D2.6.2

REPORT ON SUPPORT ACTIONS

October 2015

ABSTRACT

This document reports on status and further plans for support of FIC2Lab and the WP2 (Social Connected TV Platform) enablers featured on the lab.

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1.1 - Global structure and organization of Phase 3 support by the WP and its members

WP2 selected enablers on the basis of their deployment status, usefulness for TV developers and broadcasters, and suggestions made by the reviewers. All WP2 partners have successfully provided enabler requirements for efficient integration in the FIC2Lab. SMEs and third parties can now easily and seamlessly access the technologies, deploy them, tweak (some of) them and make contact with the partners responsible.

The Social Connected TV Platform undertook the following effort in order to provide our enablers on FIC2Lab:
- we updated the relevant meta-structure and added missing content, including graphics/videos and documentation on how to run demons;
- we provided API description using Swagger;
- we deployed enablers on GitHub by
    - generating and supplying Readme files,
    - using the GitHub bug tracking;
- whenever applicable, we provided playground integration;
- we created demo/enabler videos.

1.2 - Support actions conducted during the execution of the project.

1.2.1 - Fraunhofer FOKUS

FOKUS deployed successfully two WP2 enablers on the FIC2Lab. The **Content Enrichment SE** is licensed and available on cenr.fokus.fraunhofer.de and on Github https://github.com/fraunhoferfokus/fic2-cenr for phase 3 participants.

Documentation about installing, using and developing the Content Enrichment is available also under Github https://github.com/fraunhoferfokus/fic2-cenr/blob/master/README.md#content-enrichment-se-api-specification. A demo endpoint is available at http://cenr.fokus.fraunhofer.de/play/. Swagger files are located at Github https://github.com/fraunhoferfokus/fic2-cenr/tree/master/swagger .

The **HbbTV Application Toolkit SE** is also part of the FIC2Lab. HAT is an open source enabler and a demo endpoint is available at hat.fokus.fraunhofer.de. Documentation about HAT and licensing details are available at https://github.com/fraunhoferfokus/fic2-hat. A short video presentation introducing the enabler is available at https://www.youtube.com/watch?v=GVIwee-p2qY.
Bug tracking is available at https://github.com/fraunhoferfokus/fic2-hat/issues .

In **May 2015,** FOKUS hosted an FIcontent 2 Phase 3 workshop at Fraunhofer FOKUS in Berlin on the day before the Media Web Symposium. RBB, IAIS and European Pioneers were also participating in the workshop. SMEs and developers attended this workshop, with the core topics of dissemination of Phase 3 and FIC2Lab activities.
The HbbTV Application Toolkit SE was also part of the **MWS 2015**.

In **June 2015** FOKUS, IRT and RBB was part of the **TVX 2015** presenting the HbbTV Application Toolkit SE and FIcontent 2 in Brussels.

Between **July & September 2015,** FOKUS contributed to the RBB-generated three-part Best Practice Guide "*Developing Applications for Social Connected TV - Guidelines for Developers and Content Producers*".

In **September 2015,** the HbbTV Application Toolkit SE was presented by FOKUS and RBB and used by the attendees of the **TV Hackday '15**. HAT was part of a wide range of HbbTV-related technology used by attendees to create interesting,

new and innovative applications, and to experiment with the creation of new modules offering further interaction on TV screens.

FOKUS worked on Deliverable **D2.6.1** "*Deployment of Enablers on FIC2Lab*", Deliverable **D2.6.2** "*Report on support actions*" and Deliverable **D7.8** "*Wrap up of all Support Activities to phase 3 and all User experience evaluation results across all sites*".

1.2.2 - Fraunhofer IAIS

Fraunhofer IAIS created additional documentation of their enablers Audio Mining SE (AM) and Content Optimisation SE (CO). To allow for an easy try out of the SEs, IAIS provided Swagger files for both of the SEs available on FIC2Lab. Short video clips were produced to promote and explain the SEs. In addition, IAIS maintained their SEs and answered support requests.

During the development phase of FIC2Lab, IAIS presented the vision of FIC2Lab, its offers and a detailed overview of the Social Connected TV platform to Phase 3 projects and their related SMEs and entrepreneurs. In January, IAIS gave a presentation at an I3H meeting in Paris. In March, IAIS contributed to a dedicated session for the A16 accelerators during the FIcontent plenary meeting in Barcelona.

In May, IAIS contributed to the preparation and participated at the workshop hosted by Fraunhofer Fokus. During the second open call of phase 3 project EuropeanPioneers, IAIS presented and explained the FIC2Lab and its offers to interested SMEs and entrepreneurs at Tech Camps in Dublin and Warsaw. Special focus was laid again on the Social Connected TV platform.

Fraunhofer IAIS contributed by delivering input to the report D2.6.1 Deployment of Enablers on FIC2Lab.

1.2.3 - IRT

IRT provided a comprehensive documentation of the Second Screen Framework SE (SSF) including a general technical overview, API description and code samples on the FIcontent Wiki (http://wiki.mediafi.org/doku.php/ficontent.socialtv.enabler.secondscreenframework). Moreover a JSDoc (http://usejsdoc.org/) generated version of the API documentation has been deployed at (http://130.206.80.213/Doc/). Sample code that exemplifies how to make use of the API of the SSF has been implemented and has been made publicly available via the FIcontent Playground (http://playground.mediafi.org:8000/PlaygroundSSF). IRT provided a SaaS instance on FIWARE testbed to support developers of SSF-enabled applications during implementation and testing phases.

Together with pilot customer ARD and system integrator T-Systems, IRT setup a large-scale deployment of the SSF. In that process, they coordinated the constant feedback from both customers and technical operation to optimise the system design, implementation and documentation to guaranty highest possible overall performance of the system. This includes effectivity, efficiency and availability of the system.

Simultaneously, IRT conducted constant exchanges with third parties SMEs and large-sized enterprises from different domains of the value chain including more than 10 broadcasters, more than 10 service developers and content producers and 5 network providers from various European and international countries including Austria, Canada, Czech Republic, Germany, Poland and Switzerland. IRT consulted them with the development of use cases, system integration and development of business models.

Findings from the pioneer work of the Social Connected TV Platform partners in the area of TV-accompanying second screens have served as an important contribution to companion-screen features device discovery, application launch

and app-to-app part of the HbbTV 2.0 specification. IRT has implemented an Android library and a Cordova Plug-in that eases the use of these features for developers. Source code will be open-sourced soon.

1.2.4 - RBB

Between July and September, RBB created a three-part Best Practice Guide for developers of Connected TV applications, covering best practice in Data Protection, Usability and Social Media. 100 printed copies were distributed to FIC2 partners, and an online version was made available to the FIC2Lab. The Guide was also made available at the TV Hackday in September 2015 (see below).

In the extension period between May and October 2015, RBB contributed support for WP2 enablers (Audio Mining, Content Optimisation, Second Screen Framework, HbbTV Application Toolkit, TV Application Layer) within FIC2Lab. Support included including trouble-shooting technical issues, editing of descriptive/instructive text and delivering input to Deliverable **D2.6.1 Deployment of Enablers on FIC2Lab**, Deliverable **D2.6.2 Report on support actions** and **Deliverable D7.8 Wrap up of all Support Activities to phase 3 and all User experience evaluation results across all sites.**

Between May and June 2015, all English language text within the FIC2Lab online presence, including descriptions of all Enablers, was revised and rewritten by RBB in cooperation with each Enabler owner.

A workshop was held in Berlin on 19.05.2015 as part of the annual Media Web Symposium. The event was hosted by FOK with the participation of RBB, IAIS and European Pioneers. The workshop was aimed at Connected TV developers and SMEs. Core topics were dissemination of Phase 3 and FIC2Lab activities.
At the TV Hackday in Berlin (September 26-27 2015), the FIC2-developed enabler the **HbbTV Application Toolkit (HAT) was presented. HAT was part of a wide range of HbbTV-related technology used by attendees** to create interesting, new and innovative applications, and to experiment with the creation of new modules offering further interaction on TV screens.

1.2.5 - University of Lancaster

During April and May 2015, ULANC carried out extensive users testing of the TAL SE, the Content Optimization SE developed by IAIS and BitTubes Interactive Video and In-Video Commenting application. This work was reported in deliverable D7.7.2, which was delivered with a delay of approximately one month.

In the period between May and October 2015, ULANC contributed support for the WP2 TV Application Layer (TAL) within FIC2Lab. Support included including trouble-shooting technical issues, editing of descriptive/instructive text, creating an external web site and delivering input to Deliverable D2.6.1 Deployment of Enablers on FIC2Lab, Deliverable D2.6.2 Report on support actions and Deliverable D7.8 Wrap up of all Support Activities to phase 3 and all User experience evaluation results across all sites.

In May 2015 ULANC was involved in preparation of material for the workshop at FOK, Berlin 19.05.2015 as part of the Media Web Symposium referred to above.

In May and June 2015, ULANC was involved in detailed preparations for TAL-oriented hackathon to be held in the BBC's "The Alan Turing Imaginarium" in Salford 30.06.2015. This was the result of collaboration with the BBC team that develops TAL and the core BBC apps – e.g. iPlayer, BBC Sport App, etc. – that built upon it.

During the period July-September 2015, ULANC planned, coordinated and held a new event, named #HaKaTaL, held at Infolab21, Lancaster 11.09.2015. The day-long event featured detailed presentations of FIC2, the FIC2Lab and the accelerator programme and then included a technical introduction to the TAL SE and a hands-on developer session. The event was attended by SMEs, business development staff and a number of post-graduates who were interested in investment opportunities.

Throughout the extension period, ULANC has liaised with business development staff from the School of Computing and Communications' Knowledge Business Centre to present Phase 3 activities and accelerator programmes to disseminate to business in NW England.

1.3 - Further support actions planned for Phase 3

Enabler	Support actions
Content Enrichment	Support only
HbbTV Application Toolkit	Support only
Audio Mining	Support only
Content Optimisation	Support only
TV Application Layer	Support only
Second Screen Framework	Support; additional improvements and means to ease integration

1.4 - Plans for support beyond Phase 3

Enabler	Support actions beyond Phase 3
Content Enrichment	Support only

HbbTV Application Toolkit	Support only
Audio Mining	Support only
Content Optimisation	no further support
TV Application Layer	TAL is open source and in continuous development by the BBC
Second Screen Framework	Support; additional improvements and means to ease integration

2 - ENABLERS SELECTED FOR BEING SUPPORTED

2.1 - Enablers selected to be supported on FIC2Lab during whole Phase 3

Name	Supplier	Type (SaaS, Open Source, …)	Status of development (Readiness level)	Status of deployment on FIC2Lab
Content Enrichment	FhG / FOKUS	SaaS	Deployment completed	Deployment completed
HbbTV Application Toolkit	FhG / FOKUS; IRT; RBB	HbbTV, HTML5 Web App Editor	Deployment completed	Deployment completed
Audio Mining	FhG / IAIS	SaaS with RESTful-API	Development completed, ongoing improvements	Deployment completed
Content Optimisation	FhG / IAIS	SaaS with RESTful-API	Research prototype completed, no further development planned	Deployment completed
TV Application Layer	ULANC	Open source development library	Deployment completed	Deployment completed
Second Screen Framework	IRT	SaaS + JavaScript Libraries	Deployment completed, enhancements in line with requests from interested third parties	Deployment completed

2.2 - Minimum support acceptance criteria for Phase 3

In order to be featured on FIC2Lab during the Phase 3, the partners have agreed to allocate a limited amount of effort to supporting the Phase 3 community using the lab. The commitment to support is basically provided on a "Best Effort" basis. The actual support planned varies from one enabler provider to another. Yet the partners have agreed on the following minimum set of metrics:

A) Demos and SaaS operations
   1) Monitoring of demos and SaaS operations (when appropriate)
   The partners running demo sites and/or SaaS operations have agreed to put in place adequate monitoring tools of operation. The means put in place will be described in detail on a per enabler basis in section 3.
   It is agreed that the monitoring procedure shall allow partners to detect possible failure within one business day.
   2) Reactivity on failure of demo servers
   Following failure, the partner(s) in charge of a demo shall try to restore normal operation within 1 business day following detection. In case the partners is not able to restore the demo function, the partner shall install a sorry page notifying the reasons of failure and expected timing for a fix. The sorry page can either be hosted on the facilities of the enabler supplier (preferred approach), or on FIC2Lab. In addition, a ticket shall be posted on the FIC2Lab issues tracking system and shall be closed once the incident has been solved.
   3) Reactivity on failure of a SaaS operation
   Following failure, the partner(s) in charge of the SaaS operation shall try to restore normal operation within 1 business day following detection of failure. In case the partners is not able to

restore the SaaS operation, the partner shall install a sorry page notifying the reasons of failure and expected timing for a fix. In addition to this, a ticket shall be posted on the FIC2Lab issues tracking system and shall be closed once the incident has been solved.

B) Software support

4) All support interactions (see below) shall be tracked on the FIC2Lab bug tracking system, operated on GitHUB (project FIC2Lab-support)

5) Reactivity to requests for information
Requests for information by developers will be acknowledged within 2(3?) business days. The supplier in charge of the enabler will do its best efforts to respond to the request, or refer the requester to the available documentation, or previous posts of responses to similar questions.

6) Reactivity to bug reports
Bug reports shall be acknowledged within 2 business days. The supplier is by no means obliged by any date or delay WRT to the fixing of the bug. Yet a status of the bug fixing process shall be posted within 10 business days[1].

7) Reactivity to change requests
Change requests will be acknowledged within 3 business days. In the response the supplier shall indicate his approach to change requests. The supplier is completely free to assess his willingness implementing or not the requested change based on his own strategy, economical interest, political interest or any other consideration. The discussion on change requests shall be conducted directly by the supplier, no additional report or notification is required towards FIC2Lab.

C) Release of new versions

8) Advanced notice
Prior to any update of software, the suppliers shall inform FIC2Lab via a ticket posted on the FIC2Lab-support project on GitHUB.

9) No obligation
The supplier is by no means obliged to release new versions of his enabler on FIC2Lab. If he decides to do so, he agrees to make sure that the documentation, the demos, the SaaS operation when appropriate, the images released on docker (when appropriate) and the actual code remain synchronized.

10) Suspension of listing of outdated enablers
In case new versions of an enabler are proposed by the enabler supplier or by a third party having continued the development and improved the enabler without updating the version featured on FIC2Lab, the old version may be removed or temporarily suspended from FIC2Lab.

D) Cap of total budget of time

11) The enabler supplier agrees to dedicate a budget of time to supporting its enablers featured on FIC2Lab
It is agreed by the partners of the consortium that the described support actions shall be provided on a best effort basis. The suppliers agree on a budget of time allocated for responding to requests, re-launching servers and demos after failure and globally helping the Phase 3 community of 1 (2?) day per month on the period from November 1st 2015 to end of October 2016.

2.3 - Failure of meeting the minimum support acceptance criteria

Suppliers who will not meet the agreed acceptance criteria will be contacted by the administrator in charge of the FIC2Lab site. In case of non or late response, or in case the supplier is not willing to act or improve on responsiveness, the decision can be taken to remove or suspend the enabler from FIC2Lab.

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[1] By no means is the supplier committed to fixing the bug. If the supplier has decided not to fix the bug, or is not capable to announce a date he will just report on that.

3 - DETAILS OF COMMITMENT OF ENABLER SUPPLIERS

Please list here the details of the support plans for each of the enablers released on FIC2Lab.

3.1 - Plans for support of enabler Content Enrichment by enabler supplier FOKUS

Criterium	Approach by the enabler supplier	Comment
The enabler supplier agrees to the minimum acceptance criteria stated above	Yes	
Mechanism put in place for monitoring demos	We are using GitHub for Bug Report. If there is an issue with the demo, the user can report it there	
Delay for detecting failures and delay of intervention.	Failure detection: latest after 3 business days Intervention within : 3 business days	
Maximum response time to requests for information	3 business days	
Maximum response time to requests for bug fixes	5 business days	
Maximum response time to change requests	Depends on the request.	Normally 3 business days
Plans for future evolutions	No	
Approach to change requests	1. Evaluation: Is the requested change valid: assessment of: • Cost effectiveness and general business impact • Impact on other stakeholders • Impact on the Functional efficiency of the existing product • Compatibility with product development lifecycle 2. Notification to issuer (CR valid / or not valid), if valid go on with 3, else done 3. Adaptation of product/ software design and documentation 4. Implementation 5. Testing 6. Release and operation	

	Notification to issuer: Done	
Plans for providing new releases of the enabler.	The development of the enabler is done. There will be no new releases.	
Budget of time committed to support of Phase 3 between November 2015 and October 2016	Depends on eventual interest by users but no more than 1 day per month	

3.2 - Plans for support of enabler HbbTV Application Toolkit by enabler supplier FOKUS, IRT, RBB

Criterium	Approach by the enabler supplier	Comment
The enabler supplier agrees to the minimum acceptance criteria stated above	Yes	
Mechanism put in place for monitoring demos	We are using GitHub for Bug Report. If there is an issue with the demo, the user can report it there	
Delay for detecting failures and delay of intervention.	Failure detection: latest after *3 business days* Intervention within : *3 business days*	
Maximum response time to requests for information	3 business days	
Maximum response time to requests for bug fixes	5 business days	
Maximum response time to change requests	Depends on the request.	Normally 3 business days
Plans for future evolutions	No	
Approach to change requests	1. Evaluation: Is the requested change valid: assessment of: • Cost effectiveness and general business impact • Impact on other stakeholders • Impact on the Functional efficiency of the existing product • Compatibility with product development lifecycle	

	2. Notification to issuer (CR valid / or not valid), if valid go on with 3, else done 3. Adaptation of product/ software design and documentation 4. Implementation 5. Testing 6. Release and operation Notification to issuer: Done	
Plans for providing new releases of the enabler.	The development of the enabler is done. There will be no new releases.	
Budget of time committed to support of Phase 3 between November 2015 and October 2016	Depends on eventual interest by users but no more than 5 person hours per week	

3.3 - Plans for support of enabler Audio Mining by enabler supplier IAIS

Criterium	Approach by the enabler supplier	Comment
The enabler supplier agrees to the minimum acceptance criteria stated above	Yes	Total budget for support of both IAIS SEs per month is one day at maximum
Mechanism put in place for monitoring demos	We track our demo endpoints via automated Jenkins jobs	
Delay for detecting failures and delay of intervention.	Automatic Failure detection: latest after 2 hours Intervention within : 36 hours on weekdays and 72 hours over weekends	
Maximum response time to requests for information	3 business days	
Maximum response time to requests for bug fixes	3 business days	Since this depends on the kind of bug, we have to leave that open
Maximum response time to change requests	3 business days	
Plans for future evolutions	Since Audio Mining is a commercial product, we will continue to improve it.	
Approach to change requests	Change request can only be covered if we expect enough commercial interest and if the fit into our development plans	
Plans for providing new releases of the enabler.	We do not plan to provide new releases to FIC2Lab.	
Budget of time committed to support of Phase 3 between	1 day per month at a maximum	1 day per month is maximum budget in sum for both enablers

November 2015 and October 2016		

3.4 - Plans for support of enabler Content Opimisation by enabler supplier IAIS

Criterium	Approach by the enabler supplier	Comment
The enabler supplier agrees to the minimum acceptance criteria stated above	Yes	Total budget for support of both IAIS SEs per month is one day at maximum
Mechanism put in place for monitoring demos	We track our demo endpoints via automated Jenkins jobs	
Delay for detecting failures and delay of intervention.	Automatic Failure detection: latest after 2 hours Intervention within : 36 hours on weekdays and 72 hours over weekends	
Maximum response time to requests for information	3 business days	
Maximum response time to requests for bug fixes	3 business days	Since this depends on the kind of bug and due to the fact that the development of this enabler is not continued, we have to leave that open
Maximum response time to change requests	3 business days	
Plans for future evolutions	Development has stopped and will not be continued	
Approach to change requests	Since the development is not continued, change requests can only be refused.	
Plans for providing new releases of the enabler.	We do not plan to provide new releases to FIC2Lab.	
Budget of time committed to support of Phase 3 between November 2015 and October 2016	1 day per month at a maximum	1 day per month is maximum budget in sum for both enablers

3.5 - Plans for support of enabler TV Application Layer by enabler supplier ULANC

Criterium	Approach by the enabler supplier	Comment
The enabler supplier agrees to the minimum acceptance criteria stated above	Yes	
Mechanism put in place for monitoring demos	We are using GitHub for Bug Report. If there is an issue with the demo, the user can report it there	

Delay for detecting failures and delay of intervention.	Failure detection: latest after 3 business days Intervention within : 3 business days	
Maximum response time to requests for information	3 business days	
Maximum response time to requests for bug fixes	Within 1 week	
Maximum response time to change requests	Within 1 week	
Plans for future evolutions	No	
Approach to change requests	Acknowledged and assessed within 1 week	
Plans for providing new releases of the enabler.	No plans for new releases	
Budget of time committed to support of Phase 3 between November 2015 and October 2016		

3.6 - Plans for support of enabler Second Screen Framework by enabler supplier IRT

Criterium	Approach by the enabler supplier	Comment
The enabler supplier agrees to the minimum acceptance criteria stated above	Yes	
Mechanism put in place for monitoring demos	Process management or automatic start-up of the server instance after a failure that cause shut-down of the system	
Delay for detecting failures and delay of intervention.	Failure detection: see comment Intervention within: 3 business days	Unexpected failure of the system are reported by the users, Other failures are handled immediately by the process management. Reported failures are handled as soon as possible and within 3 business days.
Maximum response time to requests for information	3 business days	
Maximum response time to requests for bug fixes	3 business days	
Maximum response time to change requests	3 business days	Change requests are evaluated within 3 business days. Issuers get a response whether their request is valid or not within that timeframe. The duration for implementing changes depends on the requested change.
Plans for future evolutions	No	
Approach to change requests		

	1. Evaluation: Is the requested change valid: assessment of: • Cost effectiveness and general business impact • Impact on other stakeholders • Impact on the Functional efficiency of the existing product • Compatibility with product development lifecycle 2. Notification to issuer (CR valid / or not valid), if valid go on with 3, else done 3. Adaptation of product/ software design and documentation 4. Implementation 5. Testing 6. Release and operation 7. Notification to issuer: Done	
Plans for providing new releases of the enabler.	Currently no new releases planned; depends on market development.	
Budget of time committed to support of Phase 3 between November 2015 and October 2016	Depends on eventual interest by users but no more than 5 person hours per week	