

AAL Project
NITICS
Networked InfraStructure for Innovative home Care Solutions



**WP6: Business model design,
dissemination, exploitation and commercialization**

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Participant(s): ⁷MKS, ¹EXYS, ⁶SIE, ²SSW, ⁴CITST, ¹⁰ELE

Author(s): Drago Rudel⁷, Luka Giraldi¹, Oana Cramariuc⁴, Łukasz Malicki², Constantin Lucian Aldea⁶, Ioana Cobeanu⁶, Angelo Consoli¹, Jaouhar Ayadi¹, Thierry Didi¹⁰

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Executive Summary

This document elaborates involvement of stakeholders in the NITICS project. This document is structured in the following sections:

Section 1: *Introduction* enumerates the objectives of this deliverable and gives an overview of the general NITICS Stakeholder management aspects addressed in this context.

Section 2: *Project overview* gives an overview of the NITICS concept, its context and motivation that drives the work.

Section 3: Activities undertaken within NITICS to involve stakeholders in the NITICS design and evaluation process.

Section 3.1: *Stakeholder management approach and methods* covers approach methodology design with workflow and timeline and an international stakeholder list.

Section 3.2: *Stakeholder identification and recruitment* review results on stakeholders' identification and stakeholders' recruitment.

Section 3.3: *Stakeholders consultations and engagement with stakeholders* gives results on initial consultations and related activities and feedback through the Consultation paper

Section 3.4: *Visioning events with stakeholders* presents visioning events organised by the project partners to harvest ideas by stakeholders in direct contacts at the visioning events.

Section 3.5: *Application of the Siemens quality characteristics standard SN 77 350 for the NITICS software.*

Section 3.6: *Stakeholder feedback analysis* evaluates responses from the stakeholders and presents results of the feedback analysis.

Section 3.7: *Interrelations with stakeholders in Switzerland*

Section 3.8: *Interrelations with stakeholders in Poland*

Section 4: *Conclusions* gives general conclusions on stakeholder management.

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Abbreviations

AAL	Ambient Assisted Living
CMU	Central Management Unit
DoW	Description of Work
EC	European Commission
EU	European Union
GA	General Assembly
JP	Joint Programme
NITICS	Networked InfrasTructure for Innovative home Care Solutions
PC	Project Coordinator
WPx	Work Package x (x=1-6)

1 Introduction

This document reports on the results of the work done in the NITICS project (Networked Infrastructure for Innovative home Care Solutions) with different key stakeholders that are involved in the area of new technologies for elderly people. Their continuous involvement is fundamental to the success of the project. The activities run within *WP6 - Task 6.2 Stakeholder management* in which stakeholders' requirements will be investigated.

Key stakeholders to be involved in exploiting the NITICS platform will be recruited among technology providers, installation companies, technical installation companies, service providers, as well as organizations of care providers and of senior citizens.

Intermediate results of the project will be discussed with a relevant stakeholder panel of actors. At least three sessions are planned to be organized internationally, while on a national level two sessions per year are planned.

The Task 6.2 and consequently also this deliverable depend on the results of other work packages (WPs).

D6.2 is a living document and is due to be delivered each six months of the project (at M6, M12, M18, M24 and M27). In the M18 version of the D6.2 the following topics were added to the M12 version:

1. Relation to stakeholders in Switzerland in Ticino Canton

Meetings with 5 stakeholders spread over the regional territory of Canton Ticino were organized: 2 rescue services, 1 ambulance service. and 5 public home care organizations.

2. Relation to stakeholders in Poland

In the last 6 months SSW arranged 14 appointments with representatives of stakeholder groups: two heads of a hospital ward, 50 doctors, 30 patients, three CEO, CTO, managers (LE), 12 CEO, CTO, managers (SME), 2 presidents of the board (end-user organizations), 50 seniors (the third age university).

2 Project overview

As detailed in [DoW], the Networked Infrastructure for Innovative home Care Solutions (NITICS) project addresses precisely the aspects that are related to the Ambient Assisted Living Joint Programme (AAL JP) Call 5 by designing and building an integrated, expandable and holistic platform that enables advanced ICT services including monitoring and navigational support to elderly persons in their home during their daily activities. NITICS platform also offers solutions for several services for people with disabilities (mobility handicap and cognitive disabilities). The NITICS project aims at providing ICT services that would enable them to extend the period of their independent living at home. The NITICS project partners believe that overcoming the well-recognized barriers in new technology deployment and acceptance is possible by developing and implementing services as well as by re-organising the ways in which care is provided to senior citizens. The idea behind is to accustom elderly people to new technologies in an organized environment in which specialized caregivers can aid them in getting familiar with the NITICS services. A successful implementation of this strategy may prove benefits of using NITICS in supporting everyday activities of elderly people and will encourage the elderly outside organized care system to use the services. Moreover, caregivers will also become familiar with the NITICS services and will be able to advice the direct users. In the design process NITICS will relate itself to the projects that have already addressed needs of elderly people by providing service platforms like AAL project A2E2, AGNES, ALADIN, AMCO, AMCOSOP, AWARE, BREATHE, Care@Home, CCE, Co-Living, EDLAH, ELF@Home, EMOTIONAL, ENTRANCE, HERA, HOMEdotOLD, HOPE, MEDIATE, PeerAssist, REMOTE, SilverGame, TOPIC, WeCare, 3rd-LIFE, [AAL_Catalogue_2013]. NITICS group will sought inspirations also from the results of FP5-FP7 projects e.g. Confident [Confident], Doc@Home [Doc@Home], EPI-MEDICS [EPI-MEDICS], HEARTS [HEARTS], HomeSweetHome [HomeSweetHome], IDEAS [IDEAS], liE - ImPaCT in Europe [liE - ImPaCT in Europe], RENEWING HeALTH [RENEWING HeALTH], Silc [Silc], SOPRANO [SOPRANO], Telecare [Telecare], TELEMEDICARE [TELEMEDICARE], HATICE [HATICE], which clearly address support for elderly people.

The aim of the NITICS project is also to develop an integrated platform that enables the implementation and deployment of mobility services for disabled people more quickly and more cost effectively, including many services that can keep their cognitive capability (at both physical capabilities affected by cognitive impairments and mental level) intact.

As highlighted in NITICS Description of Work [DoW], the NITICS dissemination strategy (including the stakeholder management) is envisaged at several complementary levels:

- **European level:** We will identify a list of already existing national and international events and will check with the organisers for the possibility of carrying out piggy back activities (e.g. holding a workshop, distributing NITICS brochures, etc.). Dissemination on the European level will ensure spreading of information at multinational level, way beyond the countries represented by the project partners.
- **National & regional level:** The goal is to attain national-wide awareness among the main stakeholders, including senior associations, governmental, and regional entities and individual targets among senior citizens. The governments and the regional entities are important targets to disseminate NITICS results due to: a) their influence in decision making forums, policies and programs; b) national visibility; c) possibility to act as intermediaries between the senior professionals and the recipients of their services. The main goal of dissemination for this group is to create awareness about the important role they can play in the extension of senior's independent living and maintaining their functional capacity over the life course. The senior professionals and their associations represent one of the NITICS target stakeholders together with non-profit organizations and medical institutions acting in this field. Consequently, NITICS will establish contacts with these organizations and will create a platform or network which will be used to attract a large number of representatives to NITICS national/regional workshops and local activities.
- **Project level:** Dissemination of information at project level ensures quality information exchange on the implementation progress, barriers and drivers, experiences, results and outcomes, gathered and identified in the preparation and implementation phases in the partner cities. It provides information to the Project Coordinating Group and WP Leaders and, with a closed information loop, feedback information about the on-going dissemination process. Therefore, regular dissemination meetings will be held.

NITICS will involve stakeholders that are core in its eco-system. Although the main focus is on users and development of added value services for them, this cannot be done without involving relevant players from the eco systems, contributors, complementary as well as competitors that play crucial role throughout all project phases.

3 Activities related to stakeholders

This section presents activities undertaken within NITICS to involve stakeholders in the NITICS design and evaluation process.

3.1 Stakeholder management approach and methods

In the section a stakeholder management approach methodology is presented together with its workflow, timeline and international stakeholder list. So called *Consultation paper* will be designed to get written opinion and feedback from stakeholders through interviews and visioning events.

A **project environment analysis**, also referred to as “**stakeholder analysis**”, is a technique that is used to identify and assess the importance and impact of the project's stakeholders.

Procedure:

- Identification of project environment (collection of stakeholders)
- Grouping according to social and technical/business aspects
- Evaluation of the project environment and detailed analysis of separate influencing variables
- Development of strategies and measures.

3.2 Stakeholder identification and recruitment

The section reviews results on stakeholders identification and stakeholders recruitment. Benefits of using a stakeholder-based approach are:

- The opinion of the stakeholders is used to shape the NITICS project at an early stage. The continuous involvement of the stakeholder will improve the quality of the project.
- The support from the involved stakeholders consists in more resources and competencies

- By early and frequently communication with stakeholders NITICS partners will ensure that they understand the steps made in the fulfilment of the project processes and their status - we expect their active support when invited.
- Based on the stakeholders' experiences and interests we may anticipate how other actors would accept and use the project services. We may improve the project plans by actions that result in a win-win support to the project.
- The project environment analysis is a step for risk management related activities.

3.2.1 Stakeholders recruitment

Stakeholders' recruitment is done in the project initiation using one of the next methods:

- Questionnaire technique: Identification of user requirements, problems, tasks, motivation of potential users. Which functions are needed frequently, which functions must be capable of being called up rapidly, how the application environment looks like, detection of non functional requirement etc.
- Focus groups: identification of user requirements, problems, tasks, motivation of potential actors
- Brainstorming: identification of usability requirements
- Usability tests: evaluation of previous products or competitor products

Information will be collected by:

- Questionnaires, interviews, contextual inquiries and by observation of users in the field study
- User participation in the analysis of the use context with focus groups and/or by brainstorming
- Evaluation of existing system (usability inspection, usability test)
- Verbal feedback from the target platform actors.

Within WP2, CITST has required 61 primary users (elderly living independently at home) and 16 secondary users within the multinational survey aiming at specifying the NITICS platform and services. In addition to the primary and secondary users engaged in the WP2.1 survey, CITST has also recruited 8 stakeholders as part of the focus group to give feedback on the NITICS developments within WP2.2. The recruited stakeholders belonged to the following type of institutions: 1) mobile phone companies; 2) telecommunication network infrastructure; 3) software development and testing companies; and 4) medical and insurance companies. Most of the interviewed IT stakeholders were part of middle layer management or qualified medical personnel. In all cases the recruitment was done through the personal network of CITST.

3.3 Stakeholders consultations and engagement with stakeholders

The section gives results on initial consultations and related activities and feedback gathered with a Consultation paper.

3.3.1 Initial consultations and related activities

The target population of NITICS are elderly people living in their home environment. The project aims at providing ICT services that would enable them to extend the period of their independent living at home. The NITICS project partners believe that overcoming the well-recognized barriers in new technology acceptance is possible by developing and implementing services as well as by re-organising the ways in which care is provided to senior citizens. The idea behind is to accustom elderly people to new technologies in an organized environment in which specialized caregivers can aid them in getting familiar with the NITICS services. A successful implementation of this strategy will proof the benefits of using NITICS in supporting everyday activities of elderly people and will encourage the elderly outside organized care system to use the services. Moreover, caregivers will also become familiar with the NITICS services and will be able to advice the direct users.

CITST has engaged in Romania both elderly people living independently at home and care giving organizations. Additionally, in order to aid with the financial aspects of ICT services for the elderly, one of the options is to engage health insurance companies to accept NITICS services as part of their coverage policy and to partially or fully reimburse costs for the services provision. We have therefore established initial contacts with such organizations.

CITST has engaged a significant number of elderly people in the NITICS related activities, who will be directly involved as users of the services considered by the project and who will be able to subsequently benefit from the project outcomes. Elderly people, the main NITICS end-users, do not represent a homogeneous population group as regards to health situation, personal needs, aspirations and living circumstances. Consequently, it was expected that the relevance of, and demand for NITICS-based services and support will vary substantially across the overall elderly population, and that particular subgroups might be more relevant for particular markets and/or types of service/products. An initial survey with 61 elderly in various Romanian communities has achieved a prioritisation of the end-users needs which will form the basis of NITICS platform development. The extended presentation of the survey results is part of the D2.1 deliverable.

Additionally, CITST has initiated consultations with providers of elderly care: public and private suppliers of social and health care services to elderly people. A number of 20 individual caregivers have been interviewed in relation with the needs of elderly people that can be addressed by NITICS. Also, CITST has established contacts with care organizations like Sf. Nectarie in Cluj Napoca which comprises an interdisciplinary team of doctors, medical assistants, social workers, etc. Another organisation contacted by CITST is the Milly Senior Village in Bacau.

The corporate stakeholders engaged in the focus groups giving feedback on the NITICS services and implementation were interviewed in groups no larger than 2-3 people to avoid chaotic and difficult-to-follow discussion. In some partner countries the conversation was recorded. In Romania, the involved stakeholders have refused audio recording of the conversation to preserve their anonymity. Consequently, in Romania the CITST representative conducting the research has taken written notes of the discussions. Following a brief introduction of the NITICS project and the purpose of the discussion the participants were asked the following questions:

- What do you think about the idea/product?
- What kind of additional functionalities/ services should be included in the NITICS platform?
- What do you think would be most important to elder people?
- Do you have any elder relatives who require care? Do you think the assistant would help her/him to get around on daily basis? (why?/ why not?). Would you consider paying for such services for your relative? (i.e. mother/ father/ grandparents);
- How much per month would you be willing to spend?

These questions were used to initiate discussions during which the participants were encouraged to express preferences, negotiate, disagree and agree. This kind of discussion proved to be a great opportunity to collect various opinions on the NITICS platform and subsequently on a Mock-up presentation of one of the NITICS services. The main idea of presenting a Mock-up interface was to elicit opinions on the interface of a given functionality. The Mock-up was presented to the participants on a computer screen or tabled and they were allowed to navigate it, to try various icons, to ask questions and give feedback. The product idea was generally considered as very interesting although several of the participants, in particular those working in the IT sector, pointed out that similar solutions will soon reach the market as they are already announced by large players in the field. For example, Texas Instruments and iHealth are already commercializing their own line of wireless devices and corresponding management interfaces. In particular, iHealth has announced its entering on the Romanian market with a full line of Bluetooth health-monitoring devices for monitoring blood pressure, glucose level, segmental weight, oxygen levels, etc offered at very competitive prices. Regarding the evaluation of the idea and product, it was pointed out that it also has potential in monitoring children while at home alone. The home automation, reminders, indoor localization game and eventually even the fall detector can be very useful in this case. Additionally, such a system can be particularly useful for children having some chronic health conditions, like for example diabetes.

3.4 Visioning events plan with stakeholders

This chapter presents visioning events organised by the project partners to harvest ideas by stakeholders in direct contacts at the visioning events.

Stakeholders are not a homogenous group. Therefore they were divided into three groups within the NITICS project. Each of them requires different attention and specific communication methods. Consequently events with stakeholders should deliver not only individual users and their families opinion, but also those from healthcare institutions, companies etc. Moreover, blockers and opponents should also take a part at the stakeholders events. This approach guarantees that the analysis will involve many different opinions. In NITICS we distinguish the following type of stakeholders:

Stakeholders I:

Representatives of the stakeholder group I are frail people, mainly senior persons that have certain demands for social support and technology solutions. They share their needs with their caregivers, social and healthcare workers and other members of their social network.

Stakeholders II:

In the stakeholder group II there are experts and opinions makers (doctors, officials, businessmen/businesswomen) in the area of Ambient Assistant Living, such as healthcare organizations (hospitals, care providers), user associations, NGOs, universities and others.

Stakeholders III:

Members of the stakeholder group III are national governments, local governments, business sector etc. The business sector represent companies and/or resellers.

Table 1: The targeted stakeholders

STAKEHOLDERS		
Stakeholder Group I	Stakeholder Group II	Stakeholder Group III
Elderly people Caregivers	User associations Universities Social and healthcare organizations Nursing homes	Companies Resellers

Communication to different market segments must be done in a cohesive way and has to transmit the message of well-being and the desired benefits. On the other hand, this plan should also come in a segmented way in order to achieve identity and empathy of each market segment to be addressed.

Events which could be organised during the stakeholders meetings are presented in Table 2 where also pros (+) and contras (-) are indicated.

Table 2: Planned events with the targeted stakeholders

Event	Pro “+”	Against “-“
Workshops	Face to face contact; Immediate response; Motivate the audience to focus on a one thing/goal; Audio/video presentations	Small groups are more effective than big ones; Organising costs (room, lunch etc) Need to collect people in one place
Online workshops	Skype/Lync conferences; Documents distribution (SkyDrive); Questionnaires; Repeatable;	Only invited stakeholders

	Low costs	
Conferences/professional shows such as Ted.com	Well-educated audience; Wide audience, New contacts	Costs (travel, accommodation, folders), A lot of work
Science festivals, exhibitions, competitions	Wide audience, Stay memorable, New contacts	Costs & Time (travel, accommodation, posters)

Carrying out the analysis after the events with stakeholder will outline (draw) real interests, doubts or companies potential. The analysis which will be an effect of the events should provide some hints such as an overall picture related to end-users expectations, identify potential conflicts of interests, and identify relationships between stakeholders. Moreover the analyses should be divided into few groups e.g. age, living country, stakeholder group.

To begin with, people who arrange the meeting should gather as much information as possible. It would be valuable for further communication or cooperation e.g. stakeholder name, communication approach, interests, status (advocate, neutral, critic etc), desired support, actions desired etc. Moreover there are some issues which help to understand the stakeholder needs: financial/emotional interest (negative or positive), information which they expect, influences by his opinion, current opinion. The knowledge about each person separately allows the organizer to focus on different issues during the presentation or workshops and fulfill power/interest grid (Figure 1).

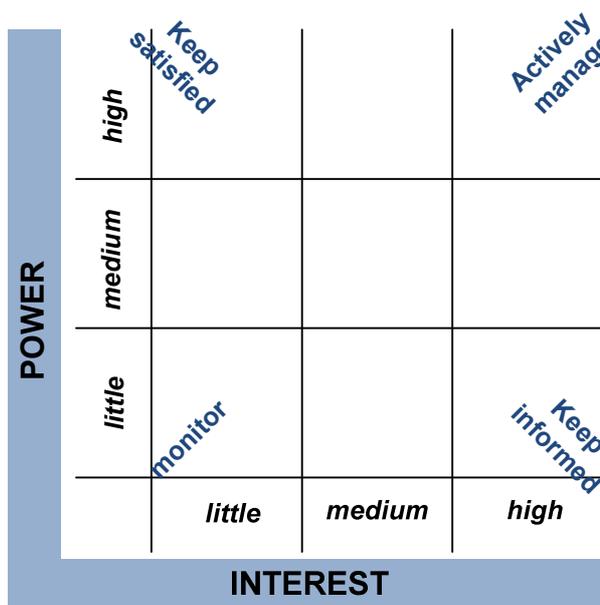


Figure 1: Assessment of potential impact of the NITICS system

The stakeholder map connects the level of impact of the change to them and the significance of these stakeholders. The results have a high impact on the success of the change project. Nonetheless the position on each person/group could change that’s why the Stakeholder matrix should be regularly checked.

This knowledge about Stakeholders allows to set up their allegiances (advocate, follower, opponent etc) and design the strategy of stakeholders management. The table contains information about impact, importance, allegiance and concerns let to think the necessary action (e.g. try to convince uneducated and worried end-users that the system is easy to learn and does not require long term education).

The report

After carried on surveys in WP2 the consortium gets knowledge about the elderly people and caregivers’ situation and theirs points of view (see

Table 3). Some data should be used to compare the needs, expectations and possibilities which allow receiving feedback about concerns and dependability of using/installing NITICS system.

Table 3: Expected outcomes of the survey on user needs and expectations

Stakeholder group (Users)	What we have to know	What do we want to know
I (Elderly people)	Living costs, incomes	Readiness to pay
I (Elderly people)	ICT skills	How complicated the devices could be
I (Elderly people)	Health status	How often and what kind of help is required
I (Elderly people)	Relationship with family	Reaction time, medical experience/knowledge
I (Elderly people)	Socializing	With whom, for what
I (Caregivers)	Report from primary-users surveys	Opinion about the results
I (Caregivers)	Number of patients	The most common patients' problems
I (Caregivers)	Interested in NITICS	What is the most interesting, what is not necessary
II (all)		NITICS's weak and strong sides
II (all)		Possibilities to improve and develop in the future
II (all), III (all)	State-of-the-art of technology	Solutions on the horizon
II (all), III (all)	Current situation (reports, EUROSTAT)	Prediction for the next few years
III (all)		Competition
III (all)		Willingness to pay for NITICS based services
III (all)		Expectations from owners (patents, licences)
III (all)		Resellers outcomes related to NITICS, readiness to invest
III (all)		Markets
III (all)		Fashion

3.5 Stakeholder feedback analysis

The section reviews responses from stakeholders, results of the feedback through the Consultation paper and visioning events analysis.

Quality criteria can be drawn from a whole range of standpoints: from the user's perspective, from a maintenance perspective, etc. It should be defined different degrees of quality fulfilment and/or metrics which allow the relevant criterion to be assessed. The quality consists then of the degree to which it fulfils one or all of the criteria defined for the result.

3.5.1 Purpose

The purpose of the review is a continuous improvement of performance of the system based on specific feedback from stakeholders. The consistent evaluation of errors detected in the reviews makes it possible to take additional measures to avoid errors. The greatest benefit can be achieved when review and test activities complement each other.

Motivation and objectives for reviews always include:

- early detection and removal of errors;
- early detection and removal of problems and deviations.

3.5.2 Inputs

Principal inputs for analysing the stakeholder feedback are:

- Questionnaire
- Verbal feedback from the customer

Feedback can be obtained about the principal subject areas, as for example:

- Overall Satisfaction
- Project Management
- Quality of Service & Delivery
- Skills & Competences
- Collaboration / Communication
- Value for Money
- Comments

The following communication channels can be used to obtain feedback from stakeholders:

- (Written) comments in the course of a customer satisfaction survey
- Face-to-face (or written) feedback to the NITICS project members
- Face-to-face (or written) feedback via the quality management actors or tools (e.g. in form of a Q-problem report)

Based on the stakeholders' feedback the corresponding measures will be identified and initiated.

3.5.3 Review process

3.5.3.1 Review methods

Reviews can be conducted either at review meetings or by working through comments obtained in writing. In the first case we speak of session reviews or session technique reviews. In the second case, of comment reviews or comment technique reviews. In both cases the review object is passed on to the review participants for examination few days before the review date (session date or deadline for submitting comments).

Irrespective of the method selected, each review must be documented by a review report:

- To ensure that the author has eliminated potential errors.
- To ensure that all participants and persons informed have a document setting out experiences which can then be used for planning and executing further reviews.
- To ensure that the errors and the causes of errors can be analyzed.
- In order to be able to assess the responses.

A review report should consist of the cover sheet complete with error statistics, error list and, if appropriate, an analysis report.

3.5.3.1.1 Comment technique review

In a comment review, the reviewers first go through the review object individually, recording their comments in writing. Subsequently, all review participants receive all the comments and the opinions given on them for their information.

Key features of a comment technique review:

- Comment technique reviews are particularly suited for document reviews, and to some extent also for GUI and web reviews. Comment technique reviews are not well suited for code reviews and reviews of electronics development and production documentation; in such cases, general session technique reviews and intensive inspections would be preferable.
- Feedback is generally provided in writing (preferably directly in the review tool or in the form of a comments list with uniform layout). This makes it a lot easier to document the reviews.
- The number of review participants is not restricted (it is possible to involve a lot more reviewers)
- The reviewers prepare their comments independently and uninfluenced by other reviewers
- The author of the review object evaluates the review comments without immediate contact to the reviewers.
- The organizer monitors the review process with respect to the response rate, and documents the agreed review results together with the author.

The documented review result is then distributed to all review participants.

3.5.3.1.2 Session technique review

In a session review, all the comments are worked through and assessed in one session, which is attended by all the review participants (including the author of the review object). In this case, too, all the reviewers first go through the review object prior to the session, each of them recording the errors or defects found.

Key features of a session technique review:

- Session reviews are suited without any restrictions for document, GUI, and webs reviews. A general session review is also suitable for reviewing code or documents relating to electronics development or manufacturing, but in such cases it should also be considered to resort to intensive inspections.
- To be able to talk of a review, the examination must be performed by at least two reviewers. Different persons/roles should be involved. A review session conducted by only the author and a single reviewer does not make sense because the rate of errors detected is significantly lower and too many issues will be discussed at length, as experience has shown (defensive attitude of the author).
- The recommended maximum number of participants is five to seven persons (author, facilitator, several reviewers)
- A review session should not take longer than half a day. In the case of large review objects, the review should be split up into several sessions.
- Session reviews require all participants to be well-prepared, above all the reviewers.
- Session reviews also need adequate facilitation, which should be neither too restrictive (strict refusal of proposed solutions) nor too generous (lengthy discussions).

At the end of a session review, all the comments made by reviewers have been discussed, and all the necessary improvements have been agreed on. A report documents the review results.

3.5.3.1.3 Intensive inspection

The intensive inspection method is a particularly efficient form of a session review. At least three, but not more than six inspectors discuss the review object in full during one or several sessions, which may last for a maximum of two hours each. Each participant plays a precisely defined role (facilitator, author, reader, and inspector/reviewer).

Key features of an intensive inspection:

- Intensive inspections are suitable for all kinds of review objects. They are especially important for code reviews and reviews of electronics development and production documentation because with these reviews, other techniques won't work or will yield significantly inferior results (lower error detection rate, considerably more effort)
- Specifying particular roles for the inspectors (=reviewers) (e.g., author, facilitator, reader, additional roles)
- The review object (=inspection object) is verified against the specification documents

- Conducting an inspection in the form of a session technique review
- Limited number of inspectors (optimum size of the inspection team is four persons, min. three; max. six)
- Specific training in this method is organized for the facilitator.

3.5.3.2 Review phases

The review process - from planning to release - includes the phases with the respective focus points as presented in Table 4.

Table 4: Review phases

Phase	Actions
Initiation	Review planning Preparation of review documents Invitation of participants
Preparation	Examination of the review object Preparation of review comments
Execution	Determining the review result Conducting the review session(s) (for session technique reviews) Evaluation of review comments by the author (for comment technique reviews)
Follow-up	Revision of the review object Examination and release of the review object Creation of review metrics

3.5.3.3 Review objects

Review objects (objects examined in a review given in Table 5) are parts of development results of a most varied nature. They include documents and plans as well as code sections, modules, user interface screen forms, web solutions or hardware results (e.g. layout, circuit diagram).

Table 5: Review objects

Review Object	Purpose
Documents/Plans	The main focus points of document reviews depend to a large extent on the type of documents being reviewed.
Code	Code reviews are intended to check the source code for possible weak points against the requirement documents already before software testing starts.
Model	Formal design models, as they are created in object-oriented software development, are checked for compliance with requirements documents and common design rules.
GUI	When reviewing a graphical user interface, it is not only the functionality, but in particular also its design and user-friendliness that need to be examined.
Web	As in the course of a GUI review, you not only need to evaluate functionality, design and user friendliness, but you must also pay special attention to the performance and complexity of the web structure when reviewing a web application.

3.5.3.4 Analysis of the stakeholders' satisfaction survey

With the stakeholder survey information will be gathered on how the services are perceived by stakeholders and where potentials are for improvements.

When an average response to a particular question is ranked lower than "7" on the scale from 1 to 10, than potential reasons for low scoring have to be immediately analysed by the project manager and the bad scoring has to be commented in written. Moreover it is recommended to analyse truly bad results even on a single question and do a respective analysis.

3.5.4 Outputs

Principal inputs for analysing the stakeholder feedback are:

- Filled out questionnaires
- Associated statistics
- Action lists

3.5.5 Siemens standard SN 77 350

According to Siemens standard SN 77 350 [Siem], the following quality characteristics apply to the NITICS software:

- Reliability
- Degree to which it fulfils its defined function
- User friendliness
- Time response
- Consumption behaviour
- Maintenance-friendliness
- Portability

Within these features there are additional sub-features such as learnability and usability (sub-features of user-friendliness). If these features are assigned values e.g. point values, time values, etc., the results are objective quality criteria.

3.6 Stakeholder feedback analyses for NITICS components

The consortium partners represent different kind of stakeholders. Using their stakeholder's experience, all the NITICS partners were implied in the feedback analysis as described in section 3.5. They have inspected and tested the modules functionalities. The review methods used have produced comments, emails and documents covering the model, the code, the GUI and quality issues.

In the development / implementation process of NITICS project SIE followed the agile stdSEM methodology (a general model for developing systems). stdSEM is tailored to enterprises which are governed as projects. Projects are one-off enterprises which are geared to achieving a specific result (project goal) and for which an execution plan, a defined time span and a defined budget are available. stdSEM is not only suitable for pure software development projects, but also for general projects relating to program and system development. stdSEM is mainly used for software projects, however.

This methodology covers the following types of projects:

1. Software development projects;
2. Software maintenance projects;
3. Non-software projects such as:
 - a. Services (elaboration of training measures, elaboration of networking concepts, etc.)
 - b. Consulting (planned execution of consultancy services)

- c. Development of organizational solutions ("orgware")
- d. "Everything that can be planned"

In the NITICS platform development and implementation have been taken into account the creation of well defined interfaces. These interfaces respond to NITICS platform requirements.

In the reported period the following modules were partially defined and implemented: core, services, skin, reports, web module, messages, log4j, file system, model module and database model, common, functional modules, and search module.

Principal NITICS functionalities available (implemented) with the graphical user interfaces are:

- Login/Logout
- Search
- Alerts view
- Devices management
- Locations management
- Manufacturers management
- Reports (devices type percentage, devices location)
- Users management
- Load files with devices
- Full text search (with reindex - update of the entities' indexes automatically)
- Manual measurements (add data manually)
- Dashboard view reordering of the contained panels
- Push data gateway.

Logout and Search can be accessed by user all the time after authentication.

SIE plan to use some of the implemented NITICS components and modules within other industrial projects and research projects.

For all components produces by Siemens we implement an automated unit test and automated integration tests. They must be passed before any prototype or product release.

Following the agile SEM methodology and PLM (Product Lifecycle Management), discussions have been organised during the NITICS platform development. The goal of these discussions was to obtain feedback from the stakeholders.

During these meetings procedures for the following processes were established and followed:

- Organization, preparation, management and follow-up of reviews
- Integration of review comments and statements
- Procedure of review sessions
- Management of current reviews
- Release processes.

All the procedures conform to the adequate Siemens procedures and NITICS project procedures defined in the D1.1: Internal Communication Infrastructures and D1.2: Quality Assurance Plan.

In the comment review, review participants individually work through the review object and enter their comments in what we call the "comment list".

On 24th April 2014 SIE organised a virtual meeting (Skype) of all NITICS partners aiming at getting feedback on the first version of the NITICS platform interface. A working version of the platform was available prior the meeting to the NITICS partners. The test platform was provided by the project coordinator and the access was granted for partners as test users and contributors. Some partners provided their observations before the virtual meeting.

At the meeting SIE presented the state of NITICS platform and the partners expressed their comments and suggestions for the platform improvements. During the meeting ambiguities, errors and deficiencies found in contents and the form were pointed out and commented.

The following observations/comments were given:

- Highlight the selected tab (so the users know in which tab they are at one moment)
- Change in red the tab title when is open or to make it bold
- The dashboard is confusing and need further organizing
- Add different views for each user role, to limit panels' visibility
- Delete data from database and changed to the real (meaningful)
- Add the category or identity of devices
- The platform should make the difference between users after their roles
- *Alerts/caretaker* management titles should be bigger and colored
- Hide the password at the register page
- Use a term “*carer*” instead of “*caregiver*”
- Take into account that for blood pressure there are two values measured from device, and to take into account the type of data send by device (can be double, integer but also boolean (true/false))
- Correct the part when a device manufacturer is added. This is not directly visible in the *devices tab*. Now a user has to manually refresh (logout and after login) the programme to see it
- Export into “pdf” format is not working for manufacturer list
- Use a word “manufacturer” instead of “producer”
- Insert more representative pictures and less text, to make it easier for elderly to understand how platform is working
- Wait with translation into other languages until the graphical interface is simplified.

SIE will take into account all the stakeholders' suggestions, and will resolve the bugs/errors for better performance of the platform. Partners will send their observation in written by email to SIE and SIE will respond if the observations are pertinent. Stakeholders are expected to send their justified review comments also in the future.

SIE will update the web application on server and will promptly inform the partners on improvements. The partners are asked to verify and validate changes. Each new release will be versioned. A change request list and the implemented changes will be related to each version.

The NITICS partners acting as stakeholders appreciated that the implemented modules satisfied the architectural requirements of the D3.2 deliverable (*System architecture and test profiles*) and covered the uses cases described in D2.1 (*End-user requirements report*).

3.7 Interrelations with stakeholders in Switzerland

3.7.1 Purpose/motivation/aims

Swiss economic situation is in 2014, for the 5th consecutive year, in the leading world position as far as the technological innovation is concerned (OCSE data). Besides other traditional fields (as precision engineering and energy), the pharmaceutical and health/medical markets are of prominent importance and competitiveness for both big companies and SMEs in Switzerland as well as abroad. The health and third-age sector ferment is particularly evident in Switzerland (at the second position in the world, with more than 10% of PIL in expenditure in 2013), and also more evident in Canton Ticino, the southern side of Switzerland where Eclixys (EXYS) essentially operates, and where caregiver institutions, ambulance services and home care for the elderly, are among the most dense in number per inhabitant in the entire Europe. Therefore it becomes evident that for EXYS the internal health market, very focused in the innovative technologies, is of paramount interest, considering also the very high average technological level in which both private companies and public institutions operating in the country are lying. Moreover, the adjoining Italian region Lombardy, with its ten million inhabitants, and being one of the most industrialized and hospitalized region in

Europe, is also very attractive for the Swiss export technological-oriented market (not to mention that Switzerland export market is very developed and one of the main economical income source in the country), due both to its proximity and to the common language.

Another important element will be, in the immediate future, the creation of the USI (Università della Svizzera Italiana, Lugano) medical school, foreseen by near 2020, very attractive for the nearby Italian students, pledging a firm background for the regional health academic and R&D infrastructure.

Finally, the health social system is private in Switzerland, hence the competition among health insurance companies is very accentuated, strongly pushing to a never satisfied demand of innovative devices and solutions.

To resume, the NITICS consortium will have, by the mean of EXYS, a greedy occasion to offer brand new and innovative solutions mainly for health private companies and public institutions, and for other caregiver institutions such ambulance services and home care organizations. In general, the status of institutions and SMEs, throughout the Swiss Confederation, is good, or even very good, hence being able to afford even expensive solutions, and technological innovation is seen feasible and acceptable.

3.7.2 Initial status in relation to stakeholders

Since the very beginning of the NITICS project, EXYS was involved in looking for contacts with organizations spread over the regional territory of Canton Ticino. Meetings were organized for:

- 2 rescue services (Telesoccorso Locarno and ATTE "Associazione Ticinese Terza Età)
- 1 ambulance service
- 5 public home care organizations, one for each district of Canton Ticino: Mendrisio, Lugano, Locarno, Bellinzona, Tre Valli.

For every mentioned institution it was organized one or more meetings with one or two EXYS representatives, illustrating the NITICS project concepts, innovative aspects and outcomes.

At the federal level, some tentative was made in order to contact more national-wide encompassing third-age organizations, mainly public ones, and to academic institutions. The outcomes of these enquires are yet premature, but efforts in this direction are still work in progress.

3.7.3 Methodology means taken

In approaching health-care institutions and private organizations, a face-to-face and by-phone approach with organizations' managers and CEOs in charge was generally adopted, while only in a couple of occasions a presentation in a conference was provided. The interlocutors were always expert technicians possessing business-related skills. During the meetings, focus was frequently on scientific and technical aspects.

3.7.4 Results - progress, outcomes

In general, all the contacted companies and organizations were very interested in the innovative technological outcomes of the NITICS platform, mainly as far as the communication and the flexibility of the devices is concerned. The rescue services and the ambulance service providers looked for solutions performances in terms of reliability and speed of communication. Real-time response was for them an important characteristic.

The price of the solution was also discussed but was not so important issue as expected. Rather, quality of products and services was emphasized. This reflects high competitive level among those type of organizations in Switzerland.

3.7.5 Discussion

All the institutions met were most interested in the technological aspects of the NITICS solution. A competitive advantage of it on the internal Swiss and external European market seems to be the NITICS technological innovation. The solution costs seem to be less important. Indeed the Swiss habitual market tends to head towards high quality services and solutions instead of selling low cost products and services. Therefore the billing aspect of the NITICS project seems to be of minor importance for the Swiss healthcare related organizations. A potential disadvantage for marketing NITICS products in Switzerland is a limited internal market size. Switzerland has a whole only 8 million inhabitants – potential customers. Taking into

account also the European market, in particular the adjoining countries France, Germany and Italy, the market size is sufficient for successful NITICS products deployment.

In the future, EXYS intends to penetrate deeper into the academic, health and third-age institutions system at the national level.

3.8 Interrelations with stakeholders in Poland

3.8.1 Purpose/motivation/aims

The Polish market seems to be very promising for companies offering novel and innovative products for customers. The quite good economic situation (GDP growth +1.6% in 2013) despite the crisis in EU shows the Polish economy as a stable and up-and-coming country. According to the Central Statistical Office of Poland, in 2010 the Polish economic growth rate was 3.9%, which was one of the best results in Europe. In Q1 2014 its economy grew by 3.4% and is expected to grow by 3.4% in 2014, 3.7% in 2015 and 3.9% in 2016. In spite of quite low GDP per capita (\$23,228 (PPP, 2013); \$13,333 (nominal, 2013)) the NITICS consortium could not forget about the social stratification which is a huge problem in Poland but, on the other hand, a chance – in Poland (population about 38.5M) work about 15M residents, 20% of them earn more than €1.200 what, comparing with the costs of living, allows to save some money. Moreover Polish citizens invest a lot of money in the health care sector: the non-prescription medicines market, which accounts for about one-third of the total market value, was worth PLN 7.5bn in 2008. This value includes drugs and non-drugs such as dietary supplements, cosmetics, dressings, dental materials, diagnostic tests and medical devices. The prescription medicines market was worth PLN 15.8bn¹.

The Polish government will invest billions of euros in the new technologies in the next years what gives NITICS a unique opportunity for a successful start in Poland. If the NITICS platform would be finished on time, the NITICS consortium may offer a brand new and innovative solution to large companies, hospitals, carers and end-users much earlier than other Polish companies. On the other hand, due to the national funds and bailouts, number of competitors has been increasing as never before. Having advantage in time and coming to the Polish market with a tested solutions means that doors would still be open to the NITICS consortium in many large enterprises, hospitals and care institutions for cooperation. Figure 2 presents an overall readiness of Polish households to pay for healthcare services²:

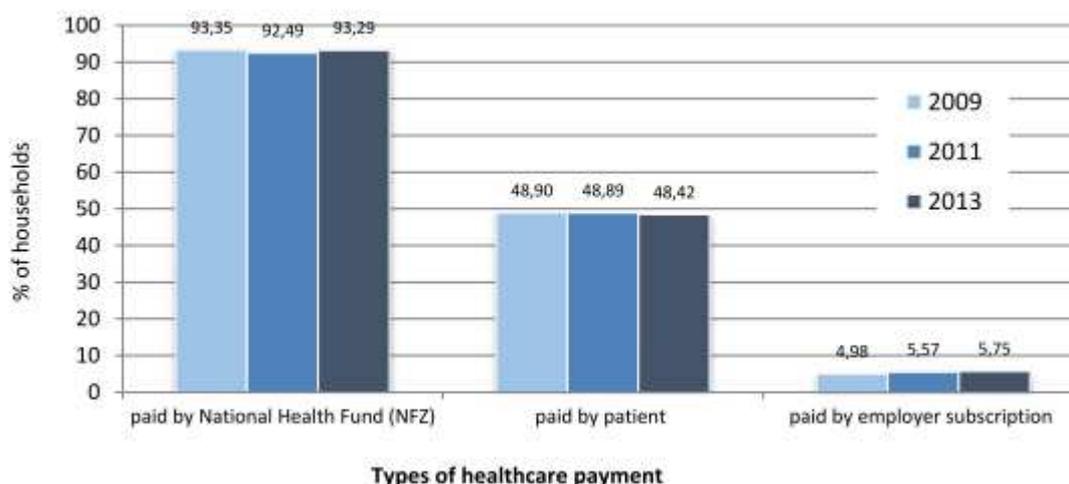


Figure 2: The extent of healthcare service use in the 2009-2013 panel sample.

¹ "Polish pharmaceutical market". Pharmapoland.com. Retrieved 25 May 2011.

² "Social Diagnosis 2013 Objective and Subjective Quality of Life in Poland"

3.8.2 Initial status in relation to stakeholders

In the last 6 months SSW arranged 14 appointments with representatives of stakeholder groups (I, II, III users). Different profiles of leading people took part in the meetings: CEO, CTO (SME, LE), presidents of the board (end-user org), a financial director (SME), deans and professors (medical universities, technical university), a head of a hospital ward (hospital).

Moreover, in 2014 SSW presented the NITICS solutions at the Warsaw conference “Innovations in geriatric care”, at the “Social Diagnosis 2013 Objective and Subjective Quality of Life in Poland” and at workshops organized by end-user organizations. SSW estimated that thanks their activities over 150 stakeholders got acquainted with the NITICS project and its results: two heads of a hospital ward, 50 doctors, 30 patients, three CEO, CTO, managers (LE), 12 CEO, CTO, managers (SME), 2 presidents of the board (end-user organizations), 50 seniors (the third age university) (See Figure 3 and Figure 4). This number does not include the end-users taking part in the testing.

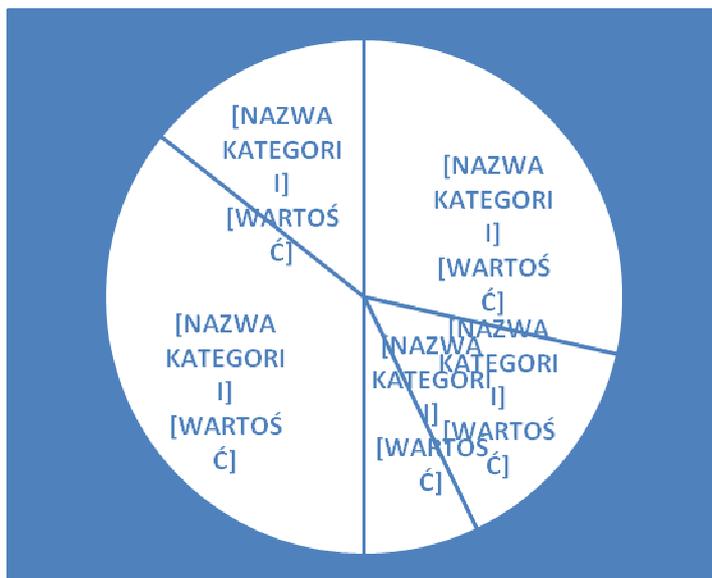


Figure 3: Number of meetings by stakeholders.

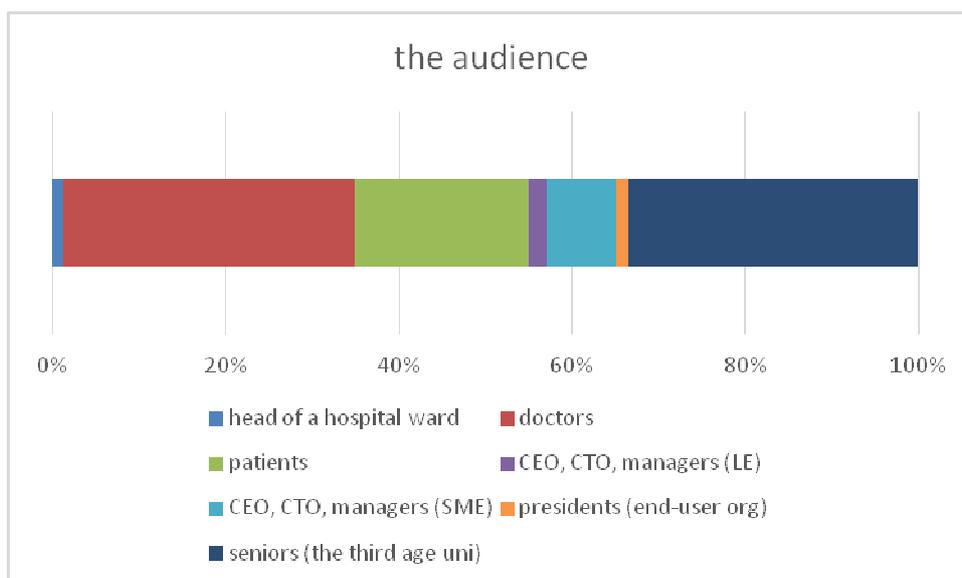


Figure 4: Distribution of the audience at the SSW stakeholder recruitment activities.

SSW members has acquired potential partners and presented the NITICS platform at informal meetings at the international conferences:” ICT Proposers' Day” (Florence, 2014), “Ageing Society - untapped potential?”

(Warsaw, 2014) and had an appointment with members from the Institute for Work and Technology (Gelsenkirchen, 2014).

After the presentations, during the workshops and the conferences the SSW staff received some meeting offers for further discussion on the performance requirements for the NITICS platform.

3.8.3 Methodology- means taken

Generally two types of meetings were organized: presentations for a large audience or face-to-face meetings prepared for managers and directors of companies and universities. In case of presentations SSW has prepared a PPT presentation presenting the NITICS project. The presentation did not contain any technical parameters but explained the background of the NITICS platform, so allowing presenters to tell scenarios modified according to the audience demands. In case of the face-to-face contacts, CTO and SME directors were mainly interested in the NITICS platform technical specifications, design and opportunities to integrate the NITICS platform into their existing systems.

3.8.4 Results - progress, outcomes

Table 6 summarizes SSW's observations based on the contacts with the stakeholders. In short, the NITICS platform has been very much appreciated at all meetings. Non-user-friendly interface was frequently mentioned as a serious objection against potential use the NITICS platform. Almost all partners and guests expressed their wish to the informed on prices for the platform.

Table 6: Summary of the SSW's observations on the NITICS solution expressed by the stakeholders in Poland.

Stakeholder	Advantage/plus	Disadvantage/minus	Comments
Large enterprise	<ul style="list-style-type: none"> -good price -willingness to be first on the market -less funding (%) than SMEs 	<ul style="list-style-type: none"> -Necessity of integration -Necessity of the regular face-to-face meeting; -NDA; -getting the exclusive property rights to selling control 	willingness to meet: ++
SME	<ul style="list-style-type: none"> -NITICS as a part of the offer -Agreements with many clients 	<ul style="list-style-type: none"> -a lot of funding projects from the National Programs which allow to design a similar platform as NITICS -help-desk, call-center -shareholders (?) 	willingness to meet: +
Medical university	<ul style="list-style-type: none"> -good price and a big value -one client generates the next one -quick access to the doctors and patients requirements 	<ul style="list-style-type: none"> -help-desk, call-center -integration with the hospital infrastructure -a lot of changes and requirements -a tender -warranty and risk of damage devices by patients 	willingness to meet: +++
Technical university	<ul style="list-style-type: none"> -free-of-charge modifications (master thesis, doctoral thesis) -free-of-charge tests 	<ul style="list-style-type: none"> -efficiency -quality of software modifications -the code could be stolen 	willingness to meet: +
End-user org.	<ul style="list-style-type: none"> -no software modification -a standard offer -quick price and offer modification -non NDA etc 	<ul style="list-style-type: none"> -Requires the guarantee from doctors or hospital that the data will be helpful in the further diagnosis. -the price is the most important 	willingness to meet: ++

At the "Social Diagnosis 2013 Objective and Subjective Quality of Life in Poland" event the authors presented a graph (Figure 5) which could be helpful in estimating potential price of NITICS platform in Poland. It presents household spending on healthcare in the last three months.

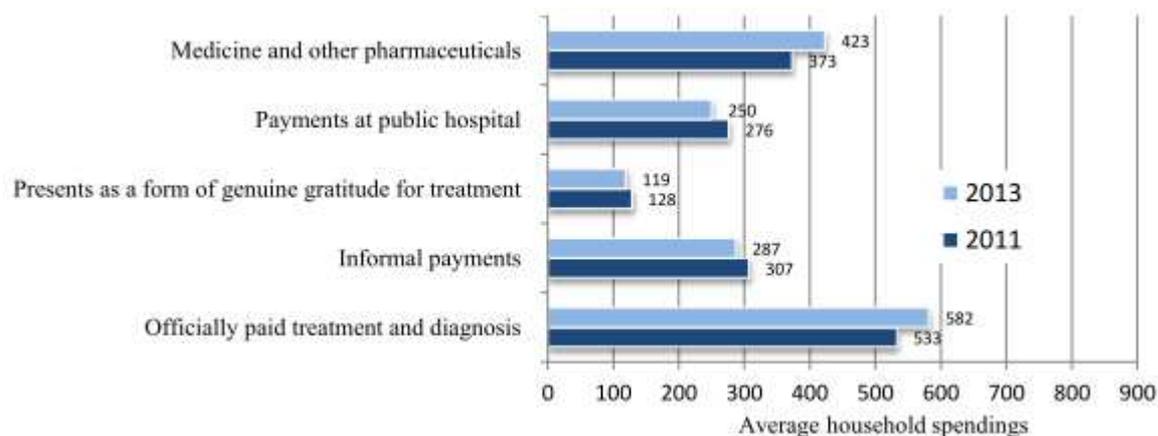


Figure 5: Average household spending on healthcare in Poland in 2011 and 2013.

3.8.5 Discussion

As mentioned before many stakeholders had asked for the NITICS price-list. It is clear that prices have the strongest impact on the potential user's interest to further discuss any commercial issues. It is interesting that the most demanding potential users were those having almost no money to contribute financially to service costs. For this additional reason the NITICS consortium should focus on potential buyers belonging to the Polish middle class society and develop different business-models for end-users, hospitals and companies. When preparing the NITICS business-model it should be taken into account that some platform, such as Microsoft HealthVault and Apple HealthKit, are already on the market and are free of charge.

3.9 Interrelations with stakeholders in Romania

3.9.1 Purpose/motivation/aims of stakeholder engagement

The Romanian market for AAL related products, including services, is at an early development stage offering AAL oriented companies a niche for relative facile access and expansion. However, the relatively poor economic situation of the NITICS target users, primary users (elderly 65+) in particular, solutions for a successful marketing of products to elderly need to be identified. As evidenced by the initial survey carried out with both primary and secondary users in WP2, the monthly income of the seniors differs between the NITICS partner countries. The largest number of respondents in Poland and Romania (43%) receive around 500-1000 Euro per month. However, Romanian elderly appear to be visibly disadvantaged in comparison to those in Poland and clearly disadvantaged compared to elderly in Slovenia (average income above 1000 Euro) or Western European countries (e.g. France and Switzerland). A number of 46 persons reported an average monthly income between 100 and 500 EUR, as compared to only 13 persons who reported average monthly income between 500 and 1000 EUR, and only one person with monthly income above 1000 EUR, respectively between 1000 and 2000 EUR (Table 7).

Consequently, CITST has engaged a number of stakeholders from academy (medical and technical), health sector, IT market and insurance companies to identify possible solutions for reaching the elderly Romanian users.

In parallel, CITST has engaged within WP4 (D4.4) both primary and secondary end-users in testing the NITICS platform and associated services. Not surprisingly, in addition to feedback on the functionalities of the platform, several primary users have shown concern regarding the costs of the platform/services.

Table 7: Income range for primary users interviewed in Romania within WP2 activities.

Income range		Frequency	Percent	Valid percentage	Cumulative percentage
Valid	Sub 100 EUR	1	1.6%	1.6%	1.6%
	Between 100 and 500 EUR	46	75.4%	75.4%	77.0%
	Between 500 and 1000 EUR	13	21.3%	21.3%	98.4%
	Between 1000 and 2000 EUR	1	1.6%	1.6%	100.0%
	Total	61	100.0%	100.0%	

3.9.2 Initial status in relation to stakeholders

Previous engagement of stakeholders by CITST has involved:

- Survey of 61 primary users (elderly living independently at home) and 16 secondary users within the multinational survey conducted in WP2 for defining the main specifications of the NITICS platform and services.
- Stakeholders (eight) belonging to following type of institutions were engaged in focus group discussions: 1) mobile phone companies; 2) telecommunication network infrastructure; 3) software development and testing companies; and 4) medical and insurance companies. Most of the interviewed IT stakeholders were part of middle layer management or qualified medical personnel. In all cases the recruitment was done through the personal network of CITST.
- Two end-user organizations were contacted by CITST to elicit their opinion on the NITICS project goals and development.

3.9.3 Methodology

The approach of the stakeholders have been done through various means as outlined in the following.

Academic stakeholders were approached in two major Romanian university centers, i.e. Bucharest and Cluj-Napoca. Flyers of the NITICS project and results were distributed to the departments secretaries and announcement boards at the Politechnica University of Bucharest, Carol Davila Medical University of Bucharest and University Babes-Bolyai of Cluj-Napoca. After a period of 2-3 weeks, an invitation to discussion was issued by CITST members. The participants were mainly young researchers and teaching staff interested in the AAL field. The meetings included a presentation by CITST of the NITICS project, developed platform and services. This was followed by free discussions with the participants.

Stakeholders in the IT sector, hospital representatives and insurance companies were approached based on personal connections of CITST. In these cases, face-to-face meetings (seven meetings in total) took place.

3.9.4 Results - progress, outcomes

The NITICS project has been very much appreciated in all meetings. However, as expected, all stakeholders have raised a concern regarding the price of the hardware and then of the NITICS services. Additionally, academic stakeholders from technical universities as well as managers and CTOs industry showed an

interest in the technical data, standards and system design. Industrial partners also inquired about opportunities for integrating the NITICS platform with their existing systems and services. In this context they brought up questions about the availability of the interface code and property rights. Summary of the CITST's observations on the NITICS solution expressed by the stakeholders in Romania is presented in Table 8.

Table 8: Summary of the CITST's observations on the NITICS solution expressed by the stakeholders in Romania.

Stakeholder	Advantage/plus	Disadvantage/minus	Solutions for covering costs for the end-users
Large enterprise	- interest to be among the first on the Romanian market	- appears to need a lot of learning and training time - getting the exclusive property rights for commercialization - competition	- regular subscription - integration with other services for which end-users are already paying
SME	- important potential of exploitation	- restrictive standards for integrating devices - Bluetooth is not yet widely spread for medical and home automation devices. Consequently, costs are high	- advertising for covering part of the costs - coverage by insurances companies
Hospitals	- can ease the work of the carer - offers regular supervision of elderly	- integration with the hospital infrastructure - costs - training of staff - warranty and risk of damage devices by patients	- insurance companies - included in the regular services offered to patients and thus costs will be part of the hospital services costs
Academia	- modularity and possibility to integrate more devices and services	- availability of the code - integration of more devices	- insurance companies - advertising
Insurance companies	- regular health monitoring of elderly patients - continuous monitoring of the home environment having the potential to reduce damage in case of flooding, fire, etc.	- property rights - approval for medical use - costs	- covered by insurance companies is a future possibility due to the lengthy process of getting the laws and rules approved - monthly subscription - integration with other services
Primary and secondary users	- regular health monitoring - constant link between caregiver and caretaker - automatic home monitoring and energy saving possibility	- costs - difficult to use interface	Covered fully or partially by insurance companies

4 Conclusions

One of the main NITICS objectives is “to ensure that the NITICS platform will be viable and useful for all stakeholders involved”. NITICS WP6 covers stakeholder management and business model development issues. They have been investigated from the very start of the project and will be until the project end.

The D6.2 investigates involvement of stakeholders in the NITICS project. In order to design and develop the best possible solution for the EU market, the consortium partners recognize that the involvement of stakeholder all along the project is of strategic importance. In NITICS project the stakeholders are core in the project eco-system. Although the main focus among stakeholders is on users and on specific exploitable services for them, careful attention will be paid also to other actors in the eco systems, namely contributors, as well as competitors that will have crucial influence on the project.

Another important issue is a business model that should fulfil needs of all parties involved. Only if all partners will be involved in providing the service that is based on a viable, feasible and sustainable business model then it would be possible to exploit the service commercially. Typically, the development of projects of this type has to deal with developing collective actions. It is important to stimulate them and to collaborate in overcoming strategic problems.

For this reason the consortium partners have been attaining national wide awareness in their country among the main stakeholders, including senior associations, governmental, and regional entities and individual senior citizens. In particular, governmental and the regional entities remain important targets for NITICS dissemination activities. In this document efforts in Switzerland by EXYS and SSW in Poland are presented with two different faces of potential markets: The identified potential market in Switzerland requires high quality solutions and services, while in Poland the solution and/or service price plays the main role.

We may hope that solutions like NITICS service platform will influence decision making forums, policies and programs. NITICS plans to establish contacts with organizations targeting activities of seniors. Interacting with these groups will emphasize awareness about the important role they can play in prolonging seniors' independent living at home and maintaining their functional capacity over the life course. The NITICS partners will also investigate networks that may bring larger number of participants to NITICS national/regional workshops and local activities.

The content of the Deliverable D6.2 Ver. M18 will be enhanced in its next release version at Month 24.

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Document history

Table 9: Document history

Ref.	Title	Doc.-ID	Version	Date
[RD4]	Editorial work: Contributions to the M18 version from EXYS, SSWK and CITST.	NITICS_WP1_D6_2_R_RE_2v3.doc	2.3	10.12.2014
[RD3]	Final revision of Deliverable third release (editor).	NITICS_WP1_D6_2_R_RE_2v2.doc	2.2	20.5.2014
[RD2]	Inclusion of contributions of the consortium partners to the deliverable third release.	NITICS_WP1_D6_2_R_RE_2v1.doc	2.1	10.05.2013
[RD1]	Initiation of Table of Content (ToC).	NITICS_WP6_D6_2_R_RE_2v0.doc	2.0	22.10.2013

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