■ MYCAREVENT shows its potential

Dear reader,

This is the second MYCAREVENT *Newsletter*. The Project highlights have been manifold during the past weeks. You will find reports on three demonstrations that showed off prototypes developed in MYCAREVENT, an interview with Antony Scott, the project's new Technical Manager, a summary of our workshop on standardisation challenges and potential for MYCAREVENT and a list of past and future conferences that have involved or will involve partners from the MYCAREVENT consortium.

For our German and Spanish readers we include the reports on the demonstrations in German and Spanish as special inserts.

The website of MYCAREVENT has a new face and offers new contents, so check it regularly:

www.mycarevent.com.

It has been also been revised to make it easier for you to access information you might want. All public deliverables are now posted; there is a short abstract of each one of them, so that you may select the specific one you are looking for before downloading it.

■ Interview with Antony Scott, new Technical Manager of MYCAREVENT

MYCAREVENT Newsletter: Antony, give us a short description of the Technical Manager role in MYCAREVENT.

Antony Scott: We have described the role as 'to coordinate implementation activities within MYCAREVENT'. In practice, this means doing many of the things that any manager in software or hardware implementation environment within a single organisation would be doing, but doing them with and on behalf of the 11 implementing partners. This includes planning, support, information sharing, open issue tracking and generally troubleshooting the process.

Newsletter: Why has this role been created at this stage of the project?

Antony Scott: In the first half of the project lifetime, the project produced a number of paper deliverables, and an initial set of prototypes based on these. With not much more than a year of the project to run, we now need to focus on finishing the project with an integrated set of components which implements the vision which we set out to achieve. We have a much clearer idea of what is possible, and who can achieve it – so this coordinating role has



been created to make sure that we make the most of our collective learning and skills, and confront potential obstacles early in the process.

Newsletter: What are the challenges confronting you ?

Antony Scott: While we have done a thorough job in describing what it is we want to do, any developer knows that when you sit down to do it, questions arise – what does this actually mean, who is doing that, how are these components going to work together? One of the big challenges of MYCAREVENT is to be able to answer these questions, and allow the project to stay on its critical path. The Technical Manager can't answer them all himself of course – but he should make sure that the processes are in place firstly to deal with as many as possible before they arise, and secondly to ensure that the right people are involved at the right time to tackle them.

Newsletter: What are your personal goals concerning this role ?

Antony Scott: The goals of MYCAREVENT are ambitious, and their attainment is dependent not only on technical achievement, but also on wider issues such as business models, marketing, content availability and the commercial environment in the automotive aftermarket. My own goals therefore follow from this – the technical dependencies are in many ways more under the project's control than some of the others, so if we can oil the wheels of implementation, we will have more time to put into some of the other things needed for the project to succeed.

Newsletter: Antony, thank you very much for this interview.

■ News from the Project and the Work Packages

During the past weeks, work in MYCAREVENT concentrated on preparing demonstrations aimed at showing R&D achievements in the project; all partners and work packages were busy preparing, focusing on the following demonstration scenarios:

- car related, including telecommunication and location based demonstration,
- road-side assistance related, including telecommunication and location based demonstration,
- service portal architecture, including workshop related issues as well as expert systems.



The current MYCAREVENT Portal Front-End

The results originating from the different work packages had to be integrated and coordinated with one another. The organization of the demonstrations needed logistic efforts beforehand and just-in-time at the demonstration sites.

An evaluation of the demonstrations was part of the planning to gather feedback and issues for the revision and refinement of specifications for further R&D activities. The ultimate goal of early demonstrations was the availability of test results for improvement of the prototypes and – using feedback from the audience – the assessment of market potential and maturity.

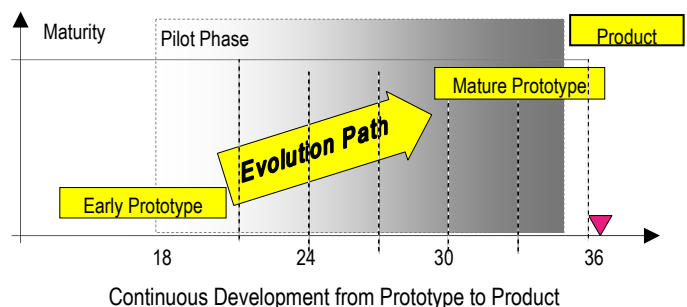
■ MYCAREVENT Pilot Demonstrations

In showing what is being developed and achieved it is a strategy of MYCAREVENT to get as close as possible to potential end-users. These are not only drivers, but also dependent and independent service providers and workshop technicians. They are the stakeholders who will profit from the products and services in the future; their feedback is therefore essential for MYCAREVENT.

As future users and customers on the road and in the workshops they want to get to know and really see as early as possible how the different technologies, mobile devices and self-adapting applications interact in an everyday situation: is it easy to get access ? How long does it take to find the information I am looking for ? Do I get the information I really need – and how ?

MYCAREVENT developed a strategy to satisfy this curiosity. Field demonstrations are planned that simulate a situation of a car breakdown situation – using real cars, real service providers, real mobile devices and in circumstances that seem to be very real.

Using methods of *rapid prototyping*, the first on-site demonstrations of the first prototype had been planned for May/June 2006 and so the first demonstrations took place this spring.



Three demonstrations in three different geographic locations – Walsall in UK, Barcelona in Spain and Wolfsburg in Germany – had been chosen to reflect the European dimension of MYCAREVENT and to take into account as early as possibly diverse cultural or legal requirements.

■ MYCAREVENT Demonstration in Walsall

On the 27th of April RAC hosted in Walsall the first public demonstration of the MYCAREVENT project to an audience of 45 participants from the automotive industry and motoring press. Those attending were treated to a mixture of presentations to convey the aims and objectives of the project and interactive demonstrations of the prototypes available so far. The event

focused on the end user, demonstrating the benefits of the project aims for the driver, workshop and roadside environments.

The prototypes demonstrated included the IACD viewer developed by ESG; the Advanced Query Service was demonstrated by CSW, and the audience was given the opportunity to directly ask questions relating to content and functions of the service and how the user would interact with it.



Presenting the aims of MYCAREVENT

BMW assisted in the event and arrived with a 6 Series BMW that took centre stage in the workshop. Julius Teske of BMW demonstrated the general feasibility of remote communication between OEM/Road Side Assistance Partners with cars on the road, as elaborated in WP 4. An MDA with prototype software was used to remotely delete trouble codes on the car computer from BMW Service Headquarters in Munich. For a better visualization it was impressively shown how the indicators of the car were switched on remotely.



The BMW at center stage

On the same theme of remote access Omitec showed their Telematics prototype developed as part of MYCAREVENT and connected to a vehicle parked at their headquarters in Devizes, UK. Angelo Navaratnarajah of Omitec showed how the unit could be used to track the vehicles location, retrieve fault codes and live data and display it to the user. This demonstration was impressive and received recognition by being a feature on the regional BBC evening news broadcast.

The audience received a demonstration of the MoBiScan product developed by Care2Wear; in this demonstration the audience was

able to see how a smart phone could be used to retrieve trouble codes from a vehicle and send them to a database that could be viewed over the internet.



Demonstration of MoBiScan

Finally, the MYCAREVENT user interface and the electronic drivers handbook were both presented to the audience, showing the usability of such services in the real world, and opened up discussions around the availability of data and the likely cost.



Tracking the vehicle

Overall the participants reported the day had been beneficial and they will be very interested in future developments and the final outcome of the project. As part of the feedback every one who attended completed a questionnaire requesting their views on the project and how it would fit into their working environment or as a driver.

■ MYCAREVENT Demonstration in Wolfsburg

On the 4th of May 2006 VOLKSWAGEN invited an audience to a MYCAREVENT demonstration held on the premises of the Volkswagen Technical Service Center (TSC) near Wolfsburg. The objective of the demonstration event was to present the latest available prototypes of all MYCAREVENT pilots to the public and to gather feedback from the audience. Thus, the event was essential to ensure that the project outcome fulfils the user expectations.

The audience was composed of members of the MYCAREVENT consortium, representatives from the car manufacturer SKODA

(representatives of AUDI and SEAT visited the demonstration in Barcelona) representatives of the VOLKSWAGEN wholesale organisation responsible for administration, support, technical hotline and training of workshop organisation and people of different VOLKSWAGEN departments responsible for distribution of technical information, production of technical information, Information Technologies and workshop systems.



At the Wolfsburg demonstration

The demonstration itself was subdivided into three parts.

Initially, an overview of MYCAREVENT was presented by FIR, followed by a live demonstration of the workflow a user has to follow to get information via the portal.

The portal, including the core infrastructure developed by MUL services, was explained with a live presentation followed by an introduction to Intelligent Communication Management (INCO).



INCO at Work

The second part of event was a practical demonstration of INCO. It was installed in a Volkswagen Service Mobile as it is used for roadside assistance performed by Volkswagen workshops. Also the access to an Owner Manual using the portal via a PDA was demonstrated.

The third part of the event was a presentation of the three pilots to give the audience insights into possible further use of MYCAREVENT results:

- Pilot I gave an overview and a detailed view of interactive circuit diagrams (IACD).

- Pilot II showed the functionality of an Advanced Query Service (AQS), besides giving a generic overview.
- The Pilot III demonstration was focused on the expert system but also displayed the MoBiScan and the approach to add OBD information to a value added service scenario.

At the end of the presentation the project concepts and results were discussed among presenters and audience. Following the discussion the need for a good integration of MYCAREVENT in the existing service world became obvious. At the end of the event a questionnaire was circulated to get written feedback.

Overall the meeting was a huge success for MYCAREVENT project marketing as many additional people, representing various functions in Service organisations got involved and contributed their point of view.

■ MYCAREVENT Demonstration in Barcelona

On the 11th of May 2006 RACC organised a demonstration meeting with the objectives of presenting the latest available prototypes to the public and to gather audience feedback, in order to ensure that the project outcomes fulfil the user expectations.

There was a varied audience, covering the different user groups: 2 car manufacturers, 5 official dealers, 1 Official roadside assistance company, 1 Independent roadside assistance company, 2 multi-brand independent workshops, 1 official technical school for mechanics, 1 second hand vehicle dealer, 1 automotive consultancy and 1 automotive service provider.



At the Barcelona demonstration

Initially a MYCAREVENT overview was presented, and later on demonstrations were conducted using the available prototypes.

The IACD viewer from VW was demonstrated; it was installed in a PC in order to visualise different Interactive Circuit Diagrams (translated into Spanish). After that, the Service Portal GUI developed by UHasselt (formerly known as LUC) was presented (also translated into Spanish), showing the audience the proposed steps to access the MYCAREVENT services. Also the AQS (Advanced Query Service) was demonstrated, thanks to the prototype provided by CSW.

One of the most spectacular demonstrations was the telematic access from a PC, in Barcelona, to the EOBD and sensor data from a vehicle located in the UK, using the prototypes provided by Omitec.

Additionally, the access to an electronic version of a VW owner manual by PDA was demonstrated, using the prototypes developed by UHasselt. TID also presented the demonstrator for the Added Value Services for the drivers. INCO and Expert System concepts were also presented during the event, developments here were mainly driven by AU, TID, C2W and EITC.



Demo Workstation

After that, the group was split into 2 halves; while a first group filled in the paper questionnaire, the other one was attending to the MoBiScan demo in the RACC parking area, where a faulty SEAT Ibiza was prepared to demonstrate the scan tool embedded in a mobile phone developed by C2W. Retrieved data was displayed in the C2W server. Then the groups were interchanged to enable all to complete the questionnaires.



MoBiScan Demonstration

During the coffee break and lunch times, the visitors had the opportunity to interact with the demonstrators, using an available PC with access to the different services.

Finally, after a valuable discussion session between the audience and the Consortium partners, Daimler Chrysler conducted individual interviews with an OEM and an Independent Workshop.



Expert Interviews in Barcelona

■ MYCAREVENT and Standardisation

On May 22, 2006 DIN and CEN/STAR, the advisory body on standardisation and research of CEN, the European Standardisation Committee, held a joint Trends Analysis workshop for MYCAREVENT.

Partners in MYCAREVENT discussed challenges and opportunities of standardisation in MYCAREVENT, while presentations on the framework for standardisation in MYCAREVENT, on existing standardisation, and on the relationship of innovation, regulation and standardisation rounded off the morning and early afternoon session.

The event closed with a panel discussion on voluntary standardisation and legislative regulation; here the audience indicated that voluntary standardisation done in cooperation with as many partners as possible can be an option to be prepared for regulation imposed by legislation.

Next steps in standardisation in MYCAREVENT will be the preparation of publicly available specification(s), exchange with interested parties, and progress through joint efforts where feasible.

If you would like to be kept informed on these activities, send in the questionnaire on standardisation interests posted on

www.mycarevent.com → Events, or

www.ebn.din.de → MYCAREVENT

The proceedings of the workshop are available for download also from these sites.

■ Past Events

MYCAREVENT at Hannover Trade Fair

On April 27, MYCAREVENT, represented by Jan Ruger of Volkswagen, introduced the role of standardisation in MYCAREVENT at the TechTransfer Forum of the Hannover Trade Fair. This was part of a series of presentations and talks in the framework called "Innovation and Standardization", presenting projects that make use of R&D Phase Standardization in collaboration with DIN, the German Standards body.

<http://www.ebn.din.de/>

3rd International Workshop on Intelligent Transportation (WIT 2006)

On March 15, AU presented in Hamburg an "Architecture of a Vehicle Communication Gateway for Media Independent Handover"

<http://wit.tu-harburg.de/>

5th IST Mobile & Wireless Communication Summit 2006

Guido Gehlen and Aijaz Fahad from AU presented „An enhanced UDP SOAP-Binding for a mobile Web Service based Middleware“ at this event in Myconos, Greece, 2006-06-04/08

<http://mobilesummit2006.org>

12th International Conference on Concurrent Enterprising

FIR showed "Implementing Business Methods to Create Value for Extended Services within Multinational Automotive Sector" in Milan, Italy, on 2006-06-26

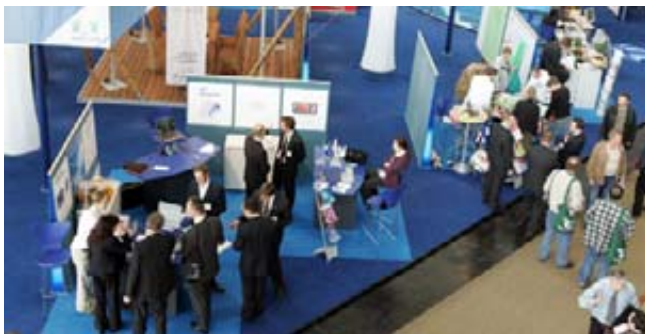
<http://www.ice-conference.org/2006/default.asp?page=schedule-print&schedule.id=18&schedule.expanded=yes>

IEEE Symposium on Computers and Communications (ISCC'06)

AU discussed "MYCAREVENT – Vehicular Communication Gateway for Car Maintenance and Remote Diagnosis" at this conference in Pula-Cagliari, Sardinia, Italy on 2006-06-26/29

<http://www.comsoc.org/iscc/2006/>

Where suitable, presentations held at conferences, workshops and other events will be posted on the MYCAREVENT website.



At the TechTransfer Exhibition Hall at the Hannover Trade Fair

■ Forthcoming Events

Partners of the MYCAREVENT Consortium will present at the following events:

IEEE Vehicular Technology Conference 2006 Fall (VTC 2006-Fall)

AU and FIR will join efforts to present an "Architecture of an Always Best Connected Vehicular Communication Gateway" at this important conference in Montréal, Canada, on 2006-09-25/28

<http://www.vtc2006fall.org/>

VDE Kongress 2006 "Innovations for Europe"

Here again, AU and FIR will work together to show how "MYCAREVENT – Wie mobile Kommunikation Ihr Automobil

wieder mobil macht", to take place in Aachen Germany, on 2006-10-23/25

<http://www.vde.com/vde/>

eChallenges 2006

FIR will present a view on "Business Integration for eServices in collaborative Car Breakdown Support" in Barcelona on 2006-10-25/27

www.echallenges.org

9. Aachener Dienstleistungsforum

This huge and significant conference on services will be used as stage for a presentation of MYCAREVENT; Aachen Germany, 2006-09-05/06

www.dienstleistungsforum.de

Pro-VE 2006

FIR will present a meta process for "Service Development in Virtual Enterprises" at this 7th IFIP Working Conference on Virtual Enterprises in Helsinki on 2006-09-25/27

<http://www.pro-ve.org/>

Look for details on the MYCAREVENT websites, conference websites shown or in future MYCAREVENT Newsletters.

■ Abbreviations

AQS	Advanced Query Service
EOBD	European OnBoard Dignostics
GUI	Graphical User Interface
IACD	Interactive Circuit Diagram
INCO	Intelligent Communication Management
MDA	Mobile Digital Assistant
OBD	OnBoard Diagnostics
PDA	Personal Digital Assistant
TM	Technical Manager

■ Partner Acronyms

For a list of partners and their acronyms go to

www.mycarevent.com

■ Contact Point

Heiko Dirlenbach
Forschungsinstitut für Rationalisierung
Pontdriesch 14/16
D-52062 Aachen
Tel.: ++49 (0) 241 4 77 05 – 242
Fax: ++49 (0) 241 4 77 05 – 199
Email: info@mycarevent.com

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<http://www.mycarevent.com>

Work packages are responsible for the contents of contributions, unless otherwise indicated. – The MYCAREVENT Newsletter is provided free of charge; for subscription registration write to info@mycarevent.com.

■ Die MYCAREVENT Vorführung in Wolfsburg

VOLKSWAGEN hatte zu einer MYCAREVENT-Demonstration am 4. Mai 2006 in die Räumlichkeiten des Technischen Service Centers (TSC) in der Nähe von Wolfsburg eingeladen. Ziel der Veranstaltung war, die neuesten verfügbaren MYCAREVENT Entwicklungs-Prototypen öffentlich vorzustellen und von den Besuchern der Veranstaltung Feedback dazu zu erhalten. Die Veranstaltung war wichtig, um abzusichern, dass die Projektergebnisse den Anwendererwartungen entsprechen.

Die Zuhörerschaft setzte sich zusammen aus Mitgliedern des MYCAREVENT Konsortiums, Vertretern der Automarke SKODA (Vertreter der Marken SEAT und AUDI haben an der analogen Veranstaltung in Barcelona teilgenommen), Mitarbeitern der VOLKSWAGEN Großhandelsorganisation mit Verantwortung für Verwaltung, Betreuung, Technische Beratung und Training der Einzelhandelsorganisation sowie Mitarbeitern diverser VOLKSWAGEN Bereiche mit Verantwortung für die Erstellung und Verteilung technischer Informationen, für Informationstechnik und Werkstattssysteme.

Die Veranstaltung gliederte sich in drei Teile:

- Zu Beginn präsentierte FIR eine Projektübersicht von MYCAREVENT gefolgt von einer Live-Vorführung des zukünftigen Ablaufes, der aufzeigte, wie ein Anwender Informationen aus dem Portal erhält.

Aufbau und Funktion des Portals wurden in einer Präsentation erklärt. Danach gab es eine Vorstellung des Intelligenten Kommunikationsmanagements (INCO).

- Im zweiten Teil der Veranstaltung wurde INCO in einer praktischen Demonstration vorgestellt. Dazu war INCO zuvor in einem Volkswagen Service Mobil, das von Volkswagen Werkstätten für Pannenhilfe genutzt wird, installiert worden. Zusätzlich wurde der Zugriff auf die Bedienungsanleitung eines Volkswagen Passat und die Anzeige auf einem PDA demonstriert.
- Der dritte Teil der Veranstaltung war für die Vorstellung der drei Piloten vorgesehen. Den Zuhörern wurden dabei noch weitere anvisierte MYCAREVENT-Ergebnisse vorgestellt:
 - Pilot I zeigte eine Gesamtübersicht seiner Abläufe mit spezieller Sicht auf interactive Stromlaufpläne (IACD).
 - Pilot II gab neben der Gesamtübersicht einen Einblick in die Funktionsweise des Abfrage-Systems (AQS).
 - Pilot III konzentrierte sich auf die Vorstellung des Expertensystems und die Demonstration eines Mobile Scan Tools, mit dem Informationen aus dem Fahrzeug ausgelesen werden und z.B. auf dem Handy angezeigt werden können.

Mit den Zuhörern wurde angeregt über Projektkonzepte und -ergebnisse diskutiert. Die Forderung nach einer Integration von MYCAREVENT in existierende Serviceumgebungen wurde betont. Ein vorbereiteter Fragebogen wurde von den Zuhörern ausgefüllt.

Insgesamt war die Veranstaltung ein Erfolg für die MYCAREVENT Projektvermarktung, weil viele zusätzliche Personen mit unterschiedlichen Funktionen innerhalb des Service eingebunden wurden.



Während der Präsentationen



INCO im Volkswagen Service Mobil

■ Demostración de MYCAREVENT en Barcelona

El pasado 11 de Mayo de 2006 el RACC Automóvil Club organizó en sus oficinas de Barcelona un evento de demostración con el objetivo de presentar al público los prototipos disponibles, y asegurar que los resultados del proyecto cumplen con las expectativas de los usuarios.

Los numerosos asistentes representaron ampliamente a los distintos grupos de usuarios a los que MYCAREVENT se dirige: 2 fabricantes de automóviles (SEAT y Audi), 5 concesionarios oficiales (2 de Ford, 1 de Chevrolet y 2 de Mercedes-Benz), 1 compañía de asistencia en carretera oficial (Universal), 1 compañía de asistencia en carretera independiente (Línea Directa Asistencia), 2 talleres independientes multimarca (Auto d'Aro y Taller Romeu), 1 escuela oficial de técnicos de automoción (Monlau), 1 empresa de venta de vehículos de ocasión (Dates), 1 consultora del sector de la Automoción (Azeler) y 1 un proveedor de servicios (Mobiauto).

Inicialmente se procedió a presentar las líneas de acción principales del proyecto, y posteriormente se mostraron los prototipos disponibles: Se empezó con la interfaz gráfica del Portal MYCAREVENT desarrollada por UHAsselt (traducida para la ocasión al castellano), mostrando al público los pasos propuestos para acceder a los diferentes servicios. A continuación se continuó con el visor de IACDs de VW, instalado en un PC, gracias al cual el público pudo ver los Diagramas de Circuito Interactivos traducidos también al castellano. También se mostró el AQS (servicio de búsqueda avanzada) utilizando el prototipo desarrollado por CSW.



Sala de demostración



PC de pruebas para invitados

Una de las demostraciones más espectaculares del día fue el acceso remoto desde Barcelona a la información de sensores y EOBD de un vehículo ubicado en el Reino Unido (prototipos realizados por Omitec).

Adicionalmente se mostró el acceso a través de una PDA a una versión electrónica de manual de usuario de VW, desarrollado por UHAsselt. TID también mostró una nueva versión de los Servicios de Valor Añadido para conductores. Finalmente se explicó el concepto del INCO (Intelligent Communication Management) desarrollado por la Universidad de Aachen, y del Sistema Experto (Euro IT&C). Finalmente se mostró a los asistentes el funcionamiento del MobilScan de C2W en un coche al que se le provocaron fallos de motor para poder evidenciar el funcionamiento de la herramienta.

A continuación se abrió el turno de consultas, en la que se pudo recoger la valiosa opinión de asistentes. También se pidió al público que rellenara un cuestionario escrito donde se les invitaba a manifestar su opinión y aportaciones acerca del proyecto. Finalmente algunos de los asistentes fueron invitados a entrevistas personalizadas más detalladas.

En el transcurso de la comida, los asistentes también tuvieron ocasión de probar personalmente los prototipos a través de un PC con acceso habilitado a todos ellos.



Demo MoBiScan



Entrevistas a expertos