

INFOCITIES ANTWERP VILA-EVILA

VIRTUAL LEARNING ANTWERP

EUROPEAN VIRTUAL LEARNING ASSOCIATION

Edited by ludo.hoste@telepolis.antwerpen.be 1998-06-09

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1 FORM for the Contractor QUESTIONNAIRE

Date of filling: <1998-05-26>

1.1 CONTRACTORS

Telepolis Antwerpen

1.2 CONTACT to the CONTRACTOR 1

- WEB site address: URL: (www.vila.be) (not available yet)
- WEB master: eric.lens@telepolis.antwerpen.be
- Local project leader: ludo.hoste@telepolis.antwerpen.be
Ludo Hoste
Telepolis Antwerpen
Generaal Armstrongweg 1
2020 Antwerpen

Tel 0032 3 216 78 14
Fax 0032 3 216 79 00
Email ludo.hoste@telepolis.antwerpen.be

If not available: not applicable

1.3 CONTACT to the CONTRACTOR 2

Not relevant

1.4 Service modes on OFFER (or planned to be on OFFER)

- Basic Service mode: YES

1.5 Intranet

- If the contractor has organised (or plan to organise) a boundary to the access space:
We have an intranet, but there will be an access to normal Internet

1.6 Licensing policy

- If the contractor has organised (or plan to organise) a boundary to the access space:
BOOKING SCHOLAR ACTIVITIES :
Available from Intranet and Internet but access is restricted by password for “closed” courses.
Access to “open” courses is free thru “Webtrainer”
Access to “closed” courses is limited access is restricted by password, thru “topclass”, subscription for “virtual classes is needed since a “virtual coach” will be available.

- If the contractor has (or plan to have) specific general licensing rules for the applications:

Content of training will be participated on a “WIN-WIN” situation, organisations using training will be asked to create some training themselves.



2 FORM for the BASIC mode QUESTIONNAIRE

Date of filling: <1998-05-26>

2.1 CONTRACTOR

Telepolis Antwerpen

2.2 Short description of the Access Networks available (or planned)

- Internet : a connection form, the office or school, or at home is possible.
- Intranet : several selfstudy locations are available they are connected to the intranet, where everybody can use the infrastructure, the slowest connection is a 28.800 modem connection, the fastest is directly on the glass-fiber network. There are also computer-classes connected to the intranet.

2.3 2.3- LIST OF APPLICATIONS offered (or planned to be offered) in BASIC MODE

- Application A 1: EVILA European Virtual Learning Assiciation

3 FORM for the ENHANCED service QUESTIONNAIRE

Date of filling: <1998-05-26>

3.1 CONTRACTOR

Not applicable

3.2 IDENTIFIER of the enhanced service

Not applicable

3.3 Short description of your ENHANCED service mode

Not applicable

3.4 Key words

Not applicable

3.5 Enhanced service characteristics

Not applicable

If not available: All applications are designed to operate in basic mode.

3.6- LIST OF APPLICATIONS OFFERED IN ENHANCED MODE

- Application A E 1: none

4 APPLICATION A1

Date of filling: <1998-05-26>

4.1 CONTRACTOR

Telepolis Antwerpen

4.2 EVILA European Virtual Learning Association

Goal of the service:

Why:

Learning has become very important in our society. Once on the employment market, the employee has to keep on studying in order to survive. Our society is evolving so fast that the term "learning society" has become a fact. Technology, ways of communication (mobile phone, Internet) and the media (radio, TV, satellite) are changing rapidly. Therefore it is a must to keep on learning.

There are different ways of learning: group teaching, practice-based teaching and self-teaching. Each method has its advantages and disadvantages. The most important achievement however is that people realize WHAT they are LEARNING and HOW. Once you have achieved this, the next CHALLENGE is TO KEEP ON LEARNING.

This can only be realized with an individualization in content and tempo.

Tempo means the way the pupil passes through the content, based on his own understanding and learning speed.

Content is the actual volume of knowledge on several levels of complexity.

In this way you arrive automatically at SELF-TEACHING.

Self-teaching means learning what you want, how you want, when you want, where you want.

WHAT:

EVILA is a training web site based on VILA "Virtual Learning Antwerp" it will have a connection with Europe using the Internet.

There is a dual purpose: providing information and offering training sessions

- Information

Through different bulletin boards and discussion forums a lot of information can be exchanged between the different target groups.

- Training

The courses will be available on line. Some of them can be followed on line, others can be downloaded.

The content can go from informatics (Word, Excel, NT..) to different skills, like for instance languages.

The courses can be interactive, but can also contain texts, on line exercises or traditional exercises.

FOR WHO:

In the field of training we distinguish several target groups: the student, the trainer, the manager, the director, the LAN-administrator and the local training co-ordinator (LTC).

These target groups need different kinds of information: the student needs information about the content and the agenda of the training, the LTC needs newsletters and bulletin boards, the trainer needs contact addresses and lists of training sessions

It is still being developed and definitive figures showing the level of use are not available. The targets are 10 % of all training.

HOW:

A virtual learning centre like EVILA can be reached from different locations and in this way one can enter the virtual school and study. Of course not everyone is interested in this way of learning because of various reasons: the adequate equipment is very important together with an easy entrance to the virtual learning environment.

To achieve all this you need a virtual and a physical study centre.

Virtual = independent of location

Physical = fixed location with a wide range of equipment

The Internet is the ideal medium because of its increasing success. In the future we can also count on higher transmission rates. Moreover the number of services is expanding constantly: speech, photo, video, graphics, data. Also the introduction of broadband techniques makes the use of the Internet as a training medium a fact.

Not everyone can use the virtual learning centre EVILA: you need to have the necessary equipment (multimedia PC with audio and video).

For this reason you need “physical” self-teaching classrooms, with the necessary equipment, where every civil servant can go to for training.

WHEN:

VILA (local Antwerp version of EVILA) is going to be on the market 06-1998.

A first international application, a language survival kit “speaking as a stranger in Europe”, is going to be realised 06-1998.

A second application about the introduction of the EURO, is going to be realised in dutch 06-1998 and translated 12-1998.

The final international form of EVILA is going to be on the market 06-1999.

Generic functionalities:

Information **Communication** Transaction Entertainment

Functionalities offered to the user:

- Access by internet using a standard internet browser, from the office, school or at home.
- Access by intranet using the equipment in a “self-study-location” or a computer-classroom.
- Email, chatting, bulletin-boards
- On-line interactive training
- On-line contact with the trainer during certain periods
- On-line exercises and tests
- The user can create trainings without any knowledge of internet and HTML, trainings that can be used on internet.
- Exercises and tests are on-line generated.
- On-line support of classical lessons by a “coach”

Users targeted (*citizens, SME's, ...*) :

- Civil servants of the city of Antwerp
- Habitants of the city of Antwerp
- European participants

Content providers targeted (*local administrations, commercial entities,...*) :

Existing material on internet, creation of material by specialised firms, creation by school and educational organisations using our tool “webtrainer”.

System(s) used to offer the service:

- By intranet : Self-study locations and computer-classrooms
- By internet : the computer at the office, school or at home.

a) Infrastructure (*network(s)*) :

- Intranet: MANAP glass-fiber high-bandwidth network of the City of Antwerp
- Internet: common internet

b) Central system (*server(s), data bases, management facilities,...*) :

- Vila-Internet-server, Top-class database “Embedded Object Store”
- NT4
- Service Packs

- Internet Information Server 3
- ASP
- SQL-server 6.5
- FrontPage Server Extensions
- MS ACCESS 97
- ODBC32 drivers
- BSCW3
- PYTHON
- WIN32 extensions

Databases – MS Access
- SQL-SERVER

c) Content providers system
identic

Nature of data (*HTML text, forms, images, audio, video*) :

- HTML- JAVA , plugg-ins, all what can be used on internet

4.3 Key words

Training, Coaches, virtual classes, Tools for creation of web-trainings

4.4 BASIC MODE Access

- Stage: installation phase
- WEB site address: URL: www.vila.be
- WEB master: eric.lens@telepolis.antwerpen.be
- Service leader: eric.lens@telepolis.antwerpen.be
- Is it a degraded service of the application? no
- Which access mode? Internet case 2.1 + 2.2; Intranet glass fiber
- Which access space boundary? § §closed training, passwords is needed
§ open training, free access
- Access criteria for the local domain (if any)? none
- Which return mode? Depending on the user, win-win situations are preferred case A
- Which mode of organisation of the service?
Case U mixed

Which compatibility? Case 12 3

Which interoperability? F stage functional discription ready

If not available:

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1 FORM for the Contractor QUESTIONNAIRE

Date of filling: <1998-08-31>

1.1 CONTRACTOR

MediBRIDGE nv.

1.2 CONTACT to the CONTRACTOR

- WEB site address: URL: [http://www. xxx](http://www.xxx)
- WEB master: x@x.x
- Local project leader: louis.schilders@medmail.medconf.be
<Full address of the Contractor & Contact: Name, Mail address, Tel., Fax., etc >

If not available: xxx

1.3 Service modes on OFFER (or planned to be on OFFER)

- Basic Service mode: YES
- Enhanced Service mode ES 1: xxx

1.4 Intranet

• If the contractor has organised (or plan to organise) a boundary to the access space:
YES

1.5 Licensing policy

- If the contractor has organised (or plan to organise) a boundary to the access space:
 - The service is organised as an intranet, protecting the subscribers(clients) via a specific client software, password.
 - The service is limited and proposed within Healthcare and only accessible to users running a specific client.
 - Data transmitted is protected via a asymmetric encryption mechanism, providing a electronic signature. Key management and other TTP services are implemented.
- If the contractor has (or plan to have) specific general licensing rules for the applications:



2 FORM for the BASIC mode QUESTIONNAIRE

Date of filling: <1998-08-31>

2.1 CONTRACTOR

MediBRIDGE – Telepolis Antwerpen - WP6 Healthcare.

2.2 Short description of the Access Networks available (or planned)

Healthcare Intranet MedSERVE is accessible via dial-up (POP located in BRUSSELS offering PSTN 33.600 (V34) or ISDN V120/V110/X75 64.000 bps.

2.3 2.3- LIST OF APPLICATIONS offered (or planned to be offered) in BASIC MODE

- Application A 1: MedSERVE
- Application A 2: MedMAIL

3 FORM for the APPLICATION QUESTIONNAIRE – Application A1

Date of filling: <1998-08-31>

3.1 CONTRACTOR

MediBRIDGE – Telepolis Antwerpen

3.2 Name & short description of your APPLICATION

MedSERVE is a service offered to Healthcare in Belgium. The service aims at transferring in a secure way patient related data from hospitals, clinical laboratories, specialist private practices to General Practitioners with automatic integration of the patient related data within the patient's Electronic Healthcare record upon arrival at the GP's site. The service is available 24h/24h during seven days. Security during transfer is implemented using a asymmetric encryption algorithm and TTP services providing Public key management, certification of electronic signature, and authentication verification upon arrival.

Type of information transmitted to date : textual information such as Lab reports, Radiology reports, notification of admission, discharge letters, specialist reports.

Type of information planned : images embedded in HTML reports encoded in DICOM-3 standard. Planned operational date of this service February 1999.

3.3 Key words

Healthcare, Patient related data, Hospitals, General Practitioners, Clinical laboratory, Security, TTP

3.4 BASIC MODE Access

- Stage: O stage
- WEB site address: URL: <http://wwwxxx>
- WEB master: x@x.x
- Service leader: louis.schilders@medmail.medconf.be
- Is it a degraded service of the application?
NO
- Which access mode? Cases 2.1 and 2.2
- Which access space boundary? Private Healthcare Intranet.
- Access criteria for the local domain (if any)?
Password
- Which return mode?
Case A No Charge for the recipient.
Case B and Case C for the sender. (Yearly subscription fee and monthly based upon recipients addressed.
- Which mode of organisation of the service?
Case W (Store and forward e-mail).
- Which compatibility?
TTP Registration & Certification
Compatibility of use : Accessible from other cities via Dial-up or Internet; service could be implemented in other cities; service accessible along case 2.1 & 2.2
- Which interoperability?
within Infocities. Planned Ancillary Basic Service when available
- Ready to licence, sell, ...? YES
- Others Not applicable

If not available:



4 FORM for the APPLICATION QUESTIONNAIRE – Application A2

Date of filling: <1998-08-31>

4.1 CONTRACTOR

MediBRIDGE – Telepolis Antwerpen

4.2 Name & short description of your APPLICATION

MedMAIL is a service offered to Healthcare in Belgium. The service offers discussion forums organised around Medical and Medical Informatics topics. The discussion forums have been build upon Mail (No News technology has been used) and users subscribe to a mailing list. A client software has been developed to facilitate commands such as subscribe, maintenance of mailing lists, etc...

The service can be accessed with any Internet Mail Client is the user has been registred. Mailing lists are managed by list administrators having possibilities to remotely customise the access to their mailing lists.

In addition to the discussions via mailing lists, several file catalogues have been created, allowing users to upload and download information/files. Mailing lists can be protected by password, while file areas are always protected by password.

The service is available 24h/24h during seven days. Access is provided via PSTN 33.600(V34) or ISDN (V120/V110/X75).

4.3 Key words

Healthcare, Discussion forums, Medical Informatics

4.4 BASIC MODE Access

- Stage: O stage
- WEB site address: URL: <http://wwwxxx>
- WEB master: x@x.x
- Service leader: louis.schilders@medmail.medconf.be
- Is it a degraded service of the application?
NO
- Which access mode? Cases 2.1 and 2.2
- Which access space boundary? Private Healthcare Intranet.
- Access criteria for the local domain (if any)?
Password
- Which return mode? Case G No Charge when using MedSERVE.
- Which mode of organisation of the service?
Case W (Store and forward e-mail).
- Which compatibility? Compatibility of use : Accessible from other cities via Dial-up or Internet; service could be implemented in other cities; service accessible along case 2.1 & 2.2
- Which interoperability? Planned Ancillary Basic Service when available within Infocities.
- Ready to licence, sell, ...? YES
- Others Not applicable **If not available:**

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1 FORM for the Contractor QUESTIONNAIRE

Date of filling: <YYYY-MM-DD>

1.1 CONTRACTOR TELEPOLIS ANTWERP

1.2 CONTACT to the CONTRACTOR

- WEB site address: URL: <http://www.dma.be>
- WEB master: Webmaster@telepolis.antwerpen.be
- Local project leader: Peter.VanAvermaet@telepolis.antwerpen.be
- Telepolis Antwerpen
CIPAL-ICA vzw
Generaal Armstrongweg 1
B-2020 Antwerpen
Belgium
Phone: +32 (0)3/216 77 41
FAX: +32 (0)3/216 79 04
Guy.Bruyneel@telepolis.antwerpen.be

If not available: Not Applicable

1.3 Service modes on OFFER (or planned to be on OFFER)

- Basic Service mode: YES
- Enhanced Service mode ES 1: ADSL: High speed modem connections

1.4 Intranet

• If the contractor has organised (or plan to organise) a boundary to the access space:
NO

1.5 Licensing policy

- If the contractor has organised (or plan to organise) a boundary to the access space:
Not applicable
- If the contractor has (or plan to have) specific general licensing rules for the applications:
Not applicable

2 FORM for the BASIC mode QUESTIONNAIRE

Date of filling: <YYYY-MM-DD>

2.1 CONTRACTOR TELEPOLIS ANTWERP

2.2 *Short description of the Access Networks available (or planned)*

The application is being developed through a network of city-based telematics initiatives. The application can be used through the internet. The Web-technology includes Internet WWW, TCP-IP, HTML pages, VRML pages etc.;

2.3 2.3- LIST OF APPLICATIONS offered (or planned to be offered) in BASIC MODE

- Application A 1: Cultural resources and services (level 1): Information about Antwerp museums containing public information about opening hours, descriptions of exposed objects, history of the museum etc.;

3 FORM for the ENHANCED service QUESTIONNAIRE

Date of filling: <YYYY-MM-DD>

3.1 CONTRACTOR TELEPOLIS ANTWERP

3.2 IDENTIFIER of the enhanced service

ADSL: High speed modem connections

3.3 Short description of your ENHANCED service mode

- Public kiosks (infoboosts) with Euro-ISDN, ADSL or fibre-optic are installed in the district houses and in the museums. From within the museums you can make use of a highspeed intranetconnection (ADSL) via these infoboosts An inventory with the description of all art and cultural objects combined with digital photographs in a large database is accessible at high speed.

3.4 Key words

ADSL highspeed intranetconnection

3.5 Enhanced service characteristics

- Stage: T-stage
- WEB site address: URL: <http://adsl.belbone.be/Telepolis/mushtml>
- WEB master: Kris@belbone.be
Kris Boulez
Belgacom
E Jacquainlaan 177, 1210 Brussel
Phone: +32 (0)2 / 202 43 55.
- Which access mode? ADSL
- Which access space boundary? Antwerp Museums
- Access criteria for the local domain (if any)?
None
- Which return mode? Case A (no charge)
- Which mode of organisation of the service? Case V (full interaction)
- Which compatibility? Case A (HTML), Case D (JPEG), Case D (others, SGML)
- Which interoperability Basic Service Mode
- Ready to licence, sell, ...? Freely available
- Others not applicable
- **If not available:** not applicable

3.6- LIST OF APPLICATIONS OFFERED IN ENHANCED MODE

- Application A E 1: Cultural resources and services (level 2): An inventory with the description of all art and cultural objects combined with digital photographs in a large database.

4 APPLICATION A1

Date of filling: <YYYY-MM-DD>

4.1 **CONTRACTOR TELEPOLIS ANTWERP**

4.2 **Cultural resources and services**

Information about Antwerp museums containing public information about opening hours, descriptions of exposed objects, history of the museum etc.;

4.3 **Key words**

4.4 **BASIC MODE Access**

- Stage: O-stage
- WEB site address: URL: <http://www.dma.be/cultuur/museum.htm>
- WEB master: Webmaster@telepolis.antwerpen.be
- Service leader: Peter.VanAvermaet@telepolis.antwerpen.be
- Is it a degraded service of the application?
No
- Which access mode? Any basic mode
- Which access space boundary? WORLD
- Access criteria for the local domain (if any)?
Not applicable
- Which return mode? Case A (no charge)
- Which mode of organisation of the service?
Case V (full interaction)
- Which compatibility? Case A (HTML), Case D (JPeG)
- Which interoperability? Basic service mode
- Ready to licence, sell, ...? Not applicable
- Others Not applicable

If not available: Not applicable



5 APPLICATION AE1

Date of filling: <YYYY-MM-DD>

5.1 CONTRACTOR TELEPOLIS ANTWERP

5.2 Antwerps patrimonium On-Line

The European cultural heritage is very often hidden in dark cellars or dusty attics of archaic museums. By using modern technology we offer a disclosure of all artobjects to art-lovers all over the world. We develop interactive multimedia services based on visually databases to enable access to cultural heritage including text, sound, pictures etc. The application is being developed through a network of city-based telematics initiatives. The application can be used through the internet. The Web-technology includes Internet WWW, TCP-IP, HTML pages, VRML pages etc.;

You can surf to our object-database and search for information about all artobjects owned by the museums. You can search for information based on subject, name of the artist or name of the object. The application was introduced in january 1998. Of course the museums are continuously working on the content providing. To help the museums with "content providing" we involved a professional photographer in the project. We supplied a high-quality digital photcamera to the photographer. E.g. photographs of statues from the "museum Middelheim" are digitized. Digital photographs of ancient Chinese coins were taken in the "Etnografisch museum". Photographs and descriptions of "Van Dyck"-drawings from the "Prentenkabinet" were added to the object-database.

The Antwerp service of the application is available via the cultural part of the Antwerp web site <http://www.dma.be> ("Antwerps patrimonium on-line" <http://adsl.belbone.be/Telepolis/mushtml>) If you don't have an internetconnection at home you can visit the cybercafés in our libraries or make use of the public kiosks (infoboosts) with Euro-ISDN, ADSL or fibre-optic. These infoboosts are installed in the district houses and in the museums. From within the museums you can make use of a highspeed intranetconnection (ADSL) via infoboosts. For the moment it's still available at no cost. The information is derived from the museums origin. So it's likely to be correct.

5.3 Key words

European cultural heritage, disclosure of all artobjects, digital photographs.



5.4 ENHANCED MODE Access (AE 1)

- Stage: T--stage
- WEB site address: URL: <http://adsl.belbone.be/Telepolis/mushtml>
- WEB master: Kris@belbone.be
Kris Boulez
Belgacom
E Jacquainlaan 177, 1210 Brussel
Phone: +32 (0)2 / 202 43 55.
- Service leader: Peter.VanAvermaet@telepolis.antwerpen.be
- Which access mode? ADSL
- Which access space boundary? Antwerp Museums
- Access criteria for the local domain (if any)?
None
- Which return mode? Case A (no charge)
- Which mode of organisation of the service?
Case V (full interaction)
- Which compatibility? Case A (HTML), Case D (JPEG), Case D (others, SGML)
- Which interoperability Basic Service Mode
- Ready to licence, sell, ...? Freely available
- Others not applicable
- **If not available:** not applicable

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MEDIA KIOSK

Edited by mark.bergers@telepolis.antwerpen.be 1998-sep-03

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1 FORM for the Contractor QUESTIONNAIRE

Date of filling: <1998-05-26>

1.1 CONTRACTORS

Telepolis Antwerpen

1.2 CONTACT to the CONTRACTOR 1

- WEB site address: URL: <http://www.antwerpen.be>
- WEB master: mark.bergers@telepolis.antwerpen.be
- Local project leader: Paul.Scheyltjens@telepolis.antwerpen.be
Telepolis Antwerpen
Generaal Armstrongweg 1
2020 Antwerpen

Tel 0032 3 216 76 31
Fax 0032 3 216 79 04
Email mark.bergers@telepolis.antwerpen.be

If not available: not applicable

1.3 CONTACT to the CONTRACTOR 2

Not relevant

1.4 Service modes on OFFER (or planned to be on OFFER)

- Basic Service mode: YES

1.5 Intranet

- If the contractor has organised (or plan to organise) a boundary to the access space:

Part of the data is on intranet database servers which are accessible through kiosks in the streets (extramuros) and infoooths in public buildings (intramuros), but most of the applications and their data are located on and accessible from regular www-servers connected to the internet.

1.6 Licensing policy

- If the contractor has organised (or plan to organise) a boundary to the access space:

Free access from the internet, free use at kiosks, infoooths and cybercafe's.

- If the contractor has (or plan to have) specific general licensing rules for the applications:



2 FORM for the BASIC mode QUESTIONNAIRE

Date of filling: <1998-09-03>

2.1 CONTRACTOR

Telepolis Antwerpen

2.2 Short description of the Access Networks available (or planned)

- Our site(s) can accessed via
 - a 384 kb Leased Lines (upgrade to 1 MB is imminent) connected to the internet (case 5)
 - direct PSTN dial-in with 28.800 kb modems without the necessity of having a commercial internet licence . (case 2.1)
 - Media-kiosks (extramuros) located at different spots in the city. These are connected with highspeed ASDL modems. (case 1)
 - Infoboosts (intramuros) in several museums, buildings of the city administration. (case 1)
 - 3 Cybercafe's in public Libraries. (case 5)
- Internally we have a corporate WAN called "MANAP" which is a glass-fiber high-bandwidth (155 MB) network of the City of Antwerp. This MANAP is connected to one proxy server which acts (basically) as a restrictor of the access to the outside world. We also have a firewall which acts as a restrictor of the accesses from the Internet to our web server and internal network.
- Everybody can use the infrastructure either as civil servant in the city administration, either as a visitor (museum, cyber-cafe or city administration) or passer-by as pedestrians in the streets

2.3 LIST OF APPLICATIONS offered (or planned to be offered) in BASIC MODE

- Application A 1 : Virtual City Services : Digital Mapping (WP9.1) (A: nocharge; T: statistics; V: Full interaction)
- Application A 2 : City Information Retrieval (WP9.5) (A: nocharge; T: statistics; V: Full interaction)
- Application A 3 : Transportation Logistics Information (WP9.6) (A: nocharge; T: statistics; V: Full interaction)
- Application A 4: Hotel Reservation Service / Hotel Info Service (WP9.8) (A: nocharge; T: statistics; V: Full interaction)

3 FORM for the ENHANCED service QUESTIONNAIRE

Date of filling: <1998-09-03>

3.1 CONTRACTOR

Not applicable

3.2 IDENTIFIER of the enhanced service

Not applicable :

3.3 Short description of your ENHANCED service mode

Not applicable

3.4 Key words

Not applicable

3.5 Enhanced service characteristics

Not applicable

If not available: All applications are designed to operate in basic mode.

3.6- LIST OF APPLICATIONS OFFERED IN ENHANCED MODE

4 APPLICATION A1

Date of filling: <1998-09-03>

4.1 CONTRACTOR

Telepolis Antwerpen

4.2 Virtual City Services : Digital Mapping (WP9.1)

Goal of the service:

The main goal of this application is to provide users with a means of looking for the location of some specific Location/street/ in the map of Antwerp. This application is used from other applications, for instance the databases of Hotels, Restaurants and Cafe's (HORECA), Cultural Events (TOEKAN). After selection of a specific location, the application will present us with the area of the map containing the desired spot. The application can depict various locations (with a simbol) in the map and it also can outline an area (district...) within the map

When used from a kiosk the relative position of the selected the location from the kiosk location is also marked. The route between both objects can also be depicted.

The Users will be able to zoom in and out the graphic area, put the focus on some point, and to move in all directions throughout the map. In the future the map will contain extra useful information such as the location of public transport stations etc...

Generic functionalities:

Information Communication Transaction Entertainment

Functionalities offered to the user:

- Access by internet using a standard internet browser, from the office, schools or at home.
- Access by intranet using equipment in our Cybercafe's, kiosks and infoboosths in the city.

Users targeted (*citizens, SME's, ...*) :

- Civil servants of the city of Antwerp
- Habitants of the city of Antwerp
- Tourists in the streets
- General Internet public

Content providers targeted (*local administrations, commercial entities,...*) :

Hotel Federation , Tourist Department of the City of Antwerp, Tourist Department of the Federal Government (Flanders), Public Transport Companies.

System(s) used to offer the service:

- By intranet : Kiosks, Infoboosths, Cybercafe.
- By internet : the computer at the office, school or at home.

- a) Infrastructure (*network(s)*) :
- Intranet: MANAP glass-fiber high-bandwidth network of the City of Antwerp
 - Kiosks connected with highspeed ADSL modems
 - Internet: common internet, 384 Kb leased line, connected with the MANAP
- b) Central system (*server(s), data bases, management facilities,...*) :
- Internet-server,
 - NT4
 - Service Packs
 - Internet Information Server 4
 - ASP
 - SQL-server 6.5
 - FrontPage Server Extensions
 - ODBC32 drivers
 - WIN32 extensions
- c) Content providers system
identic

Nature of data (*HTML text, forms, images, audio, video*) :

- HTML- JAVA , plugg-ins, all what can be used on internet

4.3 Key words

GIS, ADSL modems, kiosk

4.4 BASIC MODE Access

- Stage: installation phase
- WEB site address: URL: **Erreur! Signet non défini.**
- WEB master: mark.bergers@telepolis.antwerpen.be
- Service leader:
- Is it a degraded service of the application? no
- Which access mode? Internet case 2.1 + 2.2; Intranet glass fiber
- Which access space boundary? Internet + anyone passing by
- Access criteria for the local domain (if any)? none
- Which return mode? A: Free; T: statistics
- Which mode of organisation of the service? V: Full Interaction
- Which compatibility? Case 12 3
- Which interoperability? Basic service mode

If not available:



5 APPLICATION A2

Date of filling: <1998-09-03>

5.1 CONTRACTOR

Telepolis Antwerpen

5.2 City Information Retrieval (WP9.5)

Goal of the service:

All information concerning the decisions of the local authority, and all other information about administrative departments, opening hours, services and alike that are already present on the official website of the city of Antwerp will be presented on the MEDIAKIOSKS in the streets. This is combined with the existing application TOEKAN, a tourist calendar used by the Tourist Office. TOEKAN is being recreated into an application that combines and integrates the needs of the department itself and of informing citizens and tourists via kiosks, infoboosths, and via all means which have access to internet. Links are also made with the Culture Calendar, a special issue of the different museums in the Antwerp city and environment and their specific events and exhibitions.

Generic functionalities:

Information Communication Transaction Entertainment

Functionalities offered to the user:

- Access by internet using a standard internet browser, from the office, schools or at home.
- Access by intranet using equipment in our Cybercafe's, kiosks and infoboosths in the city.

Users targeted (*citizens, SME's, ...*) :

- Civil servants of the city of Antwerp
- Habitants of the city of Antwerp
- Tourists in the streets
- General Internet public

Content providers targeted (*local administrations, commercial entities,...*) :

General City Administration, Tourist Department of the City of Antwerp.

System(s) used to offer the service:

- By intranet : Kiosks, Infoboosths, Cybercafe.
- By internet : the computer at the office, school or at home.

d) Infrastructure (*network(s)*) :

- Intranet: MANAP glass-fiber high-bandwidth network of the City of Antwerp
 - Kiosks connected with highspeed ADSL modems
- Internet: common internet, 384 Kb leased line, connected with the MANAP

e) Central system (*server(s), data bases, management facilities,...*) :

- Internet-server,
- NT4
- Service Packs
- Internet Information Server 4
- ASP
- SQL-server 6.5
- FrontPage Server Extensions
- ODBC32 drivers
- WIN32 extensions

f) Content providers system
identic**Nature of data** (*HTML text, forms, images, audio, video*) :

- HTML- JAVA , plugg-ins, all what can be used on internet

5.3 Key words**5.4 BASIC MODE Access**

- Stage: installation phase
- WEB site address: URL: **Erreur! Signet non défini.**
- WEB master: mark.bergers@telepolis.antwerpen.be
- Service leader:
- Is it a degraded service of the application? no
- Which access mode? Internet case 2.1 + 2.2; Intranet glass fiber
- Which access space boundary? Internet + anyone passing by
- Access criteria for the local domain (if any)? none
- Which return mode? A: Free; T: statistics
- Which mode of organisation of the service? V: Full Interaction
- Which compatibility? Case 12 3
- Which interoperability? Basic service mode

If not available:

6 APPLICATION A3

Date of filling: <1998-09-03>

6.1 CONTRACTOR

Telepolis Antwerpen

6.2 Transportation Logistics Information (WP9.6)

Goal of the service:

The different means of transport in the city itself and outside will be presented: lines, timetables, travel route from point A to B with public transport, irregularities, deviations.

Information applies to public transport, parking facilities, biking routes, garages,...

The transport company De Lijn contacted us to see whether the kiosk could also be used in their plans to organise and to expand the existing park&ride facilities.

Generic functionalities:

Information Communication Transaction Entertainment

Functionalities offered to the user:

- Access by internet using a standard internet browser, from the office, schools or at home.
- Access by intranet using equipment in our Cybercafe's, kiosks and infoboosths in the city.

Users targeted (*citizens, SME's, ...*) :

- Civil servants of the city of Antwerp
- Habitants of the city of Antwerp
- Tourists in the streets
- General Internet public

Content providers targeted (*local administrations, commercial entities,...*) :

Hotel Federation , Tourist Department of the City of Antwerp, Public Transport Companies like "De Lijn".

System(s) used to offer the service:

- By intranet : Kiosks, Infoboosths, Cybercafe.
- By internet : the computer at the office, school or at home.

g) Infrastructure (*network(s)*) :

- Intranet: MANAP glass-fiber high-bandwidth network of the City of Antwerp

- Kiosks connected with highspeed ADSL modems
- Internet: common internet, 384 Kb leased line, connected with the MANAP

h) Central system (*server(s), data bases, management facilities,...*) :

- Internet-server,
- NT4
- Service Packs
- Internet Information Server 4
- ASP
- SQL-server 6.5
- FrontPage Server Extensions
- ODBC32 drivers
- WIN32 extensions

i) Content providers system

identic

Nature of data (*HTML text, forms, images, audio, video*) :

- HTML- JAVA , plug-g-ins, all what can be used on internet

6.3 Key words

GIS, ADSL modems, kiosk

6.4 BASIC MODE Access

- Stage: installation phase
- WEB site address: URL: **Erreur! Signet non défini.**
- WEB master: mark.bergers@telepolis.antwerpen.be
- Service leader:
- Is it a degraded service of the application? no
- Which access mode? Internet case 2.1 + 2.2; Intranet glass fiber
- Which access space boundary? Internet + anyone passing by
- Access criteria for the local domain (if any)? none
- Which return mode? A: Free; T: statistics
- Which mode of organisation of the service? V: Full Interaction
- Which compatibility? Case 12 3
- Which interoperability? Basic service mode

If not available:



7 APPLICATION A4

Date of filling: <1998-09-03>

7.1 CONTRACTOR

Telepolis Antwerpen

7.2 Hotel Info Service (WP9.8)

Goal of the service:

Show the accommodation possibilities in the city of Antwerp: hotels, number and type of rooms, prices, availability, addresses, telephone and fax-numbers. In the Tourist Office itself a reservation is also possible by paying a deposit. A voucher will then be printed.

On the mediakiosk only the information is available. Getting through the criteria of numbers of stars and facilities to offer The user can make his choice, select and print.

Generic functionalities:

Information Communication Transaction Entertainment

Functionalities offered to the user:

- Access by internet using a standard internet browser, from the office, schools or at home.
- Access by intranet using equipment in our Cybercafe's, kiosks and infoboosts in the city.

Users targeted (*citizens, SME's, ...*) :

- Civil servants of the city of Antwerp
- Habitants of the city of Antwerp
- Tourists in the streets
- General Internet public

Content providers targeted (*local administrations, commercial entities,...*) :

Hotel Federation , Tourist Department of the City of Antwerp, Tourist Department of the Federal Government (Flanders)

System(s) used to offer the service:

- By intranet : Kiosks, Infoboosts, Cybercafe.
- By internet : the computer at the office, school or at home.

j) Infrastructure (*network(s)*) :

- Intranet: MANAP glass-fiber high-bandwidth network of the City of Antwerp

- Kiosks connected with highspeed ADSL modems
- Internet: common internet, 384 Kb leased line, connected with the MANAP

k) Central system (*server(s), data bases, management facilities,...*) :

- Internet-server,
- NT4
- Service Packs
- Internet Information Server 4
- ASP
- SQL-server 6.5
- FrontPage Server Extensions
- ODBC32 drivers
- WIN32 extensions

l) Content providers system
identic

Nature of data (*HTML text, forms, images, audio, video*) :

- HTML- JAVA , plug-g-ins, all what can be used on internet

7.3 Key words

GIS, ADSL modems, kiosk

7.4 BASIC MODE Access

- Stage: installation phase
- WEB site address: URL: **Erreur! Signet non défini.**
- WEB master: mark.bergers@telepolis.antwerpen.be
- Service leader:
- Is it a degraded service of the application? no
- Which access mode? Internet case 2.1 + 2.2; Intranet glass fiber
- Which access space boundary? Internet + anyone passing by
- Access criteria for the local domain (if any)? none
- Which return mode? A: Free; T: statistics
- Which mode of organisation of the service? V: Full Interaction
- Which compatibility? Case 12 3
- Which interoperability? Basic service mode

If not available:

BARCELONA 8 + 9

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9.2 NAME & SHORT DESCRIPTION OF YOUR APPLICATION..... 11

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1 FORM for the Contractor QUESTIONNAIRE

Date of filling: <1998-05-21>

1.1 CONTRACTOR

Institut Municipal d'Informatica

1.2 CONTACT to the CONTRACTOR

- WEB site address: URL: <http://www.bcn.es>
- WEB master: juanmanuel@mail.bcn.es
- Local project leader: tserra@mail.bcn.es

Full address of the Contractor & Contact: Name, Mail address, Tel., Fax., etc

*Institut Municipal d'Informàtica (societat de la Informació)
AV. Diagonal 220,
Barcelona 08018
(Spain)*

Telephone : +34 3 291 83 79.

Fax : +34 3 317 74 18.

1.3 Service modes on OFFER (or planned to be on OFFER)

- Basic Service mode: YES
- Enhanced Service mode ES 1: xxx

1.4 Intranet

- If the contractor has organised (or plan to organise) a boundary to the access space:
We have an intranet, but Infocities Applications are completely accessible from normal Internet

1.5 Licensing policy

- If the contractor has organised (or plan to organise) a boundary to the access space:

BOOKING SCHOLAR ACTIVITIES :

Available from Internet but access to some parts are restricted by password.

For Activity Provider profile and for School profile access to the application contact:

Institut Municipal d'Educació de Barcelona (IMEB)
Pl Espanya 5,
08014 Barcelona

Telèfon: 4023542

Fax: 4023601

email : dse@lix.intercom.es

- If the contractor has (or plan to have) specific general licensing rules for the applications:

2 FORM for the BASIC mode QUESTIONNAIRE

Date of filling: <1998-05-21>

2.1 CONTRACTOR

Institut Municipal d'Informàtica (IMI)

2.2 Short description of the Access Networks available (or planned)

Access to our site can be achieved via ISDN or PSTN. Internally we have a corporate Ethernet network connected to one proxy server which acts (basically) as a restrictor of the access to the outside world. We also have a firewall which acts as a restrictor of the accesses from Internet to our web server and internal network.

The access is in pure basic mode through cases 2.1 and 2.2.

Pilot tests for case 2.3 are about to begin.

We also have case 5 through KIOSKS installed in various locations of the city and PC for citizens in various public buildings.

2.3 2.3- LIST OF APPLICATIONS offered (or planned to be offered) in BASIC MODE

- Application A 1: Public Bids WP8.1(A: nocharge at the moment; T: statistics; V: Full interaction)
- Application A 2: Virtual city services WP9.1 (A: nocharge; T: statistics; V: Full interaction)
- Application A 3: Networked services access : district by district WP9.4 (A; T; V)
- Application A 4: City Information Retrieval : Booking Scholar Activities WP9.5 (A; T; V)
- Application A 5 : City Information Retrieval : Public Documents Bookcase: WP9.5 (A; T; V)
- Application A 6 : On-line interactive virtual public square: WP9.7 (A; T; V)

3 FORM for the ENHANCED service QUESTIONNAIRE

Date of filling: <1998-05-21>

3.1 CONTRACTOR**3.2 IDENTIFIER of the enhanced service****3.3 Short description of your ENHANCED service mode****3.4 Key words****3.5 Enhanced service characteristics****3.6- LIST OF APPLICATIONS OFFERED IN ENHANCED MODE**

- Application A E 1:xxx

empty

4 FORM for the APPLICATION QUESTIONNAIRE

Date of filling: <YYYY-MM-DD>

4.1 CONTRACTOR

Institut Municipal d'Informàtica (IMI)

4.2 Name & short description of your APPLICATION

Public Bids

This application allows citizen and SMEs to consult which are the public bids offered by the Town Hall, the Municipal Institutes and Municipal Enterprises of Barcelona. Users can download as well (through the use of public documents bookcase application, also within Infocities framework) the documentation with the necessary conditions they need meet to participate in the specific public bid. Information is updated daily in the web server.

4.3 Key words

Public Bid, SME, oracle, html

4.4 BASIC MODE Access

- Stage: O
- WEB site address: URL: <http://www.bcn.es/castella/ajment/proced/econkurs.htm>
- WEB master: jmanuel@mail.bcn.es
- Service leader: aarbo@mail.bcn.es
- Is it a degraded service of the application?
NO
- Which access mode? Any basic mode (2.1, 2.2)
- Which access space boundary? WORLD
- Access criteria for the local domain (if any)?
Not Applicable
- Which return mode? A: Free; T: statistics
- Which mode of organisation of the service?
V: Full Interaction
- Which compatibility? 1, 2 (Oracle DB and Oracle Web server needed), 3
- Which interoperability? Basic service mode
- Ready to licence, sell, ...? Email: bsala@mail.bcn.es
- Others Not applicable

If not available:

Not applicable

4.5 ENHANCED MODE Access (AE 1)

empty

5 FORM for the APPLICATION QUESTIONNAIRE

Date of filling: <1998-05-22>

5.1 CONTRACTOR

Institut Municipal d'Informàtica (IMI)

5.2 Name & short description of your APPLICATION

Virtual city services (WP9.1)

The main goal of this application is to provide users with a means of looking for the location of some specific street/number in the map of Barcelona. Therefore, after typing the name of the street (and optionally the Number of a building within the street) the application will present us with the area of the map containing the desired spot. Users will be able to zoom in and out the graphic area, put the focus on some point, and to move in all directions throughout the map. The map will contain useful information such as the location of underground stations.

This application is used from other applications, for instance the data bases of facilities, activities and companies. Booking scholar activities application (see application description bellow) also makes use of this application.

The application can depict various locations (with a simbol) in the map and it also can outline an area (district...) within the map.

5.3 Key words

City map, street/number, zoom, centre, depict locations, C compiler, oracle, html

5.4 BASIC MODE Access

- Stage: O
- WEB site address: URL: <http://www.bcn.es/guia/welcome.htm>
- WEB master: jmanuel@mail.bcn.es
- Service leader: nurenda@mail.bcn.es
- Is it a degraded service of the application?
NO
- Which access mode? Any basic mode (2.1, 2.2)
- Which access space boundary? WORLD
- Access criteria for the local domain (if any)?
Not Applicable
- Which return mode? A: Free; T: statistics
- Which mode of organisation of the service?
V: Full Interaction
- Which compatibility? 1, 2 (Migration of application needs: Oracle DB), 3
- Which interoperability? Basic service mode
- Ready to licence, sell, ...? Email: bsala@mail.bcn.es
- Others Not applicable

6 FORM for the APPLICATION QUESTIONNAIRE

Date of filling: <1998-05-22>

6.1 CONTRACTOR

Institut Municipal d'Informàtica (IMI)

6.2 Name & short description of your APPLICATION

Networked services access: district by district (WP9.4)

The main goals of this application are to bring the new telematic culture to each district, to create new means for the citizen to Town Council relations, to offer specific information for each district and to involve each district in the maintenance and processing of this information.

The application will allow the inhabitant of each district to consult specific information about the district: its history, activities, buildings, companies. It also opens a space for the participation of the district, allowing citizen to sign in a visitors book, communicate new activities through a questionnaire (sent via email and stored in a database), and an email for suggestions.

6.3 Key words

District, telematic culture, decentralize, oracle, html, email.

6.4 BASIC MODE Access

- Stage: O
- WEB site address: URL: <http://www.bcn.es/sants-montjuic/>
- WEB master: jmanuel@mail. bcn.es
- Service leader: rgisbert@mail. bcn.es
- Is it a degraded service of the application?
NO
- Which access mode? Any basic mode (2.1, 2.2)
- Which access space boundary? WORLD
- Access criteria for the local domain (if any)?
Not Applicable
- Which return mode? A: Free; T: statistics
- Which mode of organisation of the service?
V: Full Interaction
- Which compatibility? 1, 2 (Migration: Oracle DB, Oracle Web Server), 3
- Which interoperability? Basic service mode
- Ready to licence, sell, ...? Email: bsala@mail.bcn.es
- Others Not applicable

If not available:

Not applicable

**7 FORM for the APPLICATION QUESTIONNAIRE**

Date of filling: <1998-05-22>

7.1 CONTRACTOR

Institut Municipal d'Informàtica (IMI)

7.2 Name & short description of your APPLICATION**City Information Retrieval (WP9.5): Booking Scholar Activities**

This application manages all the school visits to the different activities in the city such as visits to museums, to zoo, cultural and sportive events, There are several user profiles:

General Administrator: (who is Institut Municipal d'Educació de Barcelona) This user is the one who can manage all the application and grants access to all other users.

Activity Provider: this user can administer their own activities, their calendar and their visits booked through e-mail.

School visitor: all schools in Catalonia have rights to book activities through email, and automatically make a reservation in the application. They were given a username and a password.

External visitors: they can query for activities in Barcelona and try and contact the activity provider in case they want to make a reservation. However, external visitors must follow alternative ways to make the reservation.

The application also can generate a book of activities in HTML, gathering the information previously introduced by all activity providers. This book will be published in the Web and on Hard Copy (through Word 97).

7.3 Key words

Schools, activity providers, reservation, decentralisation, email, Oracle, HTML.

7.4 BASIC MODE Access

- Stage: O
- WEB site address: URL: <http://www.bcn.es:8887/program.htm>
- WEB master: jmanuel@mail.bcn.es
- Service leader: amestre@mail.bcn.es
- Is it a degraded service of the application?
NO
- Which access mode? Any basic mode (2.1, 2.2)
- Which access space boundary? WORLD
- Access criteria for the local domain (if any)?
Not Applicable
- Which return mode? A: Free; T: statistics
- Which mode of organisation of the service?
V: Full Interaction
- Which compatibility? 1, 2 (Migration: Oracle DB, Oracle Web Server), 3
- Which interoperability? Basic service mode
- Ready to licence, sell, ...? Email: bsala@mail.bcn.es
- Others Not applicable

If not available:

Not applicable

8 FORM for the APPLICATION QUESTIONNAIRE

Date of filling: <1998-05-22>

8.1 CONTRACTOR

Institut Municipal d'Informàtica (IMI)

8.2 Name & short description of your APPLICATION

City Information Retrieval (WP9.5): Public Documents Bookcase

The goal of this application is to provide access to all municipal documents in different format (word, excel, pdf, ...), through an electronic bookcase. There are two different profiles:

Administrators: they can upload documents (using http protocol), and organize their own virtual drawers and folders. The application allows the administrator to describe each folder and document (author, format, size, description, key words, ...). They can also look for documents which match certain features (author, format, ...). This utilities are password protected.

Users: they can download documents within the application. Afterwards, and if they have the associated applications (word, excel, acrobat, ...) they can view and work with those documents. Users can also look for specific documents using a search tool which can even look inside one document.

We plan to interlink other applications, actually running in our server, so that they can profit from the functionality of the public documents bookcase.

8.3 Key words

Drawers, folders, documents, download, upload, search97 (topic), JavaScript, HTML.

8.4 BASIC MODE Access

- Stage: O
- WEB site address: URL: <http://www.bcn.es/liblioteca/>
- WEB master: jmanuel@mail.bcn.es
- Service leader: francesc@bcn.es
- Is it a degraded service of the application?
NO
- Which access mode? Any basic mode (2.1, 2.2)
- Which access space boundary? WORLD
- Access criteria for the local domain (if any)?
Not Applicable
- Which return mode? A: Free (payment will be studied for certain docs); T: statistics
- Which mode of organisation of the service?
V: Full Interaction
XX: download / upload of documents (is it piping?)
- Which compatibility? 1, 2 (Migration: search97 of verity needed), 3
- Which interoperability? Basic service mode
- Ready to licence, sell, ...? Email: bsala@mail.bcn.es
- Others Not applicable

9 FORM for the APPLICATION QUESTIONNAIRE

Date of filling: <1998-05-22>

9.1 CONTRACTOR

Institut Municipal d'Informàtica (IMI)

9.2 Name & short description of your APPLICATION

On-line interactive virtual public square (WP9.7)

This application will allow citizens to debate with politicians and experts about different public projects. There are different ways of participation: internet chats among citizen and politician, questionnaires, forums, voting through Internet to gather opinions, and consulting previous votations and forums and chats.

There are two profiles:

System administrator: he will moderate chats and forums and organize the topics for forums and pollings and questionnaires.

User: possibility to participate in chats, forum, fill in questionnaires, vote.

There is the political will to oblige politicians to participate in this space and propose topics for discussion.

9.3 Key words

Participation, politicians, chats, forum, vote, Oracle, HTML.

9.4 BASIC MODE Access

- Stage: O
- WEB site address: URL: <http://www.bcn.es/particip/clpartic.htm>
- WEB master: jmanuel@mail.bcn.es
- Service leader: francesc@bcn.es
- Is it a degraded service of the application?
NO
- Which access mode? Any basic mode (2.1, 2.2)
- Which access space boundary? WORLD
- Access criteria for the local domain (if any)?
Not Applicable
- Which return mode? A: Free; T: statistics
- Which mode of organisation of the service?
V: Full Interaction
- Which compatibility? 1, 2 (Migration: Oracle DB and application server), 3
- Which interoperability? Basic service mode
- Ready to licence, sell, ...? Email: bsala@mail.bcn.es
- Others Not applicable

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1 FORM for the Contractor QUESTIONNAIRE

Date of filling: <1998-11-12>

1.1 CONTRACTOR

CUP2000/Comune di Bologna

1.2 CONTACT to the CONTRACTOR

- WEB site address: URL: <http://www.comune.bologna.it/iperbole/cup2000/>
- WEB master: Silvia Tognoli cup-2000@iperbole.bologna.it
- Local project leader: Richard Stevens
Via S.Lorenzo 1
40126 Bologna
Italy
Tel: ++39051 276515
Fax: ++39051 237016

1.3 Service modes on OFFER (or planned to be on OFFER)

- Enhanced Service mode: Broad access to health care services

1.4 Intranet

- If the contractor has organised (or plan to organise) a boundary to the access space:
No this intranet system is expected to grow and expand its access space towards general Internet

1.5 Licensing policy

- If the contractor has (or plan to have) specific general licensing rules for the applications:
Yes the technological partner intend to apply licensing arrangements



2 FORM for the BASIC mode QUESTIONNAIRE

Date of filling: <1998-11-12>

2.1 CONTRACTOR

2.2 Short description of the Access Networks available (or planned)

2.3 LIST OF APPLICATIONS offered in BASIC MODE



3 FORM for the ENHANCED service QUESTIONNAIRE

(see explanations at chapter 8 and example at appendix C)

Date of filling: <1998-11-12>

3.1 CONTRACTOR

CUP 2000/Comune di Bologna

3.2 IDENTIFIER of the enhanced service

3.3 Short description of your ENHANCED service mode

Dedicated network based 2MB frame relay and 64KCDN network with ISDN backup and PSTN for some connections
 Booking centres are connected to the system by CDN while GPs are connected to the system by ISDN and pharmacies
 are connected by PSTN.

3.4 Key words

ISDN, PSTN, CDN, frame relay

3.5 Enhanced service characteristics

- Stage: implemented
- WEB site address: URL: <http://www.comune.bologna.it/iperbole/cup2000/>
- WEB master: Silvia Tognoli cup-2000@iperbole.bologna.it
- Which access mode? Personal Computer case 2.1, 2.2
- Which access space boundary? The limited domain
- Access criteria for the local domain (if any)? Password user name
- Which return mode? The right are included in another service. (case G Bundling)
- Which mode of organisation of the service? Fully in real time. Case Y. Multi-protocol encapsulation
- Which compatibility? The service could be migrated to another city but does require the full software package
- Which interoperability Standard Internet protocols (TCP/IP es.) are used but dedicated software is required
- Ready to licence, sell, ...? Yes. CUP2000 and Finsiel made an commercial agreement to market the application
- Others xxx

If not available: xxx

3.6- LIST OF APPLICATIONS OFFERED IN ENHANCED MODE

- Application A E 1:
Empty

**4 FORM for the APPLICATION QUESTIONNAIRE**

Date of filling: 1998-11-12

4.1 CONTRACTOR

CUP2000/Comune di Bologna

4.2 Name & short description of your APPLICATION

Bi-directional and multimedia communication between primary care and health care institutions, specifically general hospitals. Primary care practitioners will be able to receive results of examinations, and to send reservations and requests for examinations. The data will be transferred in a structured way, in order to allow direct injection to the practitioners and the hospitals computer applications.

4.3 Key words

CD ROM
PSTN, ISDN

4.4 BASIC MODE Access

- Stage: planned
- WEB site address: URL: <http://www.comune.bologna.it/iperbole/cup2000/>
- WEB master: Silvia Tognoli cup-2000@iperbole.bologna.it
- Service leader: Richard Stevens
Via S.Lorenzo 1

- Is it a degraded service of the application? no
- Which access mode? Personal Computer case 2.1, 2.2
- Which access space boundary? The whole world
- Access criteria for the local domain (if any)?
Subscription to an ISP of full Internet
- Which return mode? Deferred charge
- Which mode of organisation of the service?
Full interaction
On line
- Which compatibility? Full
- Which interoperability? Full
- Ready to licence, sell, ...? Not decided yet
- Others xxx

If not available:

4.5 ENHANCED MODE Access (AE 1)

- Stage: implemented
- WEB site address: URL: <http://www.comune.bologna.it/iperbole/cup2000/>

- WEB master: Silvia Tognoli cup-2000@iperbole.bologna.it
- Service leader: Richard Stevens
Via S.Lorenzo 1

- Is it a degraded service of the application? no
- Which access space boundary? The limited domain
- Access criteria for the local domain (if any)? Password user name

- Which return mode? The right are included in another service. (case G Bundling)
- Which mode of organisation of the service? Fully in real time. Case Y. Multi-protocol encapsulation
- Which compatibility? The service could be migrated to another city but does require the full software package
- Which interoperability? Standard Internet protocols (TCP/IP es.) are used but dedicated software is required
- Ready to licence, sell, ...? Yes. CUP2000 and Finsiel made an commercial agreement to market the application
- Others xxx

If not available:

Empty.

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4.2	NAME & SHORT DESCRIPTION OF YOUR APPLICATION	5
4.3	KEY WORDS	5
4.4	BASIC MODE ACCESS.....	5
4.5	ENHANCED MODE ACCESS (AE 1).....	ERREUR! SIGNET NON DÉFINI.
4.6	ENHANCED MODE ACCESS (AE 2).....	ERREUR! SIGNET NON DÉFINI.
4.7	ENHANCED MODE ACCESS (AE 3).....	ERREUR! SIGNET NON DÉFINI.
4.8	ENHANCED MODE ACCESS (AE 4).....	ERREUR! SIGNET NON DÉFINI.



1 FORM for the Contractor QUESTIONNAIRE

Date of filling: <1998-11-12>

1.1 CONTRACTOR

Comune di Bologna

1.2 CONTACT to the CONTRACTOR

- WEB site address: URL: <http://www.comune.bologna.it/bolognadeimusei/>
- WEB master: Comune di Bologna
- Local project leader: Paola Pacetti
Via Oberdan 24
40126 Bologna
Italy
Tel: ++39051 204624
Fax: ++39051 268636

1.3 Service modes on OFFER (or planned to be on OFFER)

- Basic Service mode: International Cultural Resources and Services

1.4 Intranet

- If the contractor has organised (or plan to organise) a boundary to the access space: no

1.5 Licensing policy

- If the contractor has (or plan to have) specific general licensing rules for the applications:
no



2 FORM for the BASIC mode QUESTIONNAIRE

Date of filling: <1998-11-12>

2.1 CONTRACTOR

Comune di Bologna

2.2 Short description of the Access Networks available (or planned)

Most of the applications can be accessed in a mixed modality and in particular through PSTN and ISDN networks. The users should be equipped with PCs connected to the Telephone Network (PSTN) through a low speed modem.

2.3 LIST OF APPLICATIONS offered in BASIC MODE

- Application A 1: International Cultural Resources and Services

3 FORM for the ENHANCED service QUESTIONNAIRE

Date of filling: <1998-11-12>

3.1 CONTRACTOR

3.2 IDENTIFIER of the enhanced service

3.3 Short description of your ENHANCED service mode

3.4 Key words

3.5 Enhanced service characteristics

- Stage: xxx
- WEB site address: URL: <http://www> xxx
- WEB master: x@x.x
- Which access mode?
- Which access space boundary?
- Access criteria for the local domain (if any)?

- Which return mode?
- Which mode of organisation of the service?
xxx
- Which compatibility? The service could be migrated and instanced in another City
- Which interoperability xxx
- Ready to licence, sell, ...?
- Others xxx

If not available: xxx

3.6- LIST OF APPLICATIONS OFFERED IN ENHANCED MODE

- Application A E 1:
empty



4 FORM for the APPLICATION QUESTIONNAIRE

Date of filling: 1998-11-12

4.1 CONTRACTOR

Comune di Bologna

4.2 Name & short description of your APPLICATION

Development of interactive services to enable access for users to information on cultural events and to the museums network through a virtual guided visit in the City.

The service will be supplied through Internet and a more detailed information will be available on a CD Rom.

4.3 Key words

CD ROM

PSTN, ISDN

4.4 BASIC MODE Access

- Stage: implemented
- WEB site address: URL: <http://www.comune.bologna.it/bolognadeimusei/>
- WEB master: Comune di Bologna
- Service leader: Paola Pacetti
- Is it a degraded service of the application? no
- Which access mode? Personal computer (for definition see reference model)

- Which access space boundary? The whole world
- Access criteria for the local domain (if any)?
Subscription to an ISP of full Internet
- Which return mode? Free of charge
- Which mode of organisation of the service?
Full interaction
On line
- Which compatibility? Full
- Which interoperability? Full
- Ready to licence, sell, ...? Software licensing to the technological partner to market the application according agreed conditions
- Others xxx

If not available:

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4.5	ENHANCED MODE ACCESS (AE 1).....	6



1 FORM for the Contractor QUESTIONNAIRE

Date of filling: <1998-11-12>

1.1 CONTRACTOR

Comune di Bologna

1.2 CONTACT to the CONTRACTOR

- WEB site address: URL: <http://eu.comune.bologna.it/infocities>
- WEB master: Comune di Bologna
- Local project leader: Fabrizio Boccola
P.zzo d'Accursio
P.zza Maggiore
40126 Bologna
Italy
Tel: ++39051 203543
Fax: ++39051 203796

1.3 Service modes on OFFER (or planned to be on OFFER)

- Basic Service mode: Digital Town Hall
- Enhanced Service mode ES 1: Digital Town Hall (planned)

1.4 Intranet

- If the contractor has organised (or plan to organise) a boundary to the access space:
no

1.5 Licensing policy

- If the contractor has (or plan to have) specific general licensing rules for the applications:
Yes. he has. A software licensing agreement was made with the technological partner to market the application



2 FORM for the BASIC mode QUESTIONNAIRE

Date of filling: <1998-11-12>

2.1 CONTRACTOR

Comune di Bologna

2.2 Short description of the Access Networks available (or planned)

Most of the applications can be accessed in a mixed modality and in particular through PSTN and ISDN networks. The users should be equipped with PCs connected to the Telephone Network (PSTN) through a low speed modem. The services are supplied through an extranet, which use the internet protocols and tools but is available to the residents in the metropolitan area of Bologna. The services are planned to be supplied also by ADSL technology and cable.

2.3 LIST OF APPLICATIONS offered in BASIC MODE

- Application A 1: Digital Town Hall



3 FORM for the ENHANCED service QUESTIONNAIRE

Date of filling: <1998-11-12>

3.1 CONTRACTOR

3.2 IDENTIFIER of the enhanced service

3.3 Short description of your ENHANCED service mode

3.4 Key words

3.5 Enhanced service characteristics

- Stage: xxx
- WEB site address: URL: <http://www> xxx
- WEB master: x@x.x
- Which access mode?
- Which access space boundary?
- Access criteria for the local domain (if any)?

- Which return mode?
- Which mode of organisation of the service?

- Which compatibility? xxx The service could be migrated and instanced in another City
- Which interoperability xxx
- Ready to licence, sell, ...?
- Others xxx

If not available: xxx

3.6- LIST OF APPLICATIONS OFFERED IN ENHANCED MODE

- Application A E 1:

Empty



4 FORM for the APPLICATION QUESTIONNAIRE

Date of filling: 1998-11-12

4.1 CONTRACTOR

Comune di Bologna

4.2 Name & short description of your APPLICATION

The services developed during the Infocities project are named on MTD, Municipal Telematic Desk. Below the list of the applications:

- regarding the secure transaction:
communicate the beginning/ending of public works regarding building licenses;
apply for infant schools;
renew of lifts trading licences
regarding the electronic democracy (expressly designed to allow and improve communication between the citizens and the Municipality):
express his opinion regarding his thought about Municipal budgeting, urbanistic matters, traffic, transports, commercial plans, ...;
partecipate in discussion groups held at local, regional, national and international level
- regarding the booking of events:
book tickets for shows and events

The first two services will use Internet technology allowing citizens to access them from home or from public points of access; the booking service is actually accessible only from public kiosks, but it is planned to transfer it in an Internet architecture.

4.3 Key words

HTTPS, SSL
PSTN, ISDN
Secure transactions
Digital signature

4.4 BASIC MODE Access

- Stage: implemented
- WEB site address: URL: <http://eu.comune.bologna.it/infocities>
- WEB master: Comune di Bologna
- Service leader: fabrizio.boccola@comune.bologna.it
- Is it a degraded service of the application? no
- Which access mode? Personal computer (for definition see reference model)
Public
- Which access space boundary? The domain limited by the extranet
- Access criteria for the local domain (if any)?

- Which return mode? Availability of a digital certificate
- Which mode of organisation of the service? Subscription to an ISP of full Internet
- Which return mode? Free of charge but conditioned by a digital certificate
- Which mode of organisation of the service? Full interaction
- Which mode of organisation of the service? On line
- Which compatibility? Full
- Which interoperability? Full
- Ready to licence, sell, ...? Yes. A software licensing agreement was made with the technological partner to market the application
- Others xxx

If not available:

4.5 ENHANCED MODE Access (AE 1)

- Stage: planned
- WEB site address: URL: <http://eu.comune.bologna.it/infocities>
- WEB master: Comune di Bologna
- Service leader: Fabrizio Boccola
- Which access mode? Pcs connected to the local cable network (2.3)
- Which access space boundary? The domain limited by the extranet
- Access criteria for the local domain (if any)? Availability of a digital certificate
- Which return mode? Free of charge
- Which mode of organisation of the service? Full interaction
- Which mode of organisation of the service? On line
- Which compatibility? Full
- Which interoperability? Full
- Ready to licence, sell, ...? Not applicable yet
- Others xxx

If not available:

empty

DEN HAAG 3 + 5 + 7 + 8 + 9

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3.4	KEY WORDS	4
3.5	ENHANCED SERVICE CHARACTERISTICS.....	4
4	FORM FOR THE APPLICATION QUESTIONNAIRE.....	6
4.1	CONTRACTOR.....	6
4.2	NAME & SHORT DESCRIPTION OF YOUR APPLICATION	6
4.3	KEY WORDS	6
4.4	BASIC MODE ACCESS.....	6
4.5	ENHANCED MODE ACCESS (AE 1).....	ERREUR! SIGNET NON DÉFINI.
4.6	ENHANCED MODE ACCESS (AE 2).....	ERREUR! SIGNET NON DÉFINI.
4.7	ENHANCED MODE ACCESS (AE 3).....	ERREUR! SIGNET NON DÉFINI.
4.8	ENHANCED MODE ACCESS (AE 4).....	ERREUR! SIGNET NON DÉFINI.



1 FORM for the Contractor QUESTIONNAIRE

Date of filling: <1998-11-08>

1.1 CONTRACTOR

Den Haag

1.2 CONTACT to the CONTRACTOR

- WEB site address: URL: <http://www.denhaag.nl>
- WEB master: NA
- Local project leader: Thomas Kemmere
TSC, Van Bylandtstraat 115, 2562 GA Den Haag, NL.
Tel: +31 65433 66 12, Fax: +31 70 3922 385

1.3 Service modes on OFFER (or planned to be on OFFER)

- Basic Service mode: PSTN / ISDN
- Enhanced Service mode ES 1: none

1.4 Intranet

no

1.5 Licensing policy

- If the contractor has organised (or plan to organise) a boundary to the access space:

no

- If the contractor has (or plan to have) specific general licensing rules for the applications:

no



2 FORM for the BASIC mode QUESTIONNAIRE

Date of filling: <1998-11-08>

2.1 CONTRACTOR

Den Haag

2.2 Short description of the Access Networks available (or planned)

PSTN / ISDN

2.3 2.3- LIST OF APPLICATIONS offered (or planned to be offered) in BASIC MODE

- Application A 1: WP 3 Video Conferencing
- Application A 2: WP 5 Public Transport information
- Application A 3: WP 7 Culture information
- Application A 4: WP 8 SME information
- Application A 5: WP 9 Public information



3 FORM for the ENHANCED service QUESTIONNAIRE

Date of filling: <1998-11-08>

3.1 CONTRACTOR

Den Haag

3.2 IDENTIFIER of the enhanced service

Cable access (planned!)

3.3 Short description of your ENHANCED service mode

Access will be given to the internet at 115kbps down and 64 kb up. The Cable modem is connected to the Com-port of the computer.

3.4 Key words

Cable, Cable modem. Com-port, enhanced.

3.5 Enhanced service characteristics (planned)

- Stage: F
- WEB site address: URL: na
- WEB master: na
- Which access mode? Hybrid 2.4
- Which access space boundary? none
- Access criteria for the local domain (if any)?
none
- Which return mode? Subscription by period
- Which mode of organisation of the service?
Full interaction
- Which compatibility? Full.
- Which interoperability full
- Ready to licence, sell, ...? na

3.6- LIST OF APPLICATIONS OFFERED IN ENHANCED MODE

- Application A E 1: none planned yet

4 FORM for the APPLICATION QUESTIONNAIRE

Date of filling: <1998-11-08>

4.1 CONTRACTOR

Den Haag

4.2 Name & short description of your APPLICATION

WP 3 Video Conferencing

4.3 Key words

Video Conferencing

4.4 BASIC MODE Access

- Stage: O
- WEB site address: URL: [na](#)
- WEB master: na
- Service leader: na
- Is it a degraded service of the application?
no
- Which access mode? PSTN / ISDN
- Which access space boundary? no
- Access criteria for the local domain (if any)?
none
- Which return mode? Subscription by period
- Which mode of organisation of the service?
Full interaction
- Which compatibility? full
- Which interoperability? full
- Ready to licence, sell, ...? yes
- Others na



4 FORM for the APPLICATION QUESTIONNAIRE

Date of filling: <1998-11-08>

4.1 CONTRACTOR

Den Haag

4.2 Name & short description of your APPLICATION

WP 5 Public Transport information

4.3 Key words

Public Transport

4.4 BASIC MODE Access

- Stage: O
- WEB site address: URL: <http://www.ovr.nl>
- WEB master: na
- Service leader: na
- Is it a degraded service of the application?
no
- Which access mode? PSTN / ISDN
- Which access space boundary? no
- Access criteria for the local domain (if any)?
none
- Which return mode? Subscription by period
- Which mode of organisation of the service?
Full interaction
- Which compatibility? full
- Which interoperability? full
- Ready to licence, sell, ...? yes
- Others na

**4 FORM for the APPLICATION QUESTIONNAIRE**

Date of filling: <1998-11-08>

4.1 CONTRACTOR

Den Haag

4.2 Name & short description of your APPLICATION

WP 7 Culture information

4.3 Key words

Culture

4.4 BASIC MODE Access

- Stage: O
- WEB site address: URL: <http://www.infothuis.nl/cultuur>
- WEB master: na
- Service leader: na
- Is it a degraded service of the application?
no
- Which access mode? PSTN / ISDN
- Which access space boundary? no
- Access criteria for the local domain (if any)?
none
- Which return mode? Subscription by period
- Which mode of organisation of the service?
Full interaction
- Which compatibility? full
- Which interoperability? full
- Ready to licence, sell, ...? yes
- Others na

4 FORM for the APPLICATION QUESTIONNAIRE

Date of filling: <1998-11-08>

4.1 CONTRACTOR

Den Haag

4.2 Name & short description of your APPLICATION

WP 8 SME information

4.3 Key words

SME

4.4 BASIC MODE Access

- Stage: O
- WEB site address: URL: <http://www.infothuis.nl/mkb>
- WEB master: na
- Service leader: na
- Is it a degraded service of the application?
no
- Which access mode? PSTN / ISDN
- Which access space boundary? no
- Access criteria for the local domain (if any)?
none
- Which return mode? Subscription by period
- Which mode of organisation of the service?
Full interaction
- Which compatibility? full
- Which interoperability? full
- Ready to licence, sell, ...? yes
- Others na

**4 FORM for the APPLICATION QUESTIONNAIRE**

Date of filling: <1998-11-08>

4.1 CONTRACTOR

Den Haag

4.2 Name & short description of your APPLICATION

WP 9 Public information

4.3 Key words

Public

4.4 BASIC MODE Access

- Stage: O
- WEB site address: URL: <http://www.denhaag.nl>
- WEB master: na
- Service leader: na
- Is it a degraded service of the application?
no
- Which access mode? PSTN / ISDN
- Which access space boundary? no
- Access criteria for the local domain (if any)?
none
- Which return mode? Subscription by period
- Which mode of organisation of the service?
Full interaction
- Which compatibility? full
- Which interoperability? full
- Ready to licence, sell, ...? yes
- Others na

INFOCITIES HELSINKI SITE

Edited by tauno.hovatta@hpy.fi and kimmo.ikonen@hpy.fi, 1998-10-13

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1 FORM for the Contractor QUESTIONNAIRE

Date of filling: <1998-10-13>

1.1 CONTRACTORS

City of Helsinki and Helsinki Telephone Corporation

1.2 CONTACT to the CONTRACTOR 1

- WEB site address: URL: <http://www.hpy.fi/>.
- WEB master: not relevant
- Local project leader: tauno.hovatta@hpy.fi
Tauno Hovatta
Helsinki Telephone Corporation
Ratavartijankatu 2,
P.O.Box 133
FIN-00521 Helsinki
Finland

Tel +358 9 606 3668
Fax +358 9 606 3222
Email tauno.hovatta@hpy.fi

If not available: not applicable

1.3 CONTACT to the CONTRACTOR 2

- WEB site address: URL: <http://www.hel.fi/>.
- WEB master: not relevant
- Local project leader: tuomo.karakorpi@hpy.fi
Tuomo Karakorpi
City of Helsinki
Aleksanterinkatu 22-24,
FIN-00170 HELSINKI
Finland

Tel.+358 9 1691,
Fax +358 9 175 149
email: tuomo.karakorpi@kkansl.hel.fi

If not available: not applicable

1.4 Service modes on OFFER (or planned to be on OFFER)

- Basic Service mode: YES
- Enhanced Service mode ES: none

1.5 Intranet

- If the contractor has organised (or plan to organise) a boundary to the access space:

Not applicable

1.6 Licensing policy

- If the contractor has organised (or plan to organise) a boundary to the access space:

Not applicable

- If the contractor has (or plan to have) specific general licensing rules for the applications:

Not applicable



2 FORM for the BASIC mode QUESTIONNAIRE

Date of filling: <1998-10-13>

2.1 CONTRACTOR

City of Helsinki, Helsinki Telephone Corporation

2.2 Short description of the Access Networks available (or planned)

- Internet
- For Helsinki Telephone subscribers: ISDN dialup access without registration, charge included in the telephone bill (also described as an application).

2.3 2.3- LIST OF APPLICATIONS offered (or planned to be offered) in BASIC MODE

- Application A 1: Digital Town Hall
- Application A 2: Urban Access (Helsinki Arena 2000 ISDN access, City Cameras, Info Web-phone)
- Application A 3: International Cultural Resources and Services (Web 3d platform for Cultural Resources and Services)
- Application A 4: European Virtual Learning Association (Virtual Language School)

3 FORM for the ENHANCED service QUESTIONNAIRE

Date of filling: <1998-10-13>

3.1 CONTRACTOR

Not applicable

3.2 IDENTIFIER of the enhanced service

Not applicable

3.3 Short description of your ENHANCED service mode

Not applicable

3.4 Key words

Not applicable

3.5 Enhanced service characteristics

Not applicable

If not available: All applications are designed to operate in basic mode.**3.6- LIST OF APPLICATIONS OFFERED IN ENHANCED MODE**

- Application A E 1: none
Empty

4 APPLICATION (A1): DIGITAL TOWN HALL

Date of filling: <1998-10-13>

4.1 CONTRACTOR

City of Helsinki

4.2 Digital Town Hall of Helsinki (WP9.1)

Goal of Service

Common base: The Service integrates Public and Civic services offered by the municipality and other authorities or common organisations of public utility with the panorama interface. The huge amount of information is classified according to the themes and different kind of life situations, which are necessary and important for citizens.

Helsinki case: The service enables the citizen to find out the basic information about his or hers rights and social benefits free of time and space. and expenses. One of the aims is to increase the efficiency in the municipal bureaucracy while offering the updated information for everybody at the same time .

The information about the services and the service itself can be used by the different kind of information technology: retrieval in internet, different kind of access-service like ISDN, web-phone, city camera, video streams, 2D and 3D illustrations

Generic functionalities:

Information x Communication x Transaction x Entertainment

Functionalities offered to the user

- text information about the public and civic services are offered by the municipality and other authorities as well as some private organisations of public utility
- transaction service between the citizen and the Helsinki Water
- calendar of events giving information about happenings in the metropolitan area
- e-mail suggestions to the municipality as well as to the city councillors
- web phone connection with the city Information Office, a kind of Call Center, and with three city libraries. That is a new media for a citizen to communicate with the authorities
- city camera gives real-time information and views of the city life and traffic situations at important road junctions
- city camera and calendar of events will also help planning a trip to Helsinki at home or on the spot in Helsinki while offering touristical information free of time and space and

expenses

- last but not least this Information retrieval service helps also the municipality itself consulting the citizens in connection what so ever.

Users targeted

- especially citizens and tourists

Content providers targeted

- All departments of City of Helsinki, state authorities as well as some organisations of public utility
- cultural and other private foundations institutions in co operation with local authorities
- Helsinki Telephone Corporation

Systems used to offer the service

- a) Terminals
 - Private and Business PCs
 - Terminals like Infokiosks
- b) Infrastructure (networks)
 - internet open
 - Helsinki Arena 2000 ISDN-network, which is based on HPY`s telecommunication network
- c) Central system (servers, data bases, management facilities..)
 - common web-server platform
 - there are two versions of the interface: city information retrieval application consists of common html-pages and pages featuring 3D Vera panorama user interface. Vera users require Java-support in the browser
 - Transaction service and calendar application are implemented by standard products.
- d) Content providers system (content edition, data transmission to , and communication with the central system)
 - Common www-environment

Nature of data

- HTML text, images, video, audio, VRML-model

4.3 Key words

City services

4.4 BASIC MODE Access

- Stage: O
- WEB site address: URL: <http://www.hel.fi/infocities/eng/julkisetpalvelut/jupa.htm>
- WEB master:
- Service leader: raija.ollikainen@hel.fi
- Is it a degraded service of the application? no
- Which access mode? Basic
- Which access space boundary? World
- Access criteria for the local domain (if any)? none
- Which return mode? A (no charge)
- Which mode of organisation of the service?
V (full interaction)
- Which compatibility? any
- Which interoperability? Basic
- Ready to licence, sell, ...?
- Others

If not available:

5 APPLICATION (A2) URBAN ACCESS, Local application: Helsinki Arena 2000 ISDN access

Date of filling: <1998-10-13>

5.1 CONTRACTOR

Helsinki Telephone Corporation

5.2 Local application HELSINKI ARENA 2000 ISDN-ACCESS (WP9.2)

Goal of the service:

Fast, high quality, easy and economic connection to local Helsinki Arena 2000 multimedia network (Helsinki Arena 2000). The ISDN access is available inside HPY's operating area (Helsinki Region).

Helsinki Arena 2000 is a local multimedia network to which every home can connect with. The Arena 2000 network bases on HPY's broadband networks, the fully digitalized telephone network and the Internet. On the Arena network there are available some existing Internet services and new multimedia services, which are easily accessible to ordinary people.

Generic functionalities:

Information **Communication** Transaction Entertainment

Functionalities offered to the user:

- Easy installation (Arena 2000 icon), which supports the main browsers (Explorer, Netscape).
- Easy using (connection to Arena 2000 network).
- Fast and high quality connection (128 kbit/s).
- The user don't need to register before using access service.
- Integrated charging with HPY's telephone billing system.

Users targeted (citizens, SME's, ...) :

- Households in the Helsinki Region

Content providers targeted (local administrations, commercial entities,...) :

The Arena 2000 ISDN access is not targeted as a content provider access.

System(s) used to offer the service:

a) Terminals:) *public access: kiosks,..; private (PC, Internet TV terminal,..); business (PC,..);....* :

- Private PCs, Public Kiosks

b) Infrastructure (*network(s)*) :

- Helsinki Arena 2000 ISDN-network, which base on HPY's telecommunication network.

c) Central system (*server(s), data bases, management facilities,..*) :

- HPY's ISDN dial up router, which integrates access lines to HPY's multimedia network.
- d) Content providers system (*content edition, data transmission to, and communication with the central system,..*) : Not relevant definition.

Nature of data (*HTML text, forms, images, audio, video*) :

- Internet protocol (ip) –data.

5.3 Key words

ISDN, access

5.4 BASIC MODE Access

- Stage: O
- WEB site address: URL: <http://www.helsinkiarena2000.fi/>
- WEB master: soile.sydanmaki@hpy.fi
- Service leader: eero.avellan@hpy.fi
- Is it a degraded service of the application? no
- Which access mode? 2.2 (ISDN)
- Which access space boundary? Helsinki region telephone subscribers
- Access criteria for the local domain (if any)? none
- Which return mode? Time based (telephone bill)
- Which mode of organisation of the service?
Not applicable (IP-routing)
- Which compatibility? 6.2 (could be instanced in another city)
- Which interoperability? Not applicable
- Ready to licence, sell, ...? Yes
- Others

If not available:

6 APPLICATION (A2) URBAN ACCESS, Local application: City Cameras

Date of filling: <1998-10-13>

6.1 CONTRACTOR

Helsinki Telephone Corporation (common base)
City of Helsinki (content)

6.2 Local application CITY CAMERAS (WP9.2)

Goal of the service:

Common base: Content provider can develop multimedia services by still-images/videostreaming itself or using this piece of information as supporting other business communication e.g. promotion and other marketing efforts. Applications use new technology in videoencoding and also compact sized, integrated camera connecting as standalone unit to the network. Internet user can utilise service through an ordinary telephone network (still – camera technology case) or through higher capacity network, ISDN or DSL (videostreaming technology case).

Infocities City Camera case I (still-camera): General viewing camera application.

Internet user gets real-time still-image picture of construction work-place of Lasipalatsi building. There are also still camera pictures from the market place of Helsinki City.

Infocities City Camera case II (videostreaming): Traffic control. This application gives a real-time picture at main crossroads. It converts ordinary analogy videosegnal usable to the citizens connected to the ip-network at medium-speed access like an ISDN. Video content consists of traffic flowing at the three crossroads at Helsinki City area.

Generic functionality's:

Information Communication Transaction Entertainment

Functionality's offered to the user:

- User can decide at which site still-images are coming from. Moving videostream offers no functionality's. Moving picture changes every 40 sec. from one camera to another. Due to protect individuals to keep their privacy video recording for end-users in digital format is not enabled.

Users targeted (citizens, SME's, ...):

- Common base: All citizens, SMEs, local administrations, etc.
- City Camera case: Citizens and local administrations of Helsinki, tourists planning to leave for Helsinki

Content providers targeted (local administrations, commercial entities,...):

- Common base: Local administrations, commercial entities etc.
- City Camera case: City of Helsinki (The Lasipalatsi Mediacenter and Traffic Control Office)

System(s) used to offer the service:

Terminals:) *public access: kiosks,...; private (PC, Internet TV terminal,..); business (PC,...);....* :

- Common base: Private and Business PCs.
- City Camera case: Private PCs and Business PCs .

Infrastructure (*network(s)*) :

- Internet and Helsinki Arena 2000 network. Access network for still-camera is based on ISDN and for videostreaming case it is based on DSL.

Central system (*server(s), data bases, management facilities,..*) :

- Still-images: Technically this application is based on Axis Web Cameras that holds in itself both camera, CPU with operating system and web-server. Still-image is downloaded by local Infocities web-server once a minute and is provided to end-user by standard http –protocol at jpeg -format.
- Video streaming: Application architecture is built on RealNetworks' client and server solution. The client software is free for end-users and downloadable from the related webpage.
- Both techniques are remotely controlled over ip –network.

Content providers system (*content edition, data transmission to, and communication with the central system,..*) :

- Still-images: Content provider needs a web-cam that is connected to network by operator's access technique, like ISDN with suitable mini-router. At further step all these components including web-cam can be provided by operator.
- Video streaming: At moving picture case content provider supports video (and audio when needed) at his cameras and mixing table. Operator can provide client software and suitable PC for encoding audio/videostream by connecting content providers audio signal to the PC. At all cases operator provides server platform and resources for delivering stream to end-users.
- Both techniques allows their content to be integrated with customers web-information.

Nature of data (*HTML text, forms, images, audio, video*) :

- Still-image by http –protocol at jpeg-format.
- Videostreaming (and voice) by proprietary streaming protocol.

6.3 Key words

Streaming, camera

6.4 BASIC MODE Access

- Stage: O
- WEB site address: URL: <http://www.hel.fi/infocities/eng/multimedia/citykamera.htm>
- WEB master: soile.sydanmaki@hpy.fi
- Service leader: matti.lotjonen@hpy.fi
- Is it a degraded service of the application? no
- Which access mode? 2.any
- Which access space boundary? World
- Access criteria for the local domain (if any)? none
- Which return mode? A (no charge)
- Which mode of organisation of the service? X (streaming)

- Which compatibility? Basic (40 kbps required)
- Which interoperability? Basic
- Ready to licence, sell, ...? Not yet
- Others

If not available:

7 APPLICATION (A2) URBAN ACCESS, Local application: Info WEB Phone

Date of filling: <1998-10-13>

7.1 CONTRACTOR

Helsinki Telephone Corporation (common base)
City of Helsinki (case)

7.2 Local application INFO WEB PHONE (WP9.2)

Goal of the service:

- Common base: Integrates www-services and telephone services. Internet user can utilize voice services of the ordinary telephone network. Content provider can develop integrated service channels.
- Info Web phone case: Internet user gets real time and human service about the services of City of Helsinki. The service includes common advice and information comprising public and civic services.

Generic functionalities:

Information Communication Transaction Entertainment

Functionalities offered to the user:

- real time talk connection from WWW page to customer service: new dimension to www service content.
- all functions in customer service telephone system are retained: such as call diversion to another number, DTMF-choices, call queuing and answering machine messages.
- voice and data are transmitted via the same connection, there's no need to disconnect the modem in order to make the call.
- user can continue browsing www-pages during the call.

Users targeted (*citizens, SME's, ...*):

- Common base: All citizens, SMEs, etc.
- Info Web phone case: Citizens of Helsinki, tourists

Content providers targeted (*local administrations, commercial entities,...*):

- Common base: Local administrations, commercial entities etc.
- Helsinki Info Web phone case: City of Helsinki (City info office)

System(s) used to offer the service:

- a) Terminals:) *public access: kiosks,...; private (PC, Internet TV terminal,...); business (PC,...);....*
- Common base: Private and Business PCs.
 - Info Web phone case: Private PCs and Business PCs .
- b) Infrastructure (*network(s)*) :
- Internet and Helsinki Arena 2000 network. Access network bases on PSTN, ISDN and DLS.

c) Central system (*server(s), data bases, management facilities,...*) :

Technically the application architecture is built on Ericsson's PhoneDoubler client and server solutions. The client software is free for end-users and downloadable from the related webpage. The client software is slightly modified to meet these specified needs better.

The server solution provides the gateway functionality between the PSTN-and Internet-networks with scalable capacity.

The www-pages include also functions for testing purposes, like automatic voice recording and playback to assure the user about the application usability.

d) Content providers system (*content edition, data transmission to, and communication with the central system,..*) :

Operating telephone system of the content provider doesn't need necessarily any updating. WWW-pages of content provider need content edition. We recommend that the Web phone implementation of service provider includes the following steps:

- business plan of the application,
- technical plan, which includes the integration plan of telephone system, www-system and data bases.

Nature of data (*HTML text, forms, images, audio, video*) :

- Real voice, the other www-medias can be used simultaneously.

7.3 Key words

IP telephony, call center

7.4 BASIC MODE Access

- Stage: O
- WEB site address: URL: <http://www.hel.fi/infocities/eng/multimedia/webpuh.htm>
- WEB master: soile.sydanmaki@hpy.fi
- Service leader: matti.ala-tuuhonen@hpy.fi
- Is it a degraded service of the application? no
- Which access mode? 2.any
- Which access space boundary? World
- Access criteria for the local domain (if any)? none
- Which return mode? 800-call (time based, call center gets the bill)
- Which mode of organisation of the service?
V (full interaction)
- Which compatibility? Any
- Which interoperability? Basic
- Ready to licence, sell, ...? Yes
- Others

If not available:

8 APPLICATION (A3) INTERNATIONAL CULTURAL RESOURCES AND SERVICES, Local application: WEB 3D Platform for Cultural Resources and Services

Date of filling: <1998-10-13>

8.1 CONTRACTOR

Helsinki Telephone Corporation (common base)
City of Helsinki (case)

8.2 WEB 3D Platform for Cultural Resources and Services (WP7.1)

Goal of service:

The Web 3D platform for Cultural resources and services –concept includes the 3D Govinius application and 3D Lasipalatsi application and the operational definitions and systems of the Web 3D services. These services are e.g. the Arena 3D City Model and Arena broadband network concepts of HPY (back ground). The Infocities foreground includes the Infocities demonstrations and experiences and also the 3D Govinius application and 3D Lasipalatsi application. The core network services, applications and systems and consultancy services are background services and systems, which are represented and retailed by HPY or sub partners of HPY.

1 ‘Govinius 3D – Virtual Museum’

The goal of the Virtual Museum is to provide a multilingual production where historical Helsinki is presented in various formats such as pictures, text, sound and 3D models. All this is achieved by using standard Internet network –services and web technology that is easily available for the common user.

This application is a new way of access to the Helsinki City Museum, which can bring in new customers. It is also a publication channel to give users an opportunity to access a previously unpublished archaeological report and similar archive material. Schools and universities can also take advantage out of this new digital material in their education.

A key factor in the Virtual Museum project is to use the latest Web 3D technology to give an enhanced presentation of the Govinius plot at the beginning of the 19th century. This concept has also proven to be usable for gathering media interest and getting publicity for the application.

2 ‘Lasipalatsi – Digital meeting point’ application

The goal of the Lasipalatsi application is to create a digital (virtual) meeting point based on the Lasipalatsi (Glass Palace) building in Helsinki. The 3D interface, which includes access to cultural services about the Lasipalatsi Building is based on the Arena City Model of HPY. There are also descriptions about the Lasipalatsi Building of the past and the future, which can be used through the application. The aim is to encourage interactive access to and use of the meeting point.

Generic functionalities:

Information Communication Transaction Entertainment
(participation)

Users targeted (*citizens, SME's, ...*):

On the local level HPY's target area is the Helsinki Region and content providers like Helsinki City Museum and other local Cultural institutions, multimedia SME's etc. in this area.

Targeted end users of the Web 3D -services are especially citizens and tourists. The household markets will saturate in 25-40 %. Today there are about 10% households in Helsinki Region, who have an Internet connected PC at home (over 100 000 households).

System(s) used to offer the service:

- e) Terminals:) *public access: kiosks,...; private (PC, Internet TV terminal,...); business (PC,...);....* :
 - Common base: Private and Business PCs.
 - Infocities Helsinki case: Private PCs and Business PCs and public PC in Kirjakaapeli library and in Museum and also in other public libraries.
- f) Infrastructure (*network(s)*) :
 - Internet and Helsinki Arena 2000 network. Access network bases on PSTN, ISDN and DSL (Arena in future).
- g) Central system (*server(s), data bases, management facilities,...*) :
 - Common web-server platform.
 - Helsinki Arena 2000 city-model (VRML)
- h) Content providers system (*content edition, data transmission to, and communication with the central system,...*) :
 - Common www- environment.
 - Standard VRML-inside application, which is linked to Arena 2000 city-model.

Nature of data (*HTML text, forms, images, audio, video*) :

- Text, images, video, audio, VRML-model.

8.3 Key words

Arena City model, 3D Govinius, Lasipalatsi, 3D, VRML

8.4 BASIC MODE Access

- Stage: O
- WEB site address: URL: <http://www.fi/kaumuseo/sederh/sseder.html>
<http://lasipalatsi.lib.hel.fi/>
- WEB master: soile.sydanmaki@hpy.fi, jan.alanco@hel.fi,
kimmo.lehtonen@kulttuuri.hel.fi
- Service leader: riitta.pakarinen@hel.fi, marianna.kajantie@hel.fi
- Is it a degraded service of the application? no
- Which access mode? Basic
- Which access space boundary? World
- Access criteria for the local domain (if any)? none
- Which return mode? A (no charge)
- Which mode of organisation of the service?
V (full interaction)
- Which compatibility? Basic
- Which interoperability? Basic

- Ready to licence, sell, ...? Yes
- Others

If not available:

9 APPLICATION (A4) EUROPEAN LEARNING ASSOCIATION, Local application: Virtual Language School

Date of filling: <1998-10-13>

9.1 CONTRACTOR

Helsinki Telephone Corporation

9.2 Local application: Virtual Language School (WP4.1)

Goal of the service:

Provides a generic platform for teaching using WWW –based material, streamed audio/video and videoconferencing. Also includes tools for content creation.

Generic functionalities:

Information Communication Transaction Entertainment

Functionalities offered to the user:

- Simple WWW browser user interface to teaching material
- easy access using a Multimedia PC, optionally with a digital video camera
- collaboration system
- Scalable to thousands of users
- Content independent
- Open environment
- Standards-based

Users targeted (*citizens, SME's, ...*):

- All citizens, SMEs, etc.

Content providers targeted (*local administrations, commercial entities,...*):

- Commercial entities etc.

System(s) used to offer the service:

- Private and Business PCs.

Infrastructure (*network(s)*) :

- Internet and Helsinki Arena 2000 network. Access network bases on PSTN, ISDN and DSL.

Central system (*server(s), data bases, management facilities,...*) :

- WWW -server which presents main user interface
- Interacts with SQL database
- HTML built on-demand from database
- Java applets for added functionality
- Media server for real-time audio & video streams
- Different encoding for different bandwidths

- Multipoint conference server for videoconferencing
- H.323 conferencing with NetMeeting, LiveLAN etc.
- H.320 conferencing through gateway with Live100, ProShare etc.

Content providers system (*content edition, data transmission to, and communication with the central system,..*) :

- Multimedia PC with appropriate HTML creation tools, encoding station for MPEG encoding.

Nature of data (HTML text, forms, images, audio, video) :

- HTML, images, MPEG audio and video.

9.3 Key words

Language, education

9.4 BASIC MODE Access

- Stage: O
- WEB site address: URL: http://tiku.rc.hpy.fi:89/VLS_DEMO/login.html
- WEB master: heikki.mikkonen@hpy.fi
- Service leader: markus.backstrom@hpy.fi
- Is it a degraded service of the application? no
- Which access mode? Basic
- Which access space boundary? World
- Access criteria for the local domain (if any)? Userid, password
- Which return mode? Depends on the case
- Which mode of organisation of the service?
V (full interaction)
- Which compatibility? Basic
- Which interoperability? Basic
- Ready to licence, sell, ...? Yes
- Others

If not available:

LIÈGE

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1 FORM for the Contractor QUESTIONNAIRE

Date of filling: <1998-06-01>

1.1 CONTRACTOR

ALE-Télédis, on Behalf of the City of LIEGE

1.2 CONTACT to the CONTRACTOR

- WEB site address: URL: <http://www.minotaur.be>
- WEB master: r.bullman@minotaur.be
- Local project leader: g.marechal@skynet.be

*ALE-Télédis
Attention Mr. Jacques Delderenne,
Rue Louvrex, 95
B-4000 Liège*

*c/o PROSI
Attention Guy Maréchal
Avenue E. de Béco, 46
B-1050 Bruxelles*

*Tel: + 32 4 220 15 92
Fax: + 32 4 220 12 00
GSM: + 32 75 83 20 77*

*Tel. / Fax: + 32 2 648 98 28
GSM: + 32 477 88 36 52*

1.3 Service modes on OFFER (or planned to be on OFFER)

- Basic Service mode: OK
- Enhanced Service mode ES 1: **Public Broker Service**
- Enhanced Service mode ES 2: none

1.4 Intranet

- The contractor had plan and organised a boundary to the access space. But, for many reasons, the realisation of the plan has been stopped and many applications become without consistence.
- New plans are under definition. They are based on the Cable network and the Home Media Platform, as soon as available.

1.5 Licensing policy

- If the contractor has organised (or plan to organise) a boundary to the access space:
Not yet defined, but very open. Licensing can be obtained in contacting: r.bullman@minotaur.be

- If the contractor has (or plan to have) specific general licensing rules for the applications:
Not yet defined, but very open. Licensing can be obtained in contacting: r.bullman@minotaur.be



2 FORM for the BASIC mode QUESTIONNAIRE

Date of filling: <1998-06-01>

2.1 CONTRACTOR

ALE-Télédis

2.2 Short description of the Access Networks available (or planned)

Currently, the access is in pure basic mode through cases 2.1 and 2.2, but other modes are in preparation (In particular, the cases 2.3 and 4)

2.3- LIST OF APPLICATIONS offered (or planned to be offered) in BASIC MODE

- Application A 1: **TITAN SITE**
- Application A 2: <temporarily suppressed>

3 FORM for the ENHANCED service QUESTIONNAIRE

Date of filling: <1998-06-01>

3.1 CONTRACTOR

ALE-Télédis

3.2 IDENTIFIER of the enhanced service

Public Broker Service

3.3 Short description of your ENHANCED service mode

The intention is to organise a Public Broker service on the Cable Network and on the Telephone Networks accessible by general PC's, Specialised PC's, and IRD's equipped with the Home Media Platform facilities and the Smart-Card controlled CAS named MediaGuard running in open mode.

3.4 Key words

Cable, ISDN, PSTN, Cable Modems, IRD, HMP, Internet

3.5 Enhanced service characteristics

- Stage: **M** (Management GO given for the third time in a contradictory way)
- WEB site address: URL: <http://www> <not yet available>
- WEB master: x@x.x <not yet available>
- Which access mode? [5,1-§ 1] and [5,1-§ 3] and [5,1-§ 2,3 to 2,5] and [5,1-§ 3 to 5]
- Which access space boundary? 5,2 §§
- Access criteria for the local domain (if any)?
Subscribers to the Cable Network Smart card based
- Which return mode? Case A (no charge) for some services
Other Cases not yet defined
- Which mode of organisation of the service?
The first application will be in case Z (multi-carousel)
- Which compatibility? Cases 2 and 3
- Which interoperability Ancillary Basic service
Ancillary Facilitator at layer 3 (Rooming proxy)
- Ready to licence, sell, ...? Yes
- Others The recent changes in the plans means that it is difficult to be clear and complete on the subject.

3.6- LIST OF APPLICATIONS OFFERED IN ENHANCED MODE

- Application A E 1: **Civic E-mail**
- Application A E 2: **Awareness service**
- Application A E 3: Other broker functions under definition

4 FORM for the APPLICATION QUESTIONNAIRE

Date of filling: <1998-06-01>

4.1 CONTRACTOR

ALE-Télédis

4.2 Name & short description of your APPLICATION

A1

Name: TITAN Site

Short description (using the format proposed by Claude Piaget)

1. Goal of the service: **EDUCATION TO THE NEW DIGITAL TECHNOLOGIES**
2. Generic functionality's:
Information Communication Transaction Entertainment
3. Functionality's offered to the user:
 - a. General introduction
 - b. Systematic technical
 - c. Systematic legal
 - d. Systematic operational
 - e. Glossary
4. Users targeted: **Teachers, Politician, Technical persons**
5. Content providers targeted:
 - a. Any enterprise being involved in the Media business
 - b. Authorities having in charge the education
6. System(s) used to offer the service:
 - a. Terminals: **Any Internet access device:**
 - b. Infrastructure (network(s)) : **Internet**
 - c. Central system (server(s), data bases, management facilities,...) : **Internet server**
 - d. Content providers system (content edition, data transmission to, and communication with the central system,...) : **Front page**

Nature of data (HTML text, forms, images, audio, video) : **Mix of all types of data connected in HTML**

4.3 Key words

Education; Multimedia; Glossary; Civic service

4.4 BASIC MODE Access

- Stage: O
- WEB site address: URL: <http://www.titan.be>
- WEB master: titan.asbl@skynet.be
- Service leader: rro@rtbf.be

- Is it a degraded service of the application? no
- Which access mode? Any basic mode
- Which access space boundary? World
- Access criteria for the local domain (if any)? Not applicable
- Which return mode? Free
- Which mode of organisation of the service? Basic
- Which compatibility? Full basic
- Which interoperability? Basic
- Ready to licence, sell, ...? Not applicable
- Others Not applicable

4.5 ENHANCED MODE Access

No enhanced mode access is available for the TITAN site.

5 FORM for the APPLICATION QUESTIONNAIRE

Date of filling: <1998-06-01>

5.1 CONTRACTOR

ALE-Télédis

5.2 Name & short description of your APPLICATION

Name: **Civic E-Mail**

Short description (using the format proposed by Claude Piaget)

Goal of the service:

Giving to the Students an E-Mail service, in a first step (the same, to any citizen after ?)

*Generic functionality's:*Information Communication Transaction Entertainment *Functionality's offered to the user:***E-mail, with limited capacity when accessed through the Teletext****E-mail with full capacity when accessed by PC or Public access point (in the school f.i.)***Users targeted:***Teachers, Politician, Technical persons***Content providers targeted:***Public authorities****The students**

5.3 Key words

Education; Multimedia; E-mail; Civic service

5.4 BASIC MODE Access

- Stage: M
- WEB site address: URL: not applicable
- WEB master: not applicable
- Service leader: r.bullman@minotaur.be
- Is it a degraded service of the application? no
- Which access mode? Any basic mode
- Which access space boundary? World
- Access criteria for the local domain (if any)? Not applicable

- Which return mode? Free for the first phase
- Which mode of organisation of the service? Basic
- Which compatibility? Full basic
- Which interoperability? Basic
- Ready to licence, sell, ...? Not applicable
- Others Not applicable

5.5 ENHANCED MODE Access (AE 1)

- Stage: M
- WEB site address: URL: not applicable
- WEB master: not applicable
- Service leader:
- Which access mode? The teletext of a standard TV
- Which access space boundary? The cable network of ALE-Télédis
- Access criteria for the local domain (if any)?
Subscriber to the Cable Network
- Which return mode? none
- Which mode of organisation of the service?
Multi carousel and telephone network
- Which interoperability with the basic mode
- Ready to licence, sell, ...? yes
- Others

6 FORM for the APPLICATION QUESTIONNAIRE

Date of filling: <1998-06-01>

6.1 CONTRACTOR

ALE-Télédis

6.2 Name & short description of your APPLICATION

Name: Civic awareness service

Short description (using the format proposed by Claude Piaget)

Goal of the service:

Giving to any citizen an introduction to the new digital servicesGeneric functionality's: Information Communication Transaction Entertainment

Functionality's offered to the user:

Visualisation with limited interaction

Users targeted:

Any Citizen, Teachers, Politician, Technical persons

Content providers targeted:

Public authorities

6.3 Key words

Education; Multimedia; Civic service

6.4 BASIC MODE Access

- Not applicable

6.5 ENHANCED MODE Access (AE 1)

- Stage: O
- WEB site address: URL: not applicable
- WEB master: not applicable
- Service leader:
- Which access mode? A standard TV in passive mode
An IRD and standard TV in active mode
- Which access space boundary? The cable network of ALE-Télédis
- Access criteria for the local domain (if any)?
Subscriber to the Cable Network
- Which return mode? none
- Which mode of organisation of the service?
Multi carousel
- Which interoperability with the basic mode
- Ready to licence, sell, ...? Yes . Others



WP2 Reference Model

FORM for the Contractor QUESTIONNAIRE

Date of filling: <3 June, 1998>

CONTRACTOR

Manchester INFOCITIES Consortium

CONTACT to the CONTRACTOR

- WEB site address: URL: <http://www.infocities.g-ming.net.uk/>
- WEB master: infocities@www.g-ming.net.uk
- Local project leader: infocities@www.g-ming.net.uk

For more information, contact: Dr Peter Mills
<P.Mills@MCC.ac.uk>
Manchester Computing
The University of Manchester
Oxford Road, Manchester
M13 9PL
Phone: +44 161 275 60 05
FAX: +44 161 275 60 40

If not available, contact: Jim Strom
<J.Strom@doc.mmu.ac.uk>
G-MING Applications Programme
Manchester Computing
The University of Manchester
Oxford Road, Manchester
M13 9PL
Phone: +44 161 275 71 82
FAX: +44 161 275 60 40

Service modes on OFFER (or planned to be on OFFER)

- Basic Service mode: *YES*
- Enhanced Service mode ES 1: **Video Streaming**
(Manchester's input to WP4 and WP3)
- Enhanced Service mode ES 2: **Video on Demand**
(Manchester's input to WP4 and WP3)
- Enhanced Service mode ES 3: **Multi-Point Desktop Videoconferencing**
(Manchester's input to WP3 and WP4)
- Enhanced Service mode ES 4: **3D Architectural Modelling**
(Manchester's input to WP7)
- Enhanced Service mode ES 5: **QuickTime VR Panoramas**
(Manchester's input to WP7)
- Enhanced Service mode ES 6: **VRML City Modelling**
(Manchester's input to WP7)
- Enhanced Service mode ES 7: **Museum Media Management**
(Manchester's input to WP7)
- Enhanced Service mode ES 8: **Touch Screen Kiosks**
(Manchester's input to WP9)

- Enhanced Service mode ES 9: **Virtual Shopping Store**
Virtual Shopping Store (Manchester's input to WP8)

Intranet

- If the contractor has organised (or plan to organise) a boundary to the access space:

NO

Licensing policy

- If the contractor has organised (or plan to organise) a boundary to the access space:

Not applicable

- If the contractor has (or plan to have) specific general licensing rules for the applications:

Not applicable

ENHANCED Service Questionnaire

CONTRACTOR

**Manchester INFOCITIES Consortium
(Greater Manchester Information Network Group - G-MING)**

IDENTIFIER of the enhanced service

Video Streaming

Short description of your ENHANCED service mode

Each time we have an ISDN VC, we can make the Manchester side of the VC available over the Internet using Microsoft NetShow either stand-alone or embedded in a Web page,

At Manchester University in the Manchester Computing building, we have a Video Conferencing room equipped with several broadcast quality video cameras and associated equipment, which is set up as Video conferencing suite for use over ISDN.

What we have done, is to tap into the outgoing Audio and Video data, and redirect the signals to a PentiumII P300 system running a Microsoft NetShow encoder. On another system, a dual processor PentiumII running Windows NT server, we have installed a Microsoft NetShow media server.

The Microsoft NetShow encoder can be set to supply a compressed stream at any bandwidth from 14,400 up to over 500,000. We have used the encoder at the 110k (Intranet) settings, but have adopted 56k for future transmissions. The encoder also has the ability to save a copy of the streamed signal locally, which can be used to build up a library of pre-recorded streams.

Key words

Video, NetShow, Streaming

Enhanced service characteristics

- Stage: O Stage
- WEB site address: URL: <http://www.gap.g-ming.net.uk/g99.html>
- WEB master: gap@g-ming.net.uk
- Which access mode? Case 2 (Personal Computer)
- Which access space boundary? Case § (Whole Internet)
- Access criteria for the local domain (if any)?
None
- Which return mode? Case A (No Charge)
- Which mode of organisation of the service?
Case X (Streaming)
- Which compatibility? N/A
- Which interoperability operational
- Ready to licence, sell,...? N/A
- Others N/A

ENHANCED Service Questionnaire

CONTRACTOR

**Manchester INFOCITIES Consortium
(Greater Manchester Information Network Group - G-MING)**

IDENTIFIER of the enhanced service

Video on Demand

Short description of your ENHANCED service mode

In the Manchester Visualisation Centre, which is a part of Manchester Computing, we have a MediaBase server installed on a SGI Q Workstation (to be moved to a more powerful system as soon as one becomes available)

The MediaBase system allows us to stream out very high quality MPEG-1 videos over a high bandwidth network. The MediaBase library currently includes three pre-recorded MPEG-1 videos that are derived from links with INFOCITIES:

- **A lecture by Professor Frank Sumner on the Manchester Mark-1 Computer**
This video was produced from videotape of the Manchester side of a Manchester to Antwerp videoconferencing session, where Professor Sumner talked about the birth of the Manchester Mark-1 computer as he was at Manchester University at the time but not actually working on the original system. Professor Sumner is an ex-Director of Manchester Computing (or UMRCC as it was known then) as well as a lecturer in Computer Science at the University of Manchester...
- **'Manchester Wired'**
This is a publicity video produced by Manchester Multimedia Centre (MMC), which gives an idea of some of the facilities on offer at MMC, including examples of Apple QuickTime VR and a Cosmo VRML flythrough of St Anne's Square. The video is introduced by Tony Wilson from Granada TV, along with Nick Clarke; Petros Deveris from MMC and others.
- **A Lecture by Tom Kilburn**
This is a video of a lecture by Tom Kilburn on the Manchester Mark-1 computer and was produced by 'The Boot Room' from Manchester Multimedia Centre.

(These three videos alone take up 1.5 Gigabytes of disk storage on the server)

Key words

Video, Streaming, MPEG-1

Enhanced service characteristics

- Stage: O Stage
- WEB site address: URL: <http://barbra.mvc.mcc.ac.uk/mbase>
- WEB master: john@manchester.ac.uk
- Which access mode? Case 2 (Personal Computer)
- Which access space boundary? Case § (Whole Internet)

- Access criteria for the local domain (if any)?
None
- Which return mode? Case A (No Charge)
- Which mode of organisation of the service?
Case X (Streaming)
- Which compatibility? N/A
- Which interoperability operational
- Ready to licence, sell,...? N/A
- Others N/A

ENHANCED Service Questionnaire

CONTRACTOR

**Manchester INFOCITIES Consortium
(Greater Manchester Information Network Group - G-MING)**

IDENTIFIER of the enhanced service

Multi-Point Desktop Videoconferencing

Short description of your ENHANCED service mode

At Manchester Computing, we have become a part of the beta test program for the PictureTel LiveLAN NetConference Server.

This server allows either PictureTel LiveLAN clients or other H.323 clients such as Microsoft NetMeeting to join together in a Multi-Point videoconference.

Each multi-point videoconference consists of a virtual room with up to 24 'seats'; each 'seat' could be either a PictureTel LiveLAN client or another H.323 client.

Key words

Multi-point, videoconference, NetMeeting, H.323

Enhanced service characteristics

- Stage: T Stage
- WEB site address: URL: Not applicable
- WEB master: Not applicable
- Which access mode? Case 2 (Personal Computer)
- Which access space boundary? Case § (Whole Internet)
- Access criteria for the local domain (if any)?
None
- Which return mode? Case A (No Charge)
- Which mode of organisation of the service?
Case U (Mixed mode ???)
- Which compatibility? N/A
- Which interoperability trial
- Ready to licence, sell,...? N/A
- Others N/A

ENHANCED Service Questionnaire

CONTRACTOR

**Manchester INFOCITIES Consortium
(Manchester Multimedia Centre and Network - MMC)**

IDENTIFIER of the enhanced service

3D Architectural Modelling

Short description of your ENHANCED service mode

This model has been developed in co-operation and partnership with the Manchester Multi Media Centre and Network (MMC), the Museum of Science and Industry in Manchester and Building Interactive Futures (BIF), a SME based at the MMC that specialises in advanced 3-dimensional architectural modelling. Unlike most 3-dimensional digital models the 1830's model has been developed using Object Orientated database technology called ProRelax which is based on the Silicon Graphics platform. This Object Oriented model contains not only structure and architectural information but has been developed to include advanced functionality thus allowing the model to become an application in it's own right. Typically, the model in the future could be used to control systems within the environment such as lighting or atmospherics. Similarly, it can be used as a spatial planner for temporary exhibits. For distribution purposes the model can be made available in a network environment by converting it to a VRML base.

The 1830 Warehouse is the oldest surviving railway warehouse in the UK, and is in the grounds of the Museum of Science and Industry at Manchester (MSIM). The warehouse will be used to hold a new Communications Gallery exhibit that will include a section on the History of Computers. The Manchester Mark-1 Computer (Baby) will be installed in the warehouse in February 1998.

Key words

virtual, museum, science, industry, computer

Enhanced service characteristics

- Stage: T Stage
- WEB site address: URL:
http://www.business.u-net.com/~new-media/MSIM/
- WEB master: gaby@mussci.u-net.com
- Which access mode? Case 2 (Personal Computer)
- Which access space boundary? Case § (Whole Internet)
- Access criteria for the local domain (if any)?
None
- Which return mode? Case A (No Charge)
- Which mode of organisation of the service?
Case U (Mixed mode ???)
- Which compatibility? N/A
- Which interoperability? trial
- Ready to licence, sell,...? N/A
- Others N/A

ENHANCED Service Questionnaire

CONTRACTOR

**Manchester INFOCITIES Consortium
(Manchester Multimedia Centre and Network - MMC)**

IDENTIFIER of the enhanced service

QuickTime VR Panoramas

Short description of your ENHANCED service mode

Apple originally developed QuickTime VR technology over four years ago and the Manchester Multi Media Centre has been using it extensively for the past twelve months on a variety of projects centred around the visualisation of Manchester City. The MMC makes extensive use of traditional photographic techniques using high quality 35-mm cameras and lens. Each panorama is composed of a number of overlapping images that survey a scene up to 360 degrees. Once completed the photographic film is processed to PhotoCD ROM and then each photograph is stitched together using a C++ programming environment. Specialised scripts have been developed by the MMC that allow panoramas to be interlinked and multiple resolution (and thus multiple functionality dependent on client bandwidth).

The final QuickTime VR file can be relatively small in file size and has obvious advantages for Internet playback compared with traditional VRML files - which are typically large and require additional browser plug-ins at the client end. Any browser on Windows, Windows NT, Macintosh and Silicon Graphic platform that has the standard QuickTime plug-in can play back the file. Sample Manchester QuickTime VR files can be found at <ftp.mmc.mmu.ac.uk>

Key words

QuickTime, VR, panorama

Enhanced service characteristics

- Stage: T Stage
- WEB site address: URL: N/A
- WEB master: nick.clarke@mmc.mmu.ac.uk
- Which access mode? Case 2 (Personal Computer)
- Which access space boundary? Case § (Whole Internet)
- Access criteria for the local domain (if any)?
None
- Which return mode? Case A (No Charge)
- Which mode of organisation of the service?
Case U (Mixed mode ???)
- Which compatibility? N/A
- Which interoperability? trial
- Ready to licence, sell,...? N/A
- Others N/A

ENHANCED Service Questionnaire

CONTRACTOR

**Manchester INFOCITIES Consortium
(Manchester Multimedia Centre and Network - MMC)**

IDENTIFIER of the enhanced service

VRML City Modelling

Short description of your ENHANCED service mode

Manchester Multimedia Centre in conjunction with one of its partner companies called BOX, has produced a VRML model of St Annes Square in the city centre. This VRML model has been included in a MPEG video which is available over the G-MING MAN as a high bandwidth video stream as well as being available to Internet users with the Cosmo VRML plugin.

Key words

VRML,

Enhanced service characteristics

- Stage: T Stage
- WEB site address: URL: N/A
- WEB master: nick.clarke@mmc.mmu.ac.uk
- Which access mode? Case 2 (Personal Computer)
- Which access space boundary? Case § (Whole Internet)
- Access criteria for the local domain (if any)?
None
- Which return mode? Case A (No Charge)
- Which mode of organisation of the service?
Case U (Mixed mode ???)
- Which compatibility? N/A
- Which interoperability trial
- Ready to licence, sell,...? N/A
- Others N/A

ENHANCED Service Questionnaire

CONTRACTOR

**Manchester INFOCITIES Consortium
(Manchester Multimedia Centre and Network - MMC)**

IDENTIFIER of the enhanced service

Museum Media Management

Short description of your ENHANCED service mode

The Manchester Museum of Science and Industry in Manchester (MSIM) are making use of a multimedia database system called CineBase to produce an online catalogue of Textiles from around the world complete with graphics and video sequences. The Cinebase system is being used on a Silicon Graphics workstation and is being set up by Communication Arts from London.

Key words

Museum, Media, Database

Enhanced service characteristics

- Stage: T Stage
- WEB site address: URL: N/A
- WEB master: gaby@mussci.u-net.com
- Which access mode? Case 2 (Personal Computer)
- Which access space boundary? Case § (Whole Internet)
- Access criteria for the local domain (if any)?
None
- Which return mode? Case A (No Charge)
- Which mode of organisation of the service?
Case U (Mixed mode ???)
- Which compatibility? N/A
- Which interoperability trial
- Ready to licence, sell,...? N/A
- Others N/A

ENHANCED Service Questionnaire

CONTRACTOR

**Manchester INFOCITIES Consortium
(Manchester Community Information Network - MCIN)**

IDENTIFIER of the enhanced service

Touch Screen Kiosks

Short description of your ENHANCED service mode

These are touch screen kiosks that bring public information to people in targeted locations throughout Manchester. There are six kiosks in all and they are being set up as part of a public-private-voluntary sector initiative. The main partners are Manchester City Council, Manchester Community Information Network (MCIN) and SEMA. There is a wide range of information available through the kiosks including:

- Job vacancies
- Training courses
- Local services
- A-Z of Manchester City Council Services
- Health contacts
- Leisure facilities

The kiosks will also give access to information from private companies and some advertising. A special feature of the MAGIC information kiosks is that anyone who logs on to the system will have the option to create a personalised proforma via the kiosk so that they can have the information they require customised to meet their needs, thereby saving time when looking for information. Information is regularly updated using the Internet. It is also possible to send email from the kiosks.

Key words

Kiosk, public, access

Enhanced service characteristics

- Stage: T Stage
- WEB site address: URL: <http://www.magictouch.org.uk/mcin/>
- WEB master: linda@mcin.poptel.org.uk
- Which access mode? Case 1 (Dedicated Equipment)
- Which access space boundary? Case §§ (Limited Domain)
- Access criteria for the local domain (if any)?
None
- Which return mode? Case A (No Charge)
- Which mode of organisation of the service?
Case U (Mixed mode ???)
- Which compatibility? N/A
- Which interoperability? trial
- Ready to licence, sell,...? N/A
- Others N/A

ENHANCED Service Questionnaire

CONTRACTOR

**Manchester INFOCITIES Consortium
(Manchester Net)**

IDENTIFIER of the enhanced service

Virtual Shopping Store

Short description of your ENHANCED service mode

The Manchester NET (Shopping Mall) is a city-based Internet Service Provider that has a clear focus on providing a secure operational framework that will allow businesses to take full advantage of the Internet for business-to-business and business-to-customer trading and market development.

Key words

ecommerce, shopping

Enhanced service characteristics

- Stage: T Stage
- WEB site address: URL: <http://www.vtrad.com/mn/store.plx>
- WEB master: annie@webpromote.co.uk
- Which access mode? Case 2 (Personal Computer)
- Which access space boundary? Case § (Whole Internet)
- Access criteria for the local domain (if any)?
None
- Which return mode? Case A (No Charge)
- Which mode of organisation of the service?
Case U (Mixed mode ???)
- Which compatibility? N/A
- Which interoperability trial
- Ready to licence, sell,...? N/A
- Others N/A

NICE 4,8 & 9

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4.5	ENHANCED MODE.....	ERREUR! SIGNET NON DÉFINI.
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5.1	CONTRACTOR	6
5.2	NAME & SHORT DESCRIPTION OF YOUR APPLICATION	6
5.3	KEY WORDS	6
5.4	BASIC MODE ACCESS.....	6
5.5	ENHANCED MODE.....	ERREUR! SIGNET NON DÉFINI.
6	FORM FOR THE APPLICATION QUESTIONNAIRE AE3.....	6
6.1	CONTRACTOR	6
6.2	NAME & SHORT DESCRIPTION OF YOUR APPLICATION	6
6.3	KEY WORDS	6
6.4	BASIC MODE ACCESS.....	6
6.5	ENHANCED MODE.....	ERREUR! SIGNET NON DÉFINI.

ERREUR! SIGNET NON DÉFINI.



1 FORM for the Contractor QUESTIONNAIRE

Date of filling: <1998-06-09>

1.1 CONTRACTOR

CGV

1.2 CONTACT to the CONTRACTOR

- WEB site address: URL:
- WEB master: webmaster@teleriviera.fr
- Local project leader: corinnel@teleriviera.fr
- <Numéricâble – Teleriviera- 42 quai du Point du Jour – 92659 Boulogne – France- tél: 1 46947900 – fax: 146947919 >

1.3 Service modes on OFFER (or planned to be on OFFER)

- Basic Service mode: Ancillary basic service and ancillary facilitators(planned)
- Enhanced Service mode:
Access to Intranet and Internet services through the Cable Network. Among others, households and small businesses may access electronic shopping services regarding culture, education and entertainment. They also get local services like city information, traffic information, medical information, weather information, cultural information... They also access economic information like stock markets and related data, special services like faxing through the cable network. Eventually, they get a full access to the Internet. All these services are proposed through a bouquet and some of these services can be used through premium services.
- Enhanced Service mode ES 1: Intranet Cable Network

1.4 Intranet

The service is an Intranet; it is proposed to homes and businesses passed by cable. The whole service has been built for an high speed access (cable network) and can't technically be reached with a PSTN modem.

1.5 Licensing policy

- If the contractor has organised (or plan to organise) a boundary to the access space:
not planned
- If the contractor has (or plan to have) specific general licensing rules for the applications:
not planned



2 FORM for the BASIC mode QUESTIONNAIRE

Date of filling: <1998-06-09>

2.1 CONTRACTOR

CGV

2.2 Short description of the Access Networks available (or planned)

Not applicable

2.3 2.3- LIST OF APPLICATIONS offered (or planned to be offered) in BASIC MODE

- Application A 1: Not applicable
Empty

**3 FORM for the ENHANCED service QUESTIONNAIRE**

Date of filling: <1998/06/09>

3.1 CONTRACTOR

CGV

3.2 IDENTIFIER of the enhanced service

- Enhanced Service mode ES 1: Intranet Cable Network

3.3 Short description of your ENHANCED service mode

Access to Intranet and Internet services through the Cable Network.

Subscribers need a PC plus an Ethernet Card plus a cable modem.

The technologies used are full Internet standards and for some network functionalities, Windows standards.

The coding techniques are standard as well: MPEG1, JPEG, WAV.... – HTML (3)- TCP/IP, UDP...

The downstream bandwidth can go up to 27 Mbits/s and practically often reaches 1 Mbit/s; as for the return path, it goes up to 768 Kbits/s.

The system is exactly the one described in the reference model: see Appendix A, third illustration.

3.4 Key words

Shopping – on line access to CD-ROM – stock market – Internet/fax services – realtime video – streaming – encryption – cable network – high speed-

3.5 Enhanced service characteristics

- Stage: Between T and O : running operations on a small scale
- WEB site address: URL: intranet
- WEB master: webmaster@teleriviera.fr
- Which access mode? 2.3
- Which access space boundary? Intranet
- Access criteria for the local domain (if any)?
Login and password
- Which return mode? Case B + Case C
- Which mode of organisation of the service?
Case U = Case V+X+Y
- Which compatibility? Compatibility 2 : could be migrated and instanced from an other city.
Compatibility 3 applies too: for instance with case 2.5
- Which interoperability Ancillary basic service: A
Web site describing the enhanced service exists
<http://www.teleriviera.fr>.

Ancillary Facilitators: they could exist in any city.
Layers 4 and 5 are possible.

- Ready to licence, sell, ...? Not applicable
- Others Not applicable

If not available: xxx

3.6- LIST OF APPLICATIONS OFFERED IN ENHANCED MODE

- Application AE 1: Education CDROM diffusion and remote training
- Application AE2 : Video on road traffic
- Application AE3: Stock market

4 FORM for the APPLICATION AE1

Date of filling: <1998/06/09>

4.1 CONTRACTOR

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4.2 Name & short description of your APPLICATION

Application AE 1: Education CDROM diffusion and remote training

Online CDROM: subscribers may access through their PC and their cable modem to CDROMS. They don't need to have any CDROM drive.

They access these CDROMS on a pay per view basis, generally for one hour. 5 minutes before the end of the session, the system asks them if they want to buy another hour or if they prefer to quit and, if necessary, record their results (e.g. education).

To confirm their order, they enter a login and a password, which are encrypted till they reach the billing server.

The CDROMS are billed above the monthly fee asked for the whole service.

The price's range is 1,5 to 4 Ecus for one hour.

Subscribers can access encyclopaedia, games, educational CDROMS...

A specific software has been developed to manage the billing system, it also includes a parental control.

Subscribers know directly from their screen (online) how much they spent (day+ 1).

This application is quite unique.

4.3 Key words

CD ROM shopping, electronic commerce, billing system

4.4 BASIC MODE Access

If not available: Not available

4.5 ENHANCED MODE Access

- Stage: Stage T
- WEB site address: URL: Intranet
- WEB master: webmaster@teleriviera.fr
- Service leader: corinnel@teleriviera.fr
- Is it a degraded service of the application?

- Which access mode? Case 2.3
- Which access space boundary? Intranet
- Access criteria for the local domain (if any)? Login and password

- Which return mode? Case C, by event, option Q

- Which mode of organisation of the service?
Case X

- Which compatibility?
 - 2 - Could be migrated and instanced in another city
 - 3 – Could be used in the same city through several access cases
- Which interoperability?
 - Ancillary basic service: a Web site explains the service and how to get it.
 - Ancillary facilitators : this application could be reached by use of mirror data but preferably by use of duplicated data services. It uses interoperable layers, from 3 to 5.
- Ready to licence, sell, ...?
 - Not planned
- Others

5 FORM for the APPLICATION AE2

5.1 CONTRACTOR

CGV

5.2 Name & short description of your APPLICATION

Application AE2 : Video on road traffic

Traffic information: subscribers may access, real time to cameras fixed at the most important points of the city, as far as traffic is concerned.

There are 6 cameras in the city covering large avenues.

The data from these cameras go to the city (analog way) than to the cable headend where they get encoded realtime.

The chosen technology has been streamworks (Xing), which means a specific server and a specific software for the subscribers.

The quality of these images have been defined in order to see the traffic but not the people in the cars.

The application works like a video: subscribers may see one of the 6 points for 5 seconds, than the next one and so on so that get an idea in about half a minute.

The server and encoder Netshow is now also beeing tried.

5.3 Key words

Traffic information – realtime- streaming – cameras- video-

5.4 ENHANCED MODE Access

- Stage: Stage T
- WEB site address: URL: Intranet
- WEB master: webmaster@teleriviera.fr
- Service leader: corinnel@teleriviera.fr
- Which access mode? Case 2.3
- Which access space boundary? Intranet
- Access criteria for the local domain (if any)? Login and password
- Which return mode? Case A (included in the general monthly fee)
- Which mode of organisation of the service?
Case X
- Which compatibility?
1- Could be accessed from another city via ISDN
2 – Could be migrated to another city
3 – Could be used in the same city through several accesses.
- Which interoperability Interoperability works from layer 2, but only with PSTN, to layer 5
An ancillary Basic Service exists ; it is a Web site explaining the service and how to get it.
Ancillary faciliators are possible from layer 1 to 5
- Ready to licence, sell, ...? Not planned
- Others

6 FORM for the APPLICATION AE3

6.1 CONTRACTOR

CGV

6.2 Name & short description of your APPLICATION

Application AE3: Stock market

Stock market

This application allows subscribers to access, in real time, the French Stockmarket.

They also access some archives about the companies and some news.

The subscribers also have other services like the possibility to store all the data about their own portfolio plus some functionalities to work on them (history, progress, all kinds of comparisons...), with a lot of graphic possibilities.

The possibility to buy stocks has been studied, but is not part of the service today.

This application is designed for businesses as well as for households.

Subscribers who want this service need a specific subscription (premium service). The monthly fee is 20 Ecus.

This fee appears on their general billing.

6.3 Key words

Stock market – electronic commerce – real time -

6.4 ENHANCED MODE Access)

- Stage: Stage T
- WEB site address: URL: Intranet
- WEB master: webmaster@teleriviera.fr
- Service leader: corinnel@teleriviera.fr
- Which access mode? Case 2.3
- Which access space boundary? Intranet
- Access criteria for the local domain (if any)? Login and password
- Which return mode? Case B with option Q
- Which mode of organisation of the service?
Case V
- Which compatibility?
1- Could be accessed from another city via ISDN
2 – Could be migrated to another city
3 – Could be used in the same city through several accesses.
- Which interoperability? Interoperability works from layer 2, but only with PSTN, to layer 5
An ancillary Basic Service exists ; it is a Web site explaining the service and how to get it.
Ancillary facilitators are possible from layer 1 to 5
- Ready to licence, sell, ...? Not planned
- Others