FIWARE Accelerate
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FABulous
The European 3DP Accelerator

Future Internet Business Acceleration Programme for 3D Printing Services in Europe

D4.2 *Technical Support & Trial Design and Execution Support (first release)*

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VERSION HISTORY

VERSION	DATE	NOTES AND COMMENTS
1.0	02/11/2015	First version with Engineering's input
2.0	30/11/2015	Reviewed version with Innovalia's and IMinds' contributions
3.0	14/12/2015	Final version by Engineering

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1 INTRODUCTION

FABulous is a FIWARE accelerator project (in total 16 Future Internet Accelerators which covered different application areas) boosting the adoption of FIWARE technology in 3D printing technological domain in particular to its subgrantees.

This way, FABulous represents an opportunity to develop applications and services in the 3D printing domain with a support that goes beyond the pure funding aspect providing to FIWARE developers in the 3D world (start-ups, SMEs and entrepreneurs) also dedicated coaching both at business and technical level as well as technical support.

As explained in deliverable D4.1, the technical support provided to FABulous subgrantees is trough:

1. mailing list
2. help desk

Assuming the reader of this document familiar with what described in the above mentioned D4.1, this document provides a first evidence about the technical support provided as well as achievements and performance in terms of KPIs set for the SLA of the technical support service.

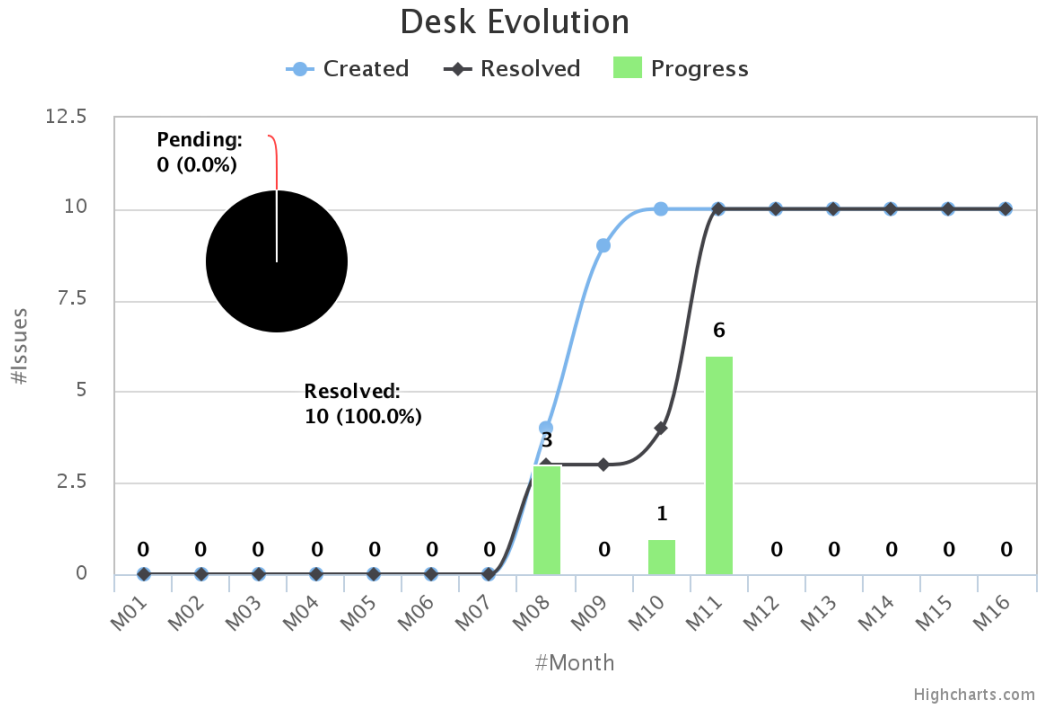
In addition, this document provides also details about the most frequent FAQ and best practice guidelines generated to speed up the use of the FITMAN, FIspace and FI-CONTENT platforms as well as FI infrastructures and Generic Enablers and Specific Enablers (GE/SEs).

2 TECHNICAL SUPPORT PROVIDED

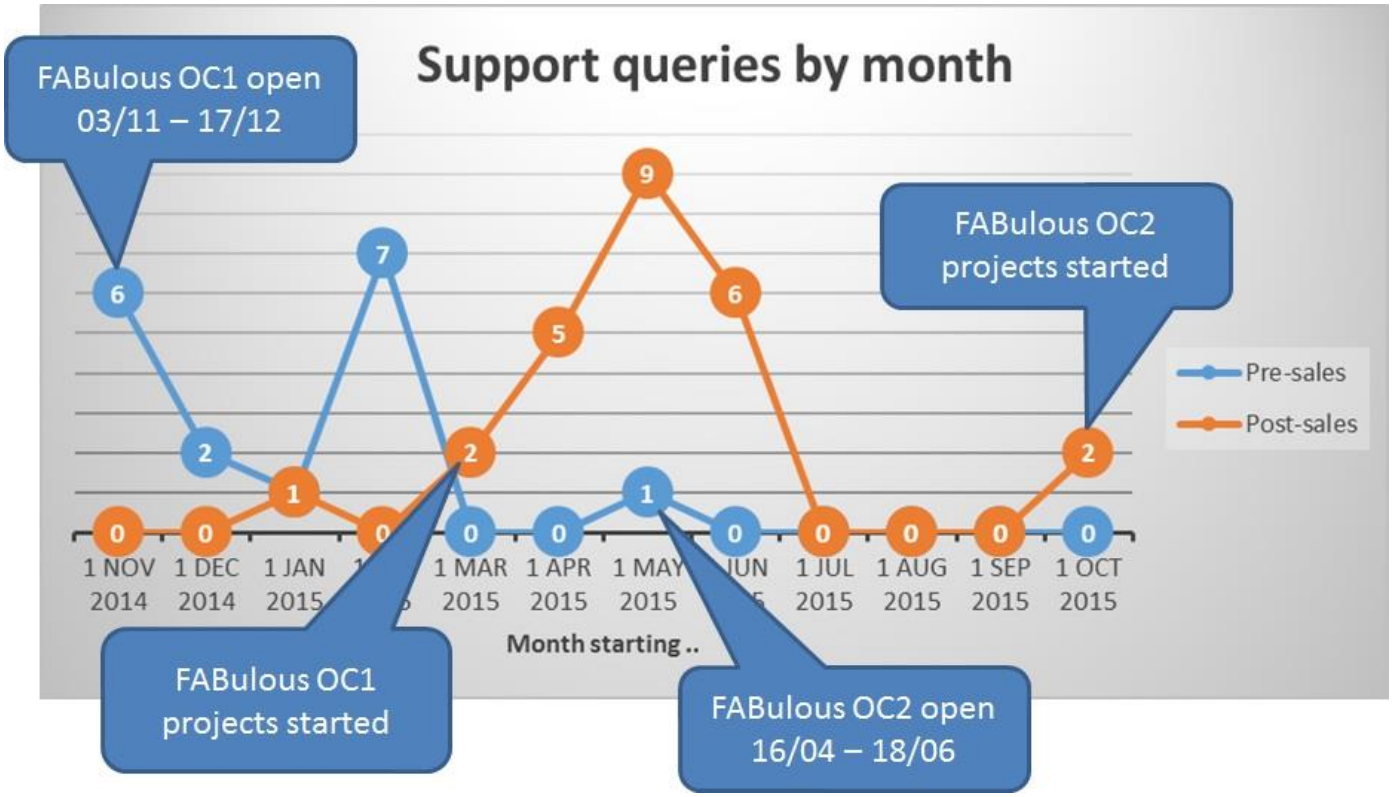
A first evidence of the technical support provided concerning out FIWARE GEs can be summarized by the following numbers which cover the period September 2014 till November 2015:

	Call 1	Call 2	Total
FLUA (FIWARE Lab Update Account)	36	16	**64** (52 + **12 duplicate**)
HELC (Coaches-Help-Desk)	10	0	10
Dedicate calls	2	1	3
emails	43	2	45
Support to projects	16	2	18

About the tickets directly sent to the FABulous coaching mail list (HELC in the previous table) the following picture depicts the related occurrence:



Evidence about technical support provided concerning FITMAN SEs is highlighted in the following picture:



3 ACHIEVEMENTS

3.1 FIWARE Generic Enablers Usage

The following table shows the usage of the FIWARE Generic Enablers by the various subgrantees.

Advanced middleware and interfaces to network and devices	0
Network Information and Control - OFNIC Uniroma	0
Advanced Web-based User Interface	53

2D-UI	4
2D/3D Capture	3
3D-UI-XML3D	17
3DUI - WebTundra	6
Augmented Reality	5
Cloud Rendering	3
GIS Data Provider - Geoserver/3D	2
Interface Designer	5
POI Data Provider	4
Real Virtual Interaction	2
Synchronization	2
Virtual Characters	0
Application/Services and Data Delivery	26
Application Mashup - Wirecloud	3

Data Visualisation - SpagoBI	3
Marketplace - WMarket	6
Repository - Repository RI	3
Revenue Settlement and Sharing System - RSS RI	2
Store - WStore	9
Cloud hosting	22
IaaS Resource Management GE - FIWARE Implementation	3
Monitoring GE - FIWARE Implementation	1
Object Storage GE - FI-WARE Implementation	17
PaaS Manager - Pegasus	0
Policy Manager - Bosun	0
Self-Service Interfaces - Cloud Portal	0
Software Deployment & Configuration - Sagitta	1

Data/Context Management	16
BigData Analysys - Cosmos	5
Complex Event Processing (CEP) - Proactive	2
Publish/Subscribe Context Broker - Orion	7
Stream-oriented - Kurento	2
Internet of Things Service Enablement	1
Backend Device Management - IDAS	0
Gateway Data Handling GE - EspR4FastData	1
IoT Broker	0
IoT Discovery	0
Protocol Adapter - MR CoAP	0
Security	26
Authorization PDP - AuthZForce	5
Content Based Security - CBS	0

Identity Management - KeyRock	17
PEP Proxy - Welma	3
Security Monitoring	1

The above table is quite similar to the overall usage of FIWARE by the various subgrantees of the whole FIWARE Accelerate program except from what concerns the Advanced web User Interface (AUI) and IoT chapters. Indeed, basically while the AUI is top in the usage hierarchy, the IoT chapter, quite important for "Smart" Applications, is here in FABulous somehow pretty ignored.

This is due to the very nature of the applications of interest within the FABulous subgrantees set. Indeed, in Fabulous what is important is to create and design real objects to be then printed in remote locations to fulfill specific needs and requirements.

This reveal the flexibility of FIWARE going significantly beyond the "traditional" smart applications domain where understanding the context is the core concerns of the applications.

3.2 Specific Enablers Usage

3.2.1 FITMAN

FITMAN by nature, is far the most relevant specific domain FIWARE platform then the other specific domain platforms. Indeed, the number of projects that required any FITMAN SE are:

- 1st Open Call: 29 projects out of the 53 approved in FABulous for subgrant
- 2nd Open Call: 15 projects out of the 33 approved in FABulous for subgrant

Other Indicators (KPIs) are:

- Number of FABulous Open Call projects that sought support: 9
- Tracked support queries (total): 42 queries (35 support tickets):
    - 17 pre-sales (planning to bid to FABulous)

- 25 post-sales (participants in FABulous approved projects)

Indeed this shown by following table where the usage of the FITMAN Specific Enablers by the various subgrantees is highlighted.

FITMAN Specific Enabler	32
3DScan	10
Collaborative 3D Web viewer	8
Collaborative Business Process Management	2
Advanced Management of Virtualized Assets	1
Virtual Factory Platform	2
Digital Factory Platform	4
Smart Factory Platform	2
Dynamic CEP	1
Dynamic Visualization & Interaction	1
Collaborative Asset Management	1

Very much in line with what described about the FIWARE GEs in the previous section, here the most used SE are those implementing 3D functionalities.

Given the relevance of the FITMAN platform for the FABulous subgrantees an assessment of the maturity of the FITMAN specific enablers have been conducted. The results are as follows:

- Mid-Maturity assessed for 3D Scan; Collaborative 3D Web Viewer - C3WV; Secure Event Management – SEM, and Collaborative Asset Management – CAM. Comments provided by the subgrantees are:
    - Poor documentation, mostly Version 1, not stable, problems while setting up Virtual Machines. Too much configuration needed in order for proper setup, however no information provided for setup
    - It would have been a better choice to provide everything though GitHub, which is the status quo collaboration platform for open source code.
- Mid-Maturity assessed for Collaborative Business Process Management – CBPM. Comments provided are:
    - We couldn't deploy it, as the only available source was an already deployed Virtual Machine
    - Source code and an installation script could be very helpful to deploy this enabler in our systems.
- Mid-Maturity assessed for Management of Virtualised Assets – MoVa. Comments provided are:
    - Very hard and fiddly to install with very limited documentation. Some of the more important features have, after almost a year of no updates according to the FITMAN websites, still the status of 'in progress'. User interface is quite lacking and no so intuitive. Tool has great potential.
    - A quick and easy installer or readymade image for the FIWARE cloud.
    - A clean, modern and intuitive UI
    - Implementation of 'in progress' features

3.2.2 FI-Content

The following table shows the usage of the only FI-Content Specific Enablers considered by the various FABulous subgrantees.

FI-Content Specific Enabler	7
Marker Tracking	1
Reality Mixer - Camera Artifact Rendering	2
Reality Mixer - Reflection Mapping	3
Augmented Reality – Fast Feature tracking	1

3.2.3 FI-STAR

The following table shows the usage of the only FI-STAR Specific Enablers considered by the various FABulous subgrantees.

FI-STAR Specific Enabler	1
3DP Print Manager SE	1

3.3 SLA KPIs Performance Analysis

As defined in the document D4.1 the response times foreseen for technical support depend on type of support itself. The SLA defined there were:

mailing list

- for mailing list support the response time foreseen is from one to three working days

help desk

- The help desk is a direct support and the response times can be faster than mailing list; the inconvenience consist of to find available the contact to talk or chat to (normally via skype), so the response time foreseen to accept the request can be from one to two working days

- the response times for the help desk via stackoverflow web site are comparable to mailing list, so it can be from one to four working days.

It is important to notice that technical support is also provided through the various FIWARE Tools (e.g. FIWARE Catalogue and FIWARE Academy) were, of course, response time is immediate.

From the ticketing system implemented with JIRA in FIWARE the actual values are:

4 FAQ ANALYSIS

Up to this time most of the questions were quite technical and related to specific use of 3D generic and specific enablers.

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ANNEXES

The full set of data about the usage of FIWARE GEs and FITMAN, FI-Content and FI-STAR SEs is available at:

https://docs.google.com/spreadsheets/d/1jeF3Xy7I_6MdQE1OaFII0HGH1CUU44S7B-tAqvR4Vqw/