



**CIP-297225**

**Deliverable D6.3**  
**Report on Pilot Incidents and Service Tuning Final Version**

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## Change History

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0.1	13-09-2015	Draft	Sergio Neglia (ENG)	TOC Draft
1.0	11-10-2015		Sergio Neglia (ENG)	Trouble Tickets
1.1	21-10-2015		Sergio Neglia (ENG)	Pilots Check List
1.2	22-10-2015		Sergio Neglia (ENG)	Final Document
1.3	03-11-2015		Matteo Melideo (ENG)	Review and final version.
1.4	06/11/2015		Sergio Neglia (ENG)	Delivered Version

## **EXECUTIVE SUMMARY**

This deliverable present a report on the final status of the pilots, including incidents and improvements that have occurred. It is produced on the basis of the Operation of the Services, of the Continuous Technical Support and Continuous Process and Service Improvements.

As introduced in previous D6.2, during the life of the project, it has been decided to arrange a dedicated support email ([support.IDF@eng.it](mailto:support.IDF@eng.it)) to report malfunctions and/or bugs and request support as a Trouble Ticketing System. A whole collection of the Trouble Tickets managed are reported.

Finally we collected final data from pilots regarding Patients Treated, involved in each Pilot site divided in their own final statuses of “Trained” and “Dropped-out” with regards of both whole project and each pilot site.

## Document Information

<b>CIP Project Number</b>	297225	<b>Acronym</b>	I-DONT-FALL
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## **GLOSSARY**

DOC – Docobo ltd.

ENG – Engineering Ingegneria Informatica S.p.A.

FSL – Fondazione Santa Lucia

HGG – Hospital General de Granollers

HW, H/W – Hardware

IDF – I-DONT-FALL

MOSG – Municipality Of Stari Grad

N/W – Network

SERMAS – SERvicio MADrilenno de Salud

SiLO – SingilarLogic

SPC – Social Policy Center of Kifissia

SSSA – Scuola Superiore Sant’Anna

SW, S/W – Software

UPC – Universidad Politecnica de Catalunya

TT – Trouble Ticket

## **1 INTRODUCTION**

The goal of this deliverable is to provide final reports on pilots incidents, trouble tickets and describe the evolution of pilots situation.

As described in previous D6.2 report on Pilot incidents and Service Tuning Interim Version checklists were released to facilitate the starting phase of the platform installation / configuration and to have a complete and actual picture on pilot state and those checklist are summarized in chapter 2.

In chapter 3 are reported the entire amount of trouble tickets circulated since the very beginning of the pilot sites operations, with some statistical analysis and also a pilot sites declination is provided.

In the chapter 4 are shown patient's final situation divided per pilot and there is also shown as whole project and briefly commented.

## 2 PILOT CHECKLISTS.

During the starting phase of the project, pilots were provided with checklists useful to facilitate their jobs and to understand if everything was ready to work or properly working. A deep detailed description is reported on D6.2 Report on Pilot Incidents and Service Tuning Interim Version.

In this way were collected an huge amount of information that helped all people involved in the project at various level.

Data collected were related on:

- Contacts - contact point of each pilot site in order to know responsible persons at each level (technical and medical) and in order to create an active link with the work environment via TeamViewer
- Device and S/W availability - devices and software present in pilot site, but also on knowledge of technical environment
- WiFi connectivity of the devices - verify the connectivity of each single device
- Communication between IDF devices - fine tuning of the connection and communications between devices
- Initialisation phase actions and checks - verify of the knowledge of the users (nurse and doctors) after training and contemporary verify the functionalities of sw and integration
- IDF Fall Prevention Services - checklists used to fix exercises and functionalities:
  - **Walking Training**
  - **6 minutes walking Exercise (WiMU)**
  - **Cognitive Training**
  - **Patient Management (AREAS & Doc@Home)**
  - **Falls' Diary Application**
  - **Careportal other functionalities**
- IDF Stress Tests - a list of stress test that was requested to execute by the pilots in order to verify the technical reactions under pressure.
- IDF Localisation – knowledge of the situation of the localisation of the user interfaces of each device in any pilot site.



### 3 TROUBLE TICKETS

In this chapter are described the final situation of Trouble Tickets opened (and managed) during the Project lifecycle. The Trouble Tickets table reports following information:

- In column *Issue* is described the problem presented (usually is reported the object of soliciting email)
- Opening and Closing date
- Duration are automatically calculated
- Solution describe the partner that managed the TT responsible.

Since the very beginning of the Pilot Operations we can report 88 Tickets of which:

21	<b>Suspended</b> - Temporarily not relevant or issue presented just one time and/or not blocking, under observation
3	??? this state means that the issue is fixed but the date is not clear, or it was just a question to support team, or was an iteration of another tickets or again was related on same ticket of another pilot
64	<b>Closed</b> with an average time spent to close of approximately <b>3,5</b> days.

The situation until June 2014 was described in previous D6.2 , after that date the platform was stable and most of the requests was due to the new pilot FSM entered late in the project. Very last tickets was opened as result of the Chrome Browser update by Google that didn't support anymore Webkit (on which AREAS was designed). To fix this bug we founded out a new browser Epic ([www.epicbrowser.com/](http://www.epicbrowser.com/)) to use to AREAS Access. In the next page are shown the table collecting all official trouble tickets.

Issue	Status	Opening Date	Closing Date	Duration	Solution
iWalker/Careportal: Difficulty in establishing a connection	Closed	08/10/2013	11/10/2013	3	UPC
The Sociable Touch does not work for Win 8.	Closed	09/10/2013	14/10/2013	5	SILO
There are Sociable's games that not work properly.	Suspended	14/10/2013			SILO
Careportal app does not open	Closed	15/10/2013	24/10/2013	9	DOC
i-Walker's brakes failure	Closed	21/10/2013	23/10/2013	2	UPC
WiMu loading data and sensor test.	Closed	21/10/2013	24/10/2013	3	SSSA
AREAS: Login Question	Closed	22/10/2013	23/10/2013	1	ENG
RV: Careportal	Closed	22/10/2013	22/10/2013	0	UPC
Doubt Careportal Falls Questionnaire	Suspended	22/10/2013			DOC
multipatient mode	Suspended	22/10/2013			DOC

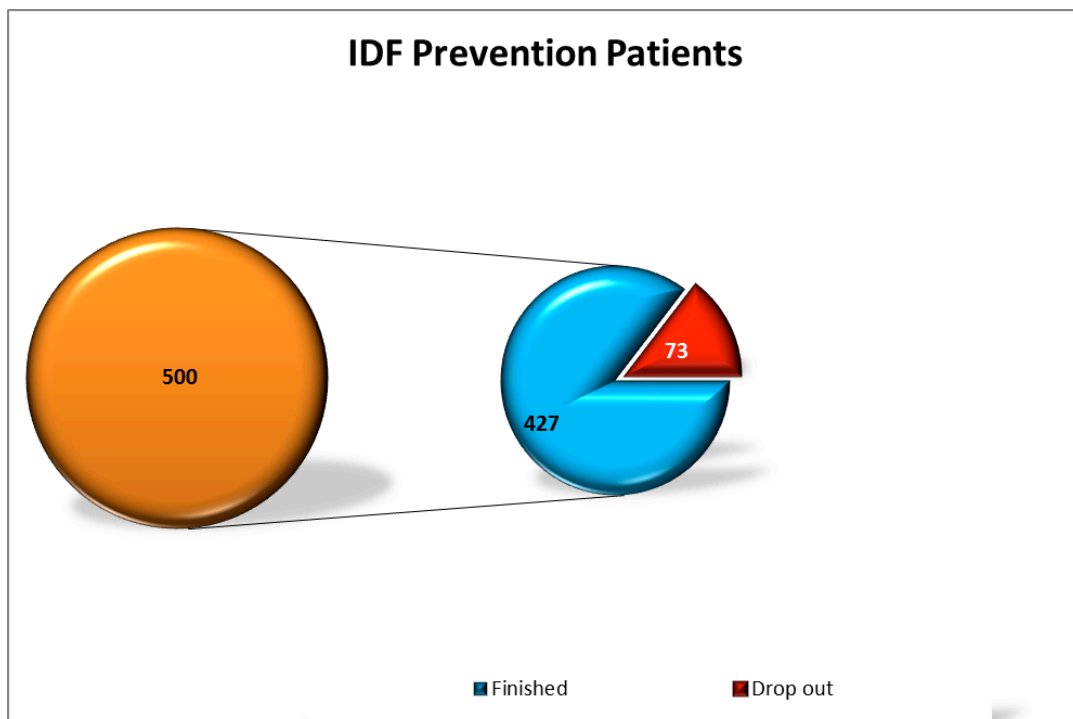
i-Walker: battery and wifi issue	Closed	25/10/2013	28/10/2013	3	UPC
i-walker/docobo server: Date of the uploaded data	Suspended	31/10/2013			UPC+DOC+SSSA
WIMU/AREAS: start of six minutes walking test	Closed	31/10/2013	31/10/2013	0	ENG
i-Walker: battery life	Suspended	31/10/2013			UPC
Error i-Walker - Docobo	Suspended	05/11/2013			DOC+UPC
I-Walker Careportal communication	Suspended	05/11/2013			DOC+UPC
Careportal: version 62 issues	Closed	13/11/2013	14/11/2013	1	DOC
SociableIDF	Closed	13/11/2013			SILO
RE: No data transfer into AREAS	Suspended	22/11/2013			
Doc@Home WimU Transfer	Closed	22/11/2013	25/11/2013	3	DOC
AREAS: uploaded data issues	Closed	03/12/2013	09/12/2013	6	DOC
Areas	Closed	04/12/2013	06/12/2013	2	ENG+DOC
Tecnical Issues at Fondazione Santa Lucia (01)	Closed	05/12/2013	05/12/2013	0	UPC
iWalker stopped working	Closed	11/12/2013	16/12/2013	5	UPC
iWalker cannot shut down	Closed	17/12/2013	17/12/2013	0	UPC
Areas	Closed	19/12/2013	20/12/2013	1	ENG
Backup application does not work.	Closed	20/12/2013			SILO+HGG
iWalker: wifi connectivity problem	Suspended	23/12/2013			UPC
RE: Support Request from Marina Passarell Rubio	Closed	08/01/2014	04/02/2014	27	DOC
iWalker: wrong date of data	Suspended	10/01/2014			UPC+DOC
AREAS - DST	Closed	14/01/2014	15/01/2014	1	DOC
Intruder in SERMAS patient list in AREAS	Closed	16/01/2014	17/01/2014	1	ENG
AREAS - 10 meters walk test	Closed	17/01/2014	17/01/2014	0	ENG
RE: Support Request from Marina Passarell Rubio	Closed	20/01/2014	20/01/2014	0	ENG+DOC
RE: Support Request from Marina Passarell Rubio	Closed	23/01/2014	31/01/2014	8	ENG+DOC
Issue WIMU	Suspended	23/01/2014			SSSA
Careportal: Problems sending data	Suspended	27/01/2014			DOC
Some issues with AREAS	Closed	29/01/2014	30/01/2014	1	ENG
Update i-walker's internal time	Closed	03/02/2014	21/02/2014	18	UPC
new iWalker: same problem again	???	10/02/2014			UPC
Sociable update is needed to solve problems in some games.	Closed	10/02/2014	26/02/2014	16	SILO
AREAS issue	Closed	10/02/2014	11/02/2014	1	ENG
IDF: data sending problems	Suspended	10/02/2014			
AREAS issue	Closed	12/02/2014	17/02/2014	5	ENG+DOC
AREAS error	Closed	13/02/2014	17/02/2014	4	ENG
AREAS: login problem	???	14/02/2014			ENG
New AREAS issue	Suspended	18/02/2014			ENG+DOC
Minimum requirement for TESAN call not met yet	Suspended	27/02/2014			DOC
Parsing Error	Suspended	18/03/2014			

Wimu Smartphone-Careportal: cannot transfer wimu data	Closed	21/03/2014	21/03/2014	0	SSSA
New AREAS issue	Closed	26/03/2014	27/03/2014	1	ENG
Backup application does not work.	Closed	02/04/2014	02/04/2014	0	SIL0+HG G
i-Walker's battery charger does not work.	Closed	03/04/2014	08/04/2014	5	UPC
Careportal: "Initialising Communication. Please wait..."	???	07/04/2014			DOC
Problem with patient IDF0020023	Closed	17/04/2014	28/04/2014	11	DOC
Detection status	Closed	23/04/2014	23/04/2014	0	DOC
FSL: Data Parse	Suspended	29/04/2014			
AREAS	Closed	06/05/2014			ENG+DOC
Re: RV: CarePortal update link version 2.1.19 RC9	Closed	12/05/2014	11/06/2014	30	DOC
Re: Areas	Closed	15/05/2014	16/05/2014	1	ENG
FSL: Parsing Error	Suspended	19/05/2014			DOC
FSL: DOCOBO insert data problem	Suspended	29/05/2014			DOC
Report an issue	Suspended	05/06/2014			DOC
Re: Docobo Care Portal mantis issue 2808	Closed	13/06/2014	16/06/2014	3	DOC
AREAS error	Closed	17/06/2014	17/06/2014	0	ENG
AREAS	Closed	03/07/2014	03/07/2014	0	ENG
iWalker: communication difficulties	Closed	03/07/2014	03/07/2014	0	UPC
WIMU: "Load Logging" does not work	Closed	09/07/2014	09/07/2014	0	SSSA
installazione programmi su smartphone	Closed	21/07/2014	21/07/2014	0	SSSA
I could not reach the Areas	Closed	24/07/2014	24/07/2014	0	ENG
Careportal- BK Files Recovering	Closed	20/08/2014	15/09/2014	26	DOC
***iWalker***"Difficulty in back wheels movement"	Closed	01/09/2014	03/09/2014	2	UPC
what is hapenning with Areas?	Closed	11/09/2014	15/09/2014	4	ENG
Login failed in Areas	Closed	03/11/2014	03/11/2014	0	ENG
very urgent problems with docobo!!!!!!	Closed	03/11/2014	03/11/2014	0	ENG
Cannot have Access to areas	Closed	16/11/2014	16/11/2014	0	ENG
AREAS	Closed	22/12/2014	22/12/2014	0	ENG
AREAS	Closed	02/12/2014	02/12/2014	0	ENG
missing data	Closed	11/12/2014	11/12/2014	0	UPC+DOC
very urgent problem with iwalker	Closed	12/01/2015	15/01/2015	3	UPC
I: docobo problem	Closed	12/01/2015	12/01/2015	0	ENG
Some problems in Areas	Closed	01/02/2015	02/02/2015	1	ENG
***AREAS***"Cannot login"	Closed	02/02/2015	02/02/2015	0	ENG
iwalker does not work again	Closed	10/03/2015	11/03/2015	1	UPC
urgent docobo error	Closed	02/09/2015	02/09/2015	0	ENG
docobo error urgent!!!!	Closed	07/09/2015	07/09/2015	0	ENG
Areas	Closed	17/09/2015	21/09/2015	4	ENG
FW:	Closed	19/09/2015	21/09/2015	2	ENG

#### 4 PILOTS OPERATIONS

In this section are presented final situation of the Patients for each pilot site and in for the whole project. At this stage Patient can be only in status of Trained or Dropped-out.

The numbers collected are used to show the actual training situation also on IDF web site: [http://www.idontfall.eu/?q=pilots\\_monitoring](http://www.idontfall.eu/?q=pilots_monitoring), so the whole project situation, with regards to Prevention Patients, is:



As shown, the number of drop-outs is equal to **14,6%**, under the threshold of 15% that we, as project, was foreseen at the beginning of the work more than three years ago.

Most of drop-outs was due to the age of the patients, lack of interest by patient's side, difficulties by the family of patient on assist them in the training sessions, and so on. These kind of reasons are perfectly in line with the typology of the sample target of the study and it is what it was expected. Even if we are under that threshold we should avoid some drop-outs due to:

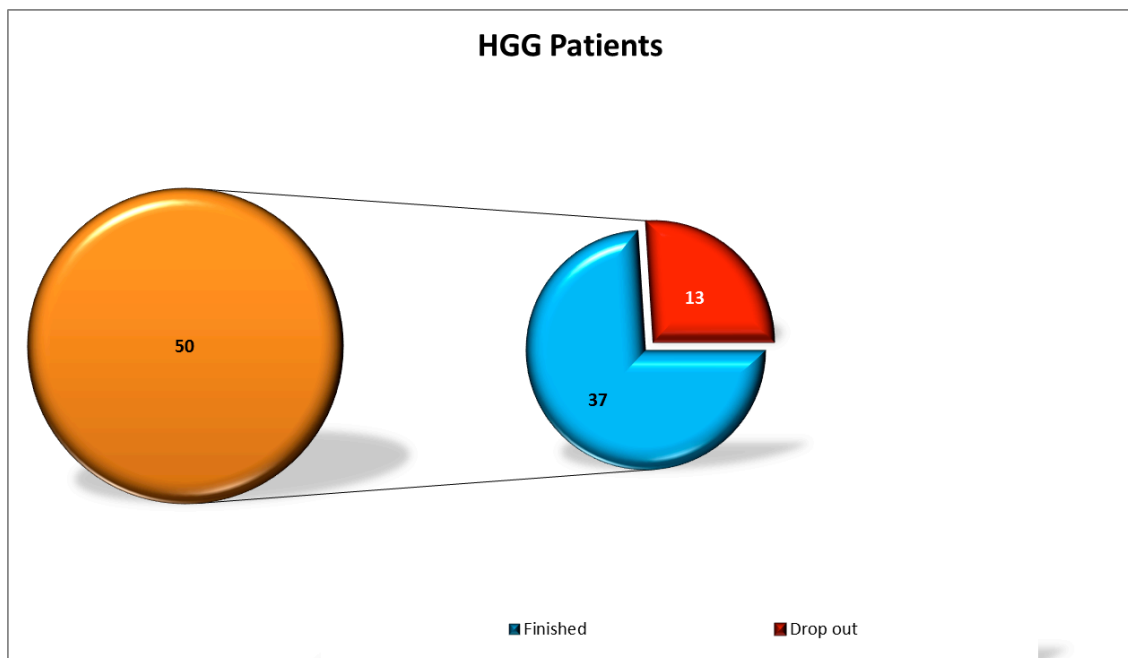
- 1) lack on information by project side: in suche rare case patient was informed roughly on what the project could offer and what the project asked, in some other cases patients was not informed on how the involvement will last, and so on.

- 2) Missing attention on patient choice: in some cases (also rare indeed) patient was chosen in wrong way (with preconditions of the project not respected) and it was not possible avoid drop-out because patient was already inserted in the list with proper randomization as the protocol fixed.

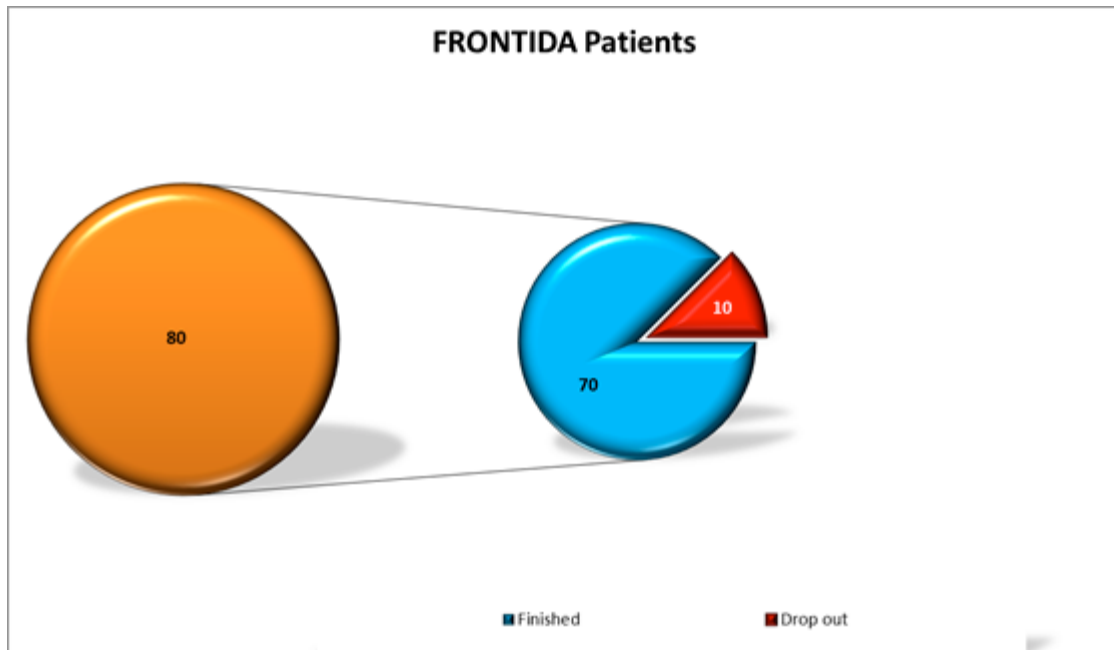
In the following table the final situation per pilot and in the next pages pie charts shown each pilot distribution of patients.

	<i>Finished</i>	<i>Drop-out</i>
<b>Frontida</b>	<b>70</b>	<b>10</b>
<b>FSL</b>	<b>82</b>	<b>4</b>
<b>FSM</b>	<b>57</b>	<b>13</b>
<b>HGG</b>	<b>37</b>	<b>13</b>
<b>MOSG</b>	<b>80</b>	<b>7</b>
<b>SERMAS</b>	<b>43</b>	<b>14</b>
<b>SPC</b>	<b>58</b>	<b>12</b>
	<b>427</b>	<b>73</b>

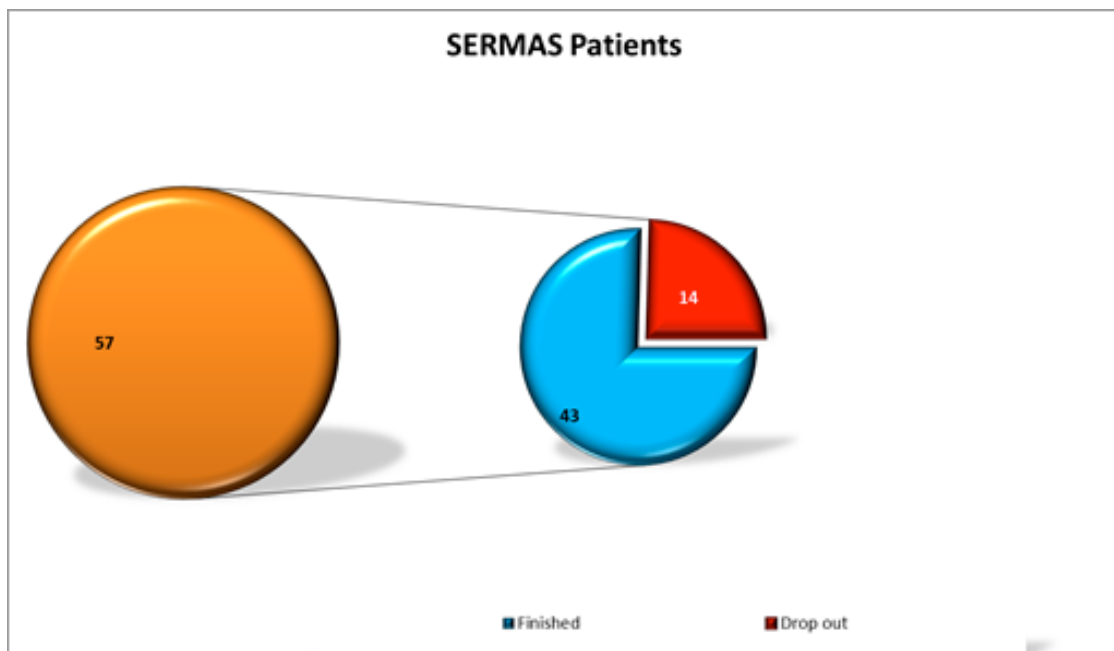
For HGG:



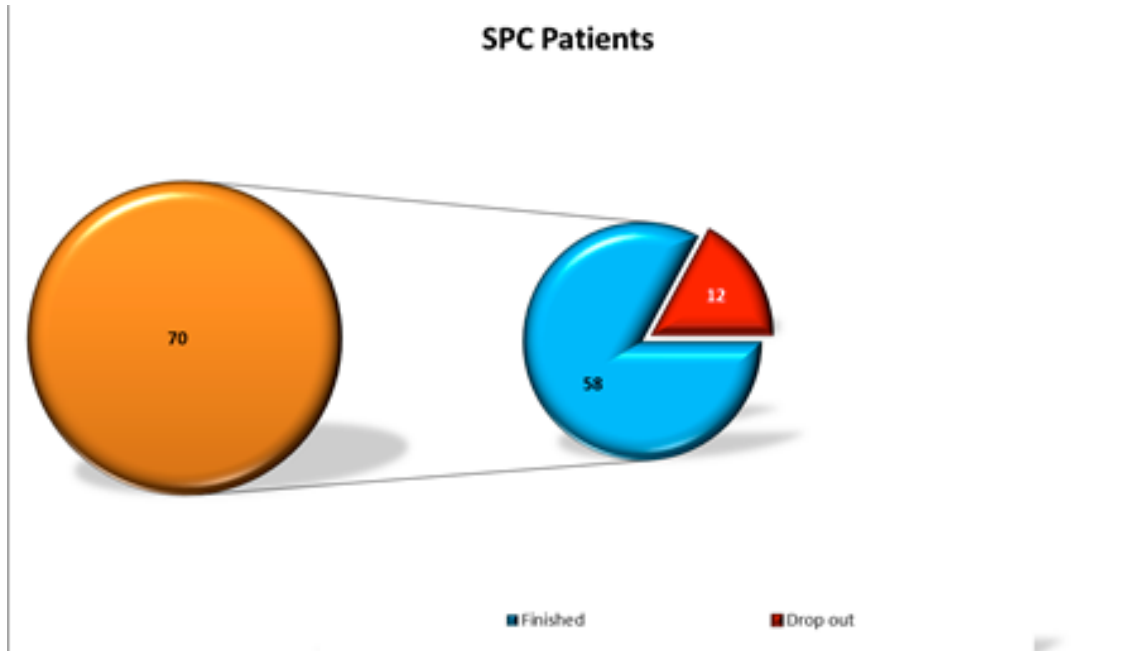
For FRONTIDA:



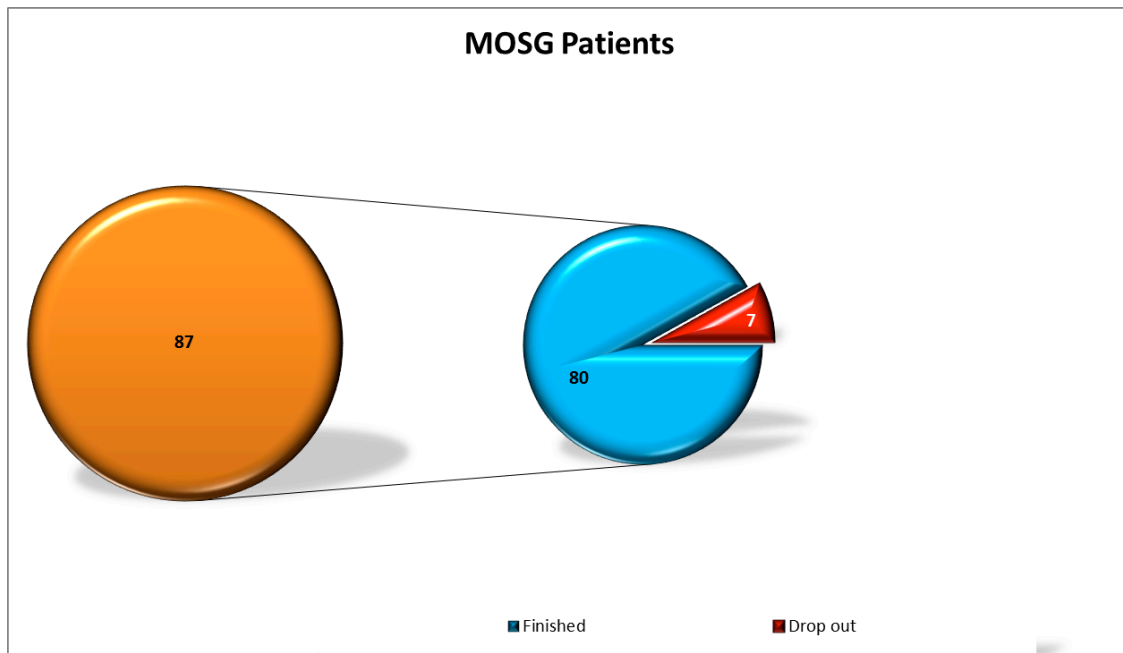
For SERMAS:



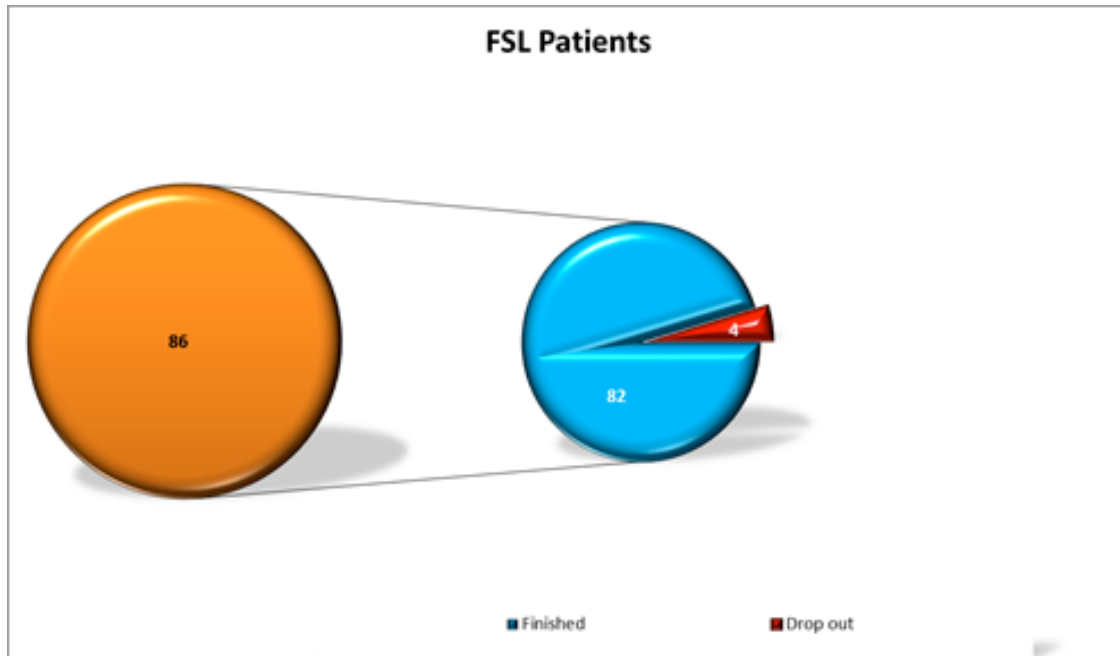
For SPC:



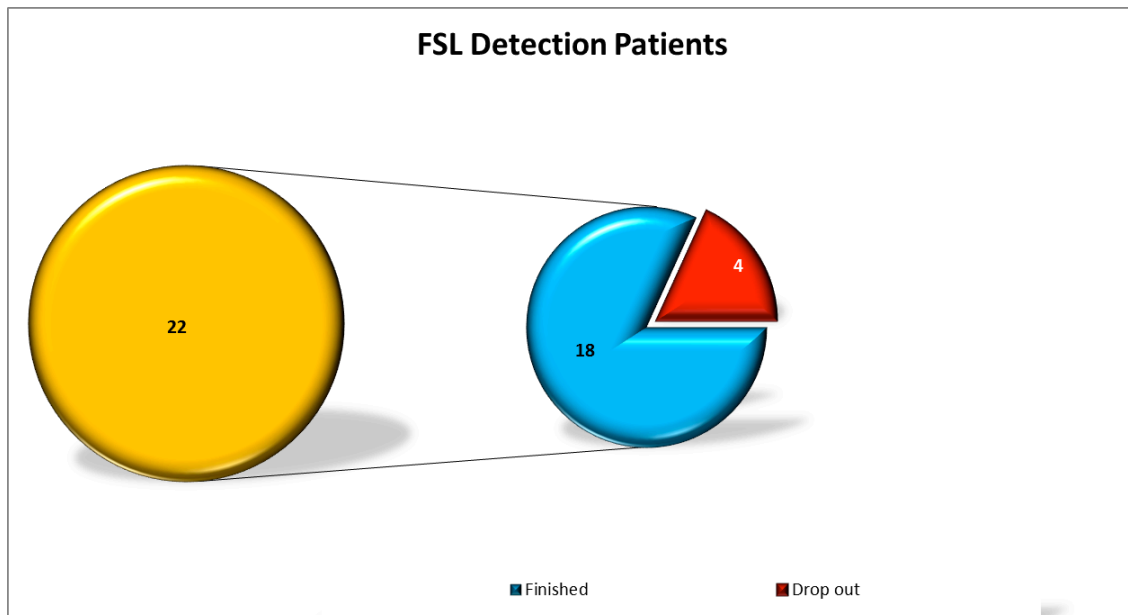
For MOSG:



For FSL:



For the detection patients, only provided by FSL, the final situation is:





## 5 REFERENCES

- [1] IDONTFALL Annex
- [2] IDF Deliverables D2.1, D2.2, D2,3, D6.2