



ECOSPACE

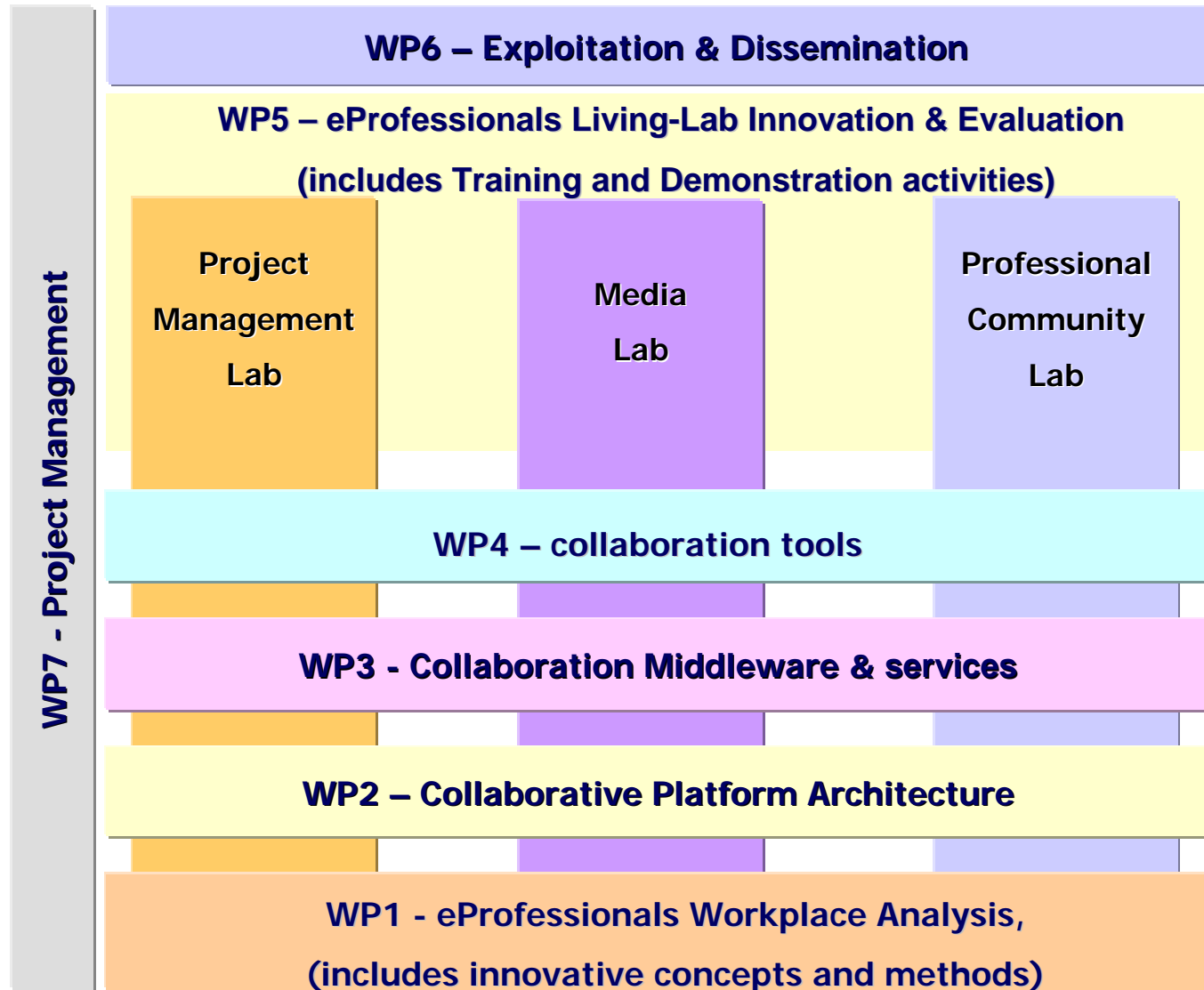
Ecospace Living Labs

Results & Experiences

Brussels, 14. January 2009

Living Lab Information Event

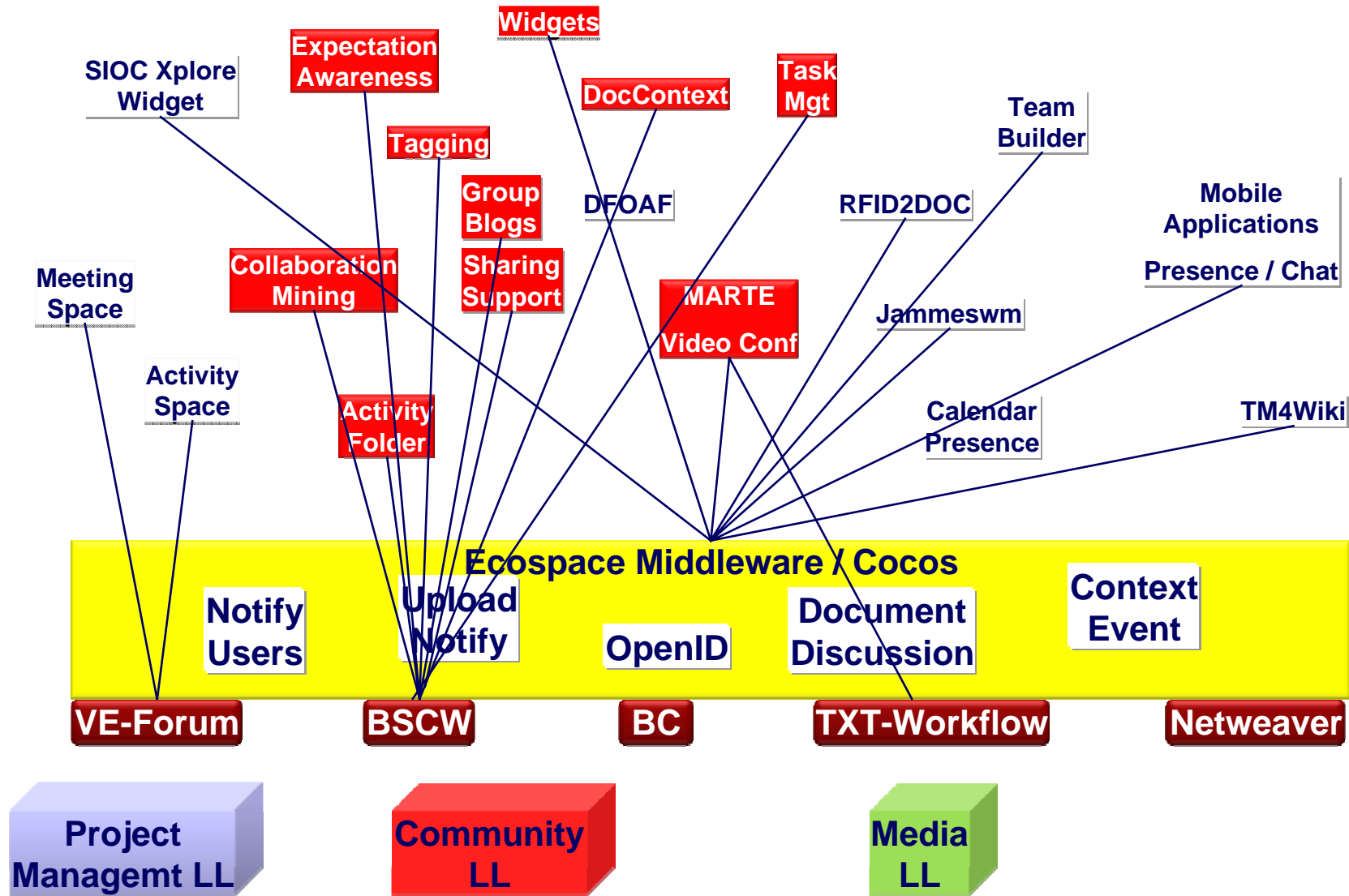
Wolfgang Prinz, Steffen Budweg, Fraunhofer FIT



Ecospace Tools and Basic CWE Integration



Ecospace Tools and Basic CWE Integration



VIRTUELLE FABRIK

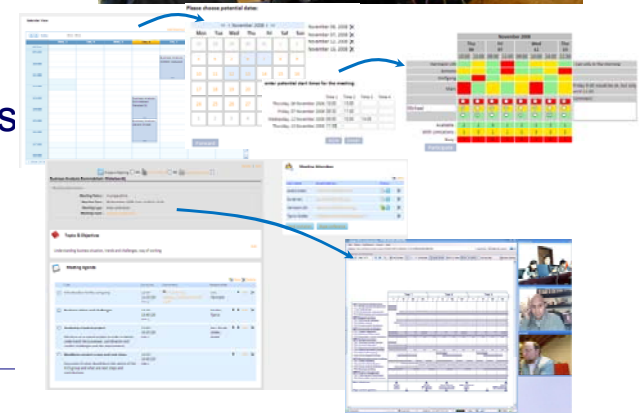
- Support collaboration in virtual projects, from preparation, planning, execution to finalisation
- Support the network steering committee and task groups

Partners involved

- Virtuelle Fabrik, the longest established virtual enterprise network with 17 SMEs
- University of Applied Science North-Western Switzerland, CeTIM
- VEA as technology provider

Results & Experiences

- The users are highly interested in better, more productive solutions for project management and team collaboration – their daily pain
- A highly innovative tool for **comprehensive meeting support** was conceptualised by the LL based on their needs and experiences
- An extensive list of requirements and wishes were developed in the lab, as well as >70 feedback points based on first evaluations
- A **challenge is to manage expectations for implementation speed as well as technical limitations in such innovative environment**



Media Living Lab Overview

- **Support the collaborative process of the production of Road Atlas**
 - a customized route Atlas that includes maps of the whole Europe
- **Partners involved:**
 - DeAgostini as main industrial end-user
 - TXT, UPM, JayTown as technology providers

Results & Experiences:

- **The LL has reached a quite complete technological maturity - focus is on enhancing functionalities and usability following LL feedback**
- **Achieved results:**
 - Definition of a standard and structured data exchange space
 - Easy co-working on the several shared documents of the project
 - Monitoring and tracking project status
 - Managing priorities within projects and estimate delivery dates
 - Reducing costs for hard copies and delivery
 - Optimizing the communication among production units
 - Minimizing misunderstandings with the customer on the definition and the revisions of the draft



Projekt



14Plus @ Virtual Innovation & Research Cooperation Lab (VIRAL LL)

Cooperation project between the State Centre for Civic Education within the Ministry for Inter-Generation and Family Affairs, Women and Integration of NRW and HBZ with long-term Living Lab Experimentation by Ecospace Professional Communities Labs.

A yellow circular badge with a black border, containing the text 'Member of European Network of Living Labs' in black, sans-serif font.

Member of
European
Network of
Living Labs

Results & Experiences:

- Successful real-life adoption of Ecospace Integrated CWE platform
 - Living Lab Experiences: Successful long-term (2-year) initialization of Virtual Living Lab for Software Development and End-User Appropriation
 - Living Lab Methodology: Building an **Innovation Ecosystem introducing a Coach / Mediator Concept** supporting **local facilitators and use-development feedback loops**
 - Technology Development: **Innovation-Use Cycles with Iterative Introduction of Integrated Cooperation Technologies** for Distributed Collaboration settings
 - Conclusion: suitable for user-centered technology development & innovation– specific challenges for *Distributed, Long-term & Virtual Living Labs settings*
-

Experimentation and Evaluation of a Collaboration Platform

- Shared Workspace (BSCW and GoogleDoc) + transparent access to 2 different BSCW servers (shadow folders)
- Group Blogging (BSCW)
- Presence (BSCW and Jaytown)



User Community

- 15 projects (team of 4 students, 1 business org., + external advisers)
- 60 Master's degree students (ISTIA Innovation: Angers and Laval)
- 15 Business organisations or local institutions
- 10 External Innovation Experts



Results & Experiences

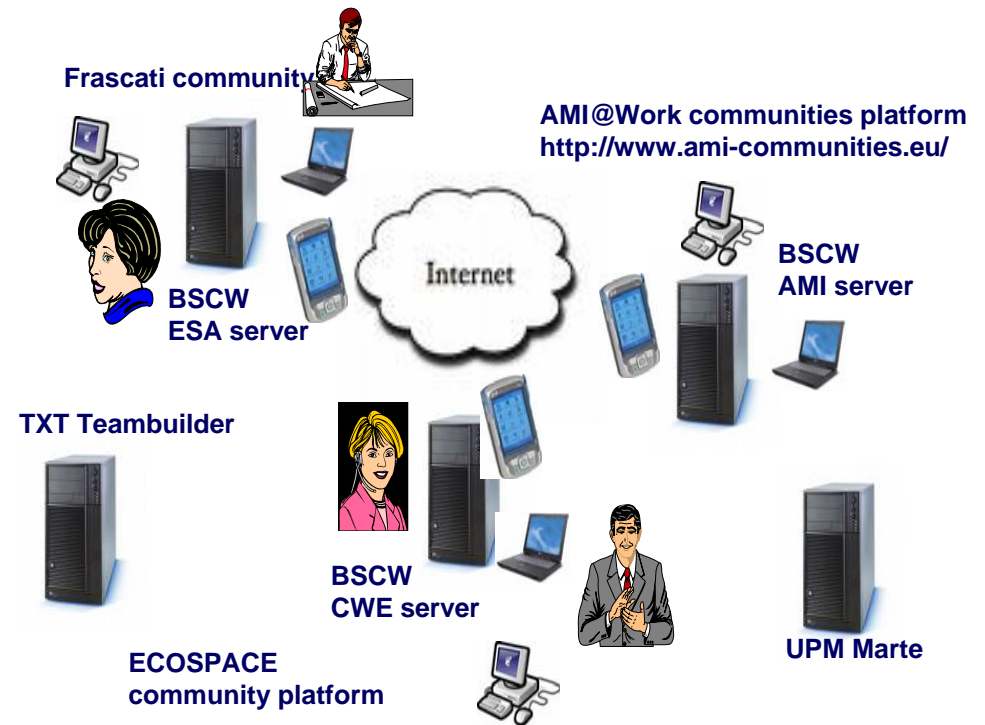
- project duration: 5 months (1 semester: October to February, 1 day per week)
- **Focus Group Interviews and Log data**
- Faced difficulties: use of heterogeneous tools with business org. (not interoperable) promote stepping back to traditional email + attachment
- Highly appreciated online storage (compared to previous memory stick storage), versioning and anytime access to content (just need an Internet connection)
- Missing social translucence (awareness about what others are doing)



<http://www.ice-proceedings.org/>

Innovation Communities Living Lab Overview

- **Experimenting collaboration services to support collaborative innovation**
 - Shared workspace
 - Group blog
 - Web conferencing
 - Workspace synchronisation
- **Different user communities:**
 - Regional innovation and entrepreneurship (Frascati)
 - Earth observation (GENESI)
 - SME innovation (CO-LLABS)



Results & Experiences

- Phased, cyclic approach **of introduction and use of collaborative tools**
- Rapid **feedback cycles**
- Impact on collaboration styles and behavior
- Capability to support complex collaboration settings

LIVING LAB METRICS

Global measures

- **Quality (Effectiveness)**
 - Quality of result *Good, nc*
 - Fit of result to needs *Good, nc*
- **Time (Efficiency)**
 - Number of loops/iterations *-1 loops*
 - Delay or saving of time *1 month saving*
- **Cost(Efficiency)**
 - Extra or saving of costs *-15-20%*
- **Overall, how successful would you rate the project?** *Very good, better than before Very positive customer feedback*

Process/work measures

- **Coordination of activities** *Some impr.*
- **Frequency and quality of communication** *Improvement Compatibility!*
- **Speed and quality of decision making** *Strong impr.*
- **Flexibility/Responsiveness**
 - Agility to react on changing requirements *Improvement*
 - Solve emerging problems fast *Improvement*
- **Integrating different contributions/knowledge** *Improvement*
- **Team morale, social relationships** *Improvement*

- **The system becomes the medium of requirement analysis!**
 - Coach / Mediator Concept incl. local facilitators
 - Use-development feedback loops
- **Living Lab Users are no Guinea Pigs – take them seriously!**
 - Expectation management
- **Are your developers ready for a Living Lab?**
 - Rapid feedback cycles
- **How to open windows of opportunities?**
 - Users often don't know what they want!
 - Supporting Innovation Ecosystems by Communication & Technologies
 - Promotion of Advanced Tools and Functionalities and hands on use.
- **Living Labs can hinder Innovation!**
 - Only tools that the users want and that they can immediately apply?
- **Living Labs promote innovation!**
 - Users now best how to apply tool in daily work
 - Design for unexpected use