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# ANIMATE

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## D2.2- Use Case Analysis

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## Glossary

Acronym	Meaning
IC	Informal Caregiver
ICT	Information and Communication Technologies

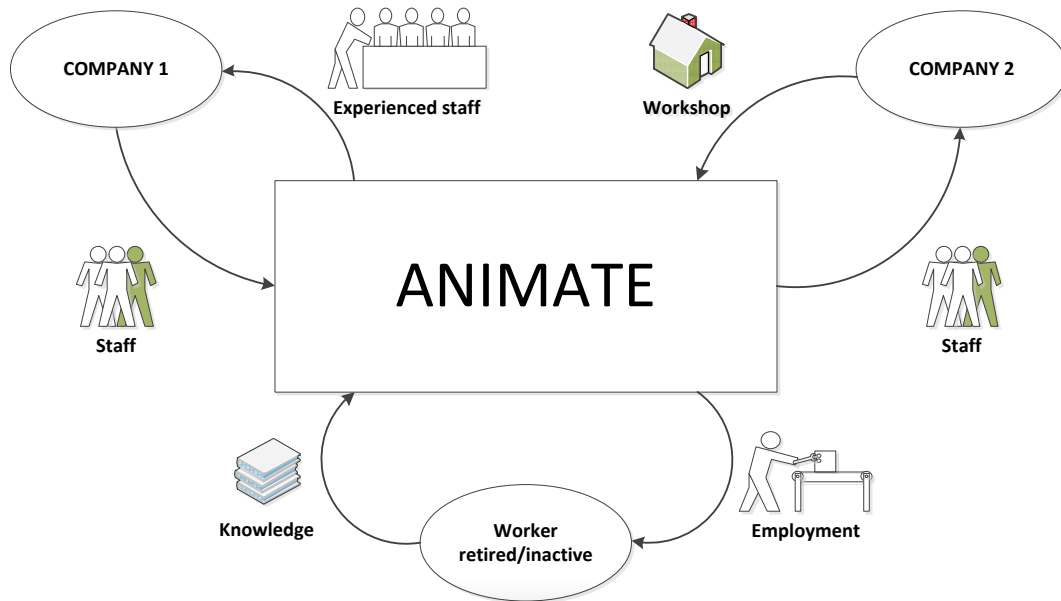
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## 1. Introduction

ANIMATE provides a service facilitating an exchange of knowledge and expertise among retired people or workers approaching retirement and younger employees/unemployed people with the objective of making the most of older workers' experience. Through ANIMATE, a reciprocal model will be developed where each end-user (company, retired, older worker, young worker, unemployed) will enjoy a benefit, whether it is a new skill, recognition of experience, new contacts and opportunities.(1)



**Figure 1 – ANIMATE framework**

Therefore, this deliverable explores the needs and experiences of these different stakeholders or actors. In order to explain the functionalities of the service and how it affects daily life of the end users, this document presents a number of use cases that defines and includes the different services, applications and functionalities considered in ANIMATE and that will be also taken into account when performing the user acceptance tests and validation phases during the final part of the project.

A use case is a list of steps, typically defining reasons of use in terms of interactions between an actor and a system to achieve a goal. In use cases, actors must be able to make decisions. In general, each use case has one goal and a basic course of action and one or more alternate courses of actions. The basic course of action is the main start-to-finish path that the use case will follow, whereas the alternate courses represent the infrequently used paths and exceptions, error conditions. The correct approach of use cases is of primary importance in a project's analysis phase. Their purpose is to document the business process that the application must support. Use cases should serve as an effective communication tool between users and technologists. The use case collects together all the possible scenarios ANIMATE application can solve. All the details of each scenario can be found in this deliverable.

## 2. Actors

Actors referred to the main persons involved in ANIMATE, i.e., the group of people whose needs ANIMATE tries to cover and that will be the subject of Use Cases. Thus, the main functionalities of ANIMATE will be also explained in order to show how ANIMATE covers these needs.

Target users of ANIMATE are specifically non-experienced young people and experienced early retirees/ newly retired people, as the objective is the knowledge exchange among them.

However, other possibilities of knowledge exchange are possible in the scope of ANIMATE such as non-experienced early/newly retired people who want to learn about technologies and ask digital natives to help.



**Figure 2 – An experienced nurse helping a non-experienced nurse**

On the other hand, based on Eurostat<sup>1</sup> indicators, unemployment rate in Europe was 10.1% in September 2014. This means that around 24.512 million men and women are actually unemployed in Europe. ANIMATE will also address this population, offering them different trainings with the aim of broadening their skills field and giving them the opportunity of being better qualified to find a job.

Despite ANIMATE is a complete tool, which provides knowledge exchange and benefits to different actors in different situations (as was seen above), use cases in this document have been focused in non-experienced young people and experienced early/newly retired people. These types of population have been analysed in the scenarios in which end users organizations have been able to carry out their interviews and gather useful information; and are considered a good sample to define ANIMATE framework covering the different functionalities and aspects that ANIMATE wants to approach.

The main scenarios that will be considered for ANIMATE use cases are: care (professional and non-professional exchange), agriculture and industry exchanges.

- Care sector

Within the care sector, two types of care can be distinguished: professional and informal one.

- Professional care

- **Non-experienced young professional carers** usually feel afraid and unsafe because they don't consider themselves skilled for the work. More experienced people could teach them with their experience by practice because they still have a lot to learn. In this case attendance training could be the preferred teaching way.

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<sup>1</sup>Eurostat: Statistical office of the European Union

- **Experienced early retirees/ newly retired professional carers** are willing to learn many things in order to update their knowledge, especially new techniques. Novices training could be by attendance and by online learning favouring the knowledge exchange.

In reference to them, ANIMATE offers a tool for knowledge exchange matching complementary needs and assets. Once the matching has been carried out, stakeholders will have the possibility of exchanging knowledge by online learning through real-time videoconference and/or private chat/messaging or by attendance using augmented-reality devices such as Google Glass.

- Informal care

- **Non-experienced informal carers** usually face to complicate situations derived from the great variety of caring roles. Although family members or friends can provide them learning about how to perform care, they receive barely help of other family members or friends. In addition, although they have some kind of formal help, they perceive it as a support, not as a solution.
- **Experienced formal carers**, they understand that informal carers are a basic role in the current society and understand that they need training; but working hours leave them not much time to do so; maybe if the teaching does not required them much time.
- **Experienced informal carers**, being an informal carer requires a lot of sacrifice, it's a full-time job and they're willing to have help and have the chance of enjoying some free time. Because of this they're willing to train, even though they are not sure about their techniques or way of doing things is the best or more professional one.

In reference to them and due to the time limitations, ANIMATE offers a tool where non-experienced informal carers can access to multimedia resources uploaded by other experienced formal or informal carers with the aim of training them. The searching will be carried out through a matchmaking engine that will match needs with the related multimedia resources.

- Agriculture sector

This is a sector mainly based on experience by practices where formal education is not needed. It's also a sector without unemployment so could be also a solution for unemployed people.

- **Non-experienced young people** are interested in agriculture. Some of them would like to learn about it as a hobby while others see it as a way to escape from unemployment.
- **Experienced farmers** complain about the lack of help. Nobody wants to work in agriculture so it has become in a sector of minorities which trends to disappear. Sharing their knowledge with others will provide them the opportunity to provide new blood to the sector.

In reference to them, ANIMATE offers a matchmaking engine, which joins assets and needs enabling user to collaborate. Also provides many options for learning adapting to the user needs and ICT knowledge.

- Industry

One of ANIMATE aims is to capitalize the expertise of experienced workers and generate new employment and qualified young people through it. Exchanges among industry are the ideal scenario to reach this objective.

- **Industry with young non-experienced workers** usually own young and eager to work employees. However, usually they have not enough skills or experience to cope with specific or technical tasks.
- **Industry with experienced workers** has experienced employees but they usually have lack of ICT knowledge that could increase their benefits and optimize their processes.

In reference to them, ANIMATE offers a matchmaking engine which links weaknesses and strengths of both companies allowing collaboration between them and creating a product in which all are benefit.

Actors must be able to make decisions in ANIMATE; they could fulfil a profile with their interests, experience and personal data. All the information available in ANIMATE could be configured as public or private based on user decisions; and this applies also for the content and training generated inside ANIMATE.

### 3. Use Case Creation

In this section the process of creation of a use cases is detailed. Once user requirements and system functionalities are gathered, next step is Use Case Creation. A use case is a narrative, which describes the sequence of events of an actor using a system to complete a process. It shows the relation between user requirements and the functionalities provided by the system to solve them. In summary it provides a useful overview of ANIMATE objectives, functionalities, benefits and users' interactions.

The first step for use case creation is the identification of actors that will cover different population sectors and scenarios based on the information provided by end-users organizations (from their experience, knowledge and environment). Actors identified are those described in section 2 and they're summarized in the following table.

Scenario	Population Sector	
Care sector	Experienced early/ newly retirees professional	Non-experienced young professionals
	Experienced informal carers	Non-experienced informal carers

Agriculture sector	Experienced early/ newly retirees	Non-experienced young adults
Companies	Experienced early/newly retirees staff	Non-experienced young staff

**Table 1 Actors identified**

Use cases must include a good actor description including age, skills, attitudes, environments and goals. Some specific details of the people interviewed during the user's requirements phase have been taken to compose actor descriptions.

The second step for use case creation is the identification of use cases based on actors. A first approach of the possible use cases was performed in Madrid meeting (Kick-off Meeting) where an initial list of potential use cases was defined:

- Exchange among nurses at hospital – Formal care (IRBLL / TCO)
- Exchange among informal caregivers of seniors with dementia (expertise IC vs. young IC) – Informal care (IRBLL / TCO)
- Agriculture - Retired people transfer knowledge to young people (Fields in Lleida, IRBLL)
- Employment (TCO)
- Companies involvement – Training / Coaching (free) for care companies (online ANIMATE) (TCO)
- CARE PLAN through Google Glass (videos) (IRBLL / TCO)
- Transfer computer skills about social networks (Facebook, Twitter, WhatsApp) (TCO/IRBLL)
- Logistic comp – more generic – transfer knowledge options like customer service (TCO)
- Traditional handcrafts

These use cases aim to consider the most important requirements of each actor and the way the system covers them through its functionalities. This is why each use case is focused on the behaviours and goals related to the specific domain of ANIMATE functionalities.

## 4. ANIMATE Use Cases

In this section selected ANIMATE use cases are detailed. Within the use cases, all the services of ANIMATE are served. We have created different scenarios with different kind of actors who need ANIMATE services. With all the use cases one can see how ANIMATE can help the actors - retired, older workers, young workers, unemployed and or company exchange knowledge.

#### 4.1. *Novice Formal Caregiver & Experienced Formal Caregiver*

USE CASE 1	
<b>Name</b>	Retired nurse gives advice to a novice.
<b>Short Description</b>	Anovice nurse is going to be employed and, during the first weeks, an experienced nurse -who is already retired- is going to assist her with guidance and advice.
<b>Actor(s)</b>	<ul style="list-style-type: none"> <li>• Ana is the inexperienced nurse</li> <li>• Other young nurses recently employed</li> <li>• Margarita is the retired, experienced nurse</li> </ul>
<b>Actor(s) Characteristics</b>	<p>Ana and other young nurses recently employed donot consider possessing enough theoretical and practical knowledge to start working, which results in a feeling of lack of confidence.</p> <p>Margarita, although is experienced, is now retired and wishes to stay up to date.</p>
<b>Triggers for using the system (goals of user)</b>	ANIMATE platform is used by both of them to contact each and make an advantageous exchange, satisfying the needs of both of them: Ana and the other nurses will benefit from Margarita's experience and Margarita will keep her skills and knowledge up to date, as well as enjoy the teaching.
<b>Functionalities</b>	<p>For this situation, ANIMATE platform offers the next functionalities:</p> <ul style="list-style-type: none"> <li>- The possibility to create a personalized profile defining the needs and assets of users</li> <li>- The possibility to bring different parties (ANIMATE users) in contact with each other</li> <li>- The possibility to endorse the users and content</li> <li>- The possibility to match complementary needs and assets, enabling to perform mutual enriching exchanges.</li> <li>- The possibility to communicate via an online (private) chat/messaging or a reduced public forumwhere Margarita can teach to other nurses at the time she helps Ana.</li> <li>- Support for real-time video-conference supported knowledge exchange sessions</li> </ul>
<b>Use Case description</b>	<p>Margarita, who had used ANIMATE several times to share videos and other multimedia resources, logs into the ANIMATE platform in the aim to keep herup to date. Ana is just starting to work at the hospital, and would find some experienced assistance very helpful. ANIMATE platform matches Ana and Margarita together because of their common interests. Ana, who has seen the positiveendorsements that Margarita has, decides to ask her for advice and guidance on the ANIMATE platform. Margarita has the time and likes teaching; so she accepts the invite.</p> <p>They communicate through a private chat/messaging system deployed in the platform, as well as having a few videoconferences to get to know each other better. They even once meet in reality for a coffee when Ana is travelling to visit her sister in the city nearby Margarita lives. That is a coincidental meeting.</p>

	<p>In addition, Ana tells Margarita about a group of nurses recently employed that would be interested in participating in services provided by the ANIMATE platform, so they arrange a forum where all show their opinions, techniques, doubts and needs.</p> <p>Soon, Ana and the other nurses' confidence grow due to Margarita's support, and also their knowledge and skills increase considerably. Margarita enjoys teaching and learns new techniques she didn't know thanks to the fruitful forums arranged. Additionally, Ana and Margarita develop a good relationship and exchange additional other non-professional knowledge such as swapping cooking recipes.</p>
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**Table 2 Use Case 1**

#### 4.2. Experienced Formal Caregiver: Learning Additional Skills

USE CASE 2	
<b>Name</b>	Updating techniques.
<b>Short Description</b>	A domiciliary caregiver is returning to practice after having a career break. However she feels that she lacks knowledge about current techniques and procedures.
<b>Actor(s)</b>	Teodora is the formal carer.
<b>Actor(s) Characteristics</b>	Teodora cannot remember exactly the best techniques to use in giving care. Those techniques that she can recall, she is not confident about how to properly apply them. She would like to recover and up to date her techniques in a way as guided as possible.
<b>Triggers for using the system (goals of user)</b>	ANIMATE platform can be used to refresh knowledge and learn new techniques. This is achieved by matching the user's needs with other profiles which can provide her with multimedia (videos, photos, text) and/or real-time explanations by experts about the different procedures in the field of interest.
<b>Functionalities</b>	<p>For this situation, ANIMATE platform offers the next functionalities:</p> <ul style="list-style-type: none"> <li>- A matching mechanism to enable the user to find people experienced in the field for a given need</li> <li>- The possibility to match complementary needs and platform online multimedia resources (text/pictures/video)</li> <li>- Support for real-time video-conference supported knowledge exchange sessions</li> <li>- The possibility to endorse the users and the content</li> <li>- Support multimedia resources uploading and sharing with others (privately or publicly)</li> <li>- An interface for Augmented-Reality devices to carry out a guided learning by attendance.</li> </ul>
<b>Use Case description</b>	When talking about her situation, Teodora is told by a colleague about the ANIMATE platform, where she could find multimedia material available

	<p>provided by people who are specialists in their area and who could also assist her with real-time communication and guidance.</p> <p>Teodora decides to take a look. She fills in her profile, including the fields in which she would like to receive assistance and automatically is suggested other users. These users offer her advice through video-tutorials and 'live chats' to better understand each other's practices and needs. In addition, when she needs more guided learning, she puts on her video recorder Glasses. Through the special ANIMATE user interface, users receive the video recorded by Teodora and give her the audio instructions and visual aids required.</p> <p>Teodora achieves a remote guided learning and is informed about the latest techniques and procedures in the sector and, after some hours invested in the videos, she feels that she can satisfactorily perform the job. Teodora feels much more confident and happy that ANIMATE solved her problems effectively.</p>
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Table 3 Use Case 2

### 4.3. Exchange with Informal Care

USE CASE 3	
<b>Name</b>	Experience exchange within informal care
<b>Short Description</b>	<p>Antonia, who has always lived in Madrid, found a job in Barcelona 2 days ago. She has to move to Barcelona in 3 days, so she needs to hire an informal caregiver as soon as possible to take care of her mother, who has dementia.</p> <p>She decides to hire Pablo desperately although he has no experience with dementia people</p>
<b>Actor(s)</b>	<p>Antonia is the daughter of the woman with dementia</p> <p>Pablo is the non-experienced informal carer</p> <p>Marisa is the formal carer</p>
<b>Actor(s) Characteristics</b>	<p>Antonia, a secretary who has always taken care of her mother in Madrid but that recently found a job in Barcelona</p> <p>Pablo, is a 28 years-old informal carer, who has been hired to take care of Antonia's mother</p> <p>Marisa is a formal carer with an account in ANIMATE through which trains formal and informal carers as a hobby.</p>
<b>Triggers (goals of user)</b>	<p>Antonia wants to move to Barcelona having peace of mind about her mother</p> <p>Pablo wants to safeguard this employment in the long term</p> <p>Marisa wants to trains other carers</p>
<b>Functionalities</b>	<p>For this situation, ANIMATE platform offers the next functionalities:</p> <ul style="list-style-type: none"> <li>- The possibility to create a personalized profile defining the needs and assets of users</li> <li>- The possibility to match complementary needs and assets, enabling to</li> </ul>



	<p>perform mutual enriching exchanges.</p> <ul style="list-style-type: none"> <li>- The possibility to communicate via an online (private) chat/messaging</li> <li>- Support multimedia resources uploading and sharing with others (privately or publically)</li> <li>- The possibility to endorse the users and content</li> <li>- An interface for Augmented-Reality devices</li> </ul>
<p><b>Use Case description</b></p>	<p>After being unemployed for 3 months, Antonia has found a job in Barcelona. Her previous half-time job in Madrid let her take care of her mother who has dementia but with the actual one, she cannot.</p> <p>5 days before moving to Barcelona, she contacts to Pablo. He is a young informal caregiver. He does not own experience in people with dementia, however Antonia hires him because she needs to find someone desperately.</p> <p>Antonia is desperate because she has no peace of mind leaving her mother with a non-experienced person. She tries to look for possible solutions to provide Pablo some multimedia resources as tutorials. Surfing on the Internet, she discovers ANIMATE. She registers into it and uploads tutorial videos about specific care tasks.</p> <p>At the same time, Pablo, who wants to be trained about how take care of people with dementia, also registers in ANIMATE. He fills in his profile. With the needs provided by Pablo, the search tab shows him, as suggestion, Marisa, a formal carer with 20 years of experience in patients with dementia with many endorsements.</p> <p>He asks her for help and she answers him immediately. They communicate via online private messages and share some videos along the days before Antonia's moving.</p> <p>The last day before moving, Antonia asks Pablo to register into ANIMATE. He says that he has already an account.</p> <p>Antonia thinks that this is a great idea. With the videos provided by her and the training provided by Marisa, Pablo will be ready enough to take care of Antonia's mother.</p> <p>Three months later, Antonia's mother has a crisis. Desperate, Pablo calls Antonia however he does not know how to describe well the situation by phone. He decides to put on his video-recorder Glasses. Through them and the special ANIMATE user interface, Antonia receives the video recorded by Pablo and gives him remote guided instructions about what to do.</p> <p>Finally, the crisis episode finishes and everything reverts back to normal.</p> <p>Thanks to ANIMATE, Pablo is being training about how to treat with people with dementia and when he has an alarm situation, he can be attended by Antonia who guides him remotely.</p> <p>On the other hand, Antonia feels good because she can do what she loves at the same time that her mother is being well assisted.</p>

**Table 4 Use Case 3**

#### 4.4. Novice Farmer & Experienced Farmer

USE CASE 4	
<b>Name</b>	Work force and experience exchange in the sector of agriculture
<b>Short Description</b>	<p>Joan and Laura have been working their land for many years. Recently they have been unable to complete all of the tasks it takes to work the land. As a result their productivity is low and expenditure costs are high which has had a financial implication on their business. They would like to take again full advantage of their land; they think that the solution would consist on finding someone who helps them to work the land and manage the farm properly through software tools</p> <p>Albert is a journalist, since the beginning of the economic recession he has only had sporadic jobs, and lately he has been unemployed for a long time. He needs to find another way to earn money and is thinking about agriculture. Although when he was a child he helped his family with some tasks, he is not very experienced.</p>
<b>Actor(s)</b>	Joan and Laura are a couple who have dedicated all their life to work the land. Albert is an enthusiastic young person in search of training in agriculture.
<b>Actor(s) Characteristics</b>	<p>Laura and Joan cannot address all the needs of their labour themselves and need other helpers.</p> <p>Albert is enthusiastic and eager to.</p>
<b>Triggers for using the system (goals of user)</b>	ANIMATE platform finds a match between their profiles. They can contact each other and set up a mutual beneficial agreement
<b>Functionalities</b>	<p>For this situation, ANIMATE platform offers the functionalities:</p> <ul style="list-style-type: none"> <li>- The definition of assets and needs in the profiles of individuals/companies</li> <li>- Matching mechanism between the users enabling them to collaborate</li> </ul>
<b>Use Case description</b>	<p>Laura and Joan are basic users of the Internet services; nevertheless, the simplicity of the ANIMATE interface enables them to use it in a very intuitive way, without major issues. Albert is a passionate user of new technology and surfs the Internet in search of opportunities to find jobs. Albert finds ANIMATE and sees it as the perfect opportunity to learn agriculture and share his computer skills in programming, graphic design, spread-sheets, and so on - opening up new possibilities that could lead to employment. He fills in his profile and after that, ANIMATE matches with Joan and Laura due to the shared interests in Agriculture and computers. Albert contacts Joan and Laura and, a week later, they agree to collaborate.</p> <p>After the planting and harvesting seasons, Laura and Joan have created enough profit to pay their taxes and earn enough money to keep afloat. In addition, they have learnt to use spread-sheets and they lead the farm management automatically controlling productivity per animal, food costs, purchase costs... Thanks to it, they save lots of money.</p> <p>On the other side, Albert has developed his skills and gained valuable experience making him ready to take on a job in the Agriculture sector. He</p>

	<p>also feels proud to have contributed to the economic benefits that Joan and Laura have achieved thanks to his help and knowledge in spreads sheets.</p> <p>ANIMATE has carried out a bidirectional knowledge exchange where both have been benefited.</p>
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**Table 5 Use Case 4**

#### 4.5. *External Company's Worker: Learning Additional Skills*

USE CASE 5	
<b>Name</b>	Collaboration between companies
<b>Short Description</b>	A British steel company has received a major order, despite having experienced staff; they do not have enough resource in their workforce to accomplish the order. At the same time, ProfilesWales Ltd is a new company dedicated to the steel plates for the automotive industry, they do not yet have a wide customer base and their workers are young and not very experienced.
<b>Actor(s)</b>	BritishGirder Ltd and ProfilesWales Ltd are British companies in the steel industry.
<b>Actor(s) Characteristics</b>	BritishGirder Ltd has a solid position in the market and a broad experience. They do not have a large enough work force to satisfy their customers demand. ProfilesWales Ltd is an emerging company, not yet well established in the market. They have a strong work force but with limited expertise.
<b>Triggers for using the system (goals of user)</b>	Both companies to find a match for their needs use ANIMATE platform. ANIMATE detects that both companies have similar profiles and also that they are located close each other. They are proposed to cooperate.
<b>Functionalities</b>	For this situation, ANIMATE platform offers the next functionalities: <ul style="list-style-type: none"> <li>- The possibility to create a personalized profile for a company defining the assets and skills to be taught</li> <li>- The possibility to search for company collaborators, according to several factors as skills needs, goals, timeline required or distance.</li> </ul>
<b>Use Case description</b>	Martin Builder is one of the most experienced workers of BritishGirder, after 30 years of enthusiastic activity he is now suffering backache as a result of physical work activity. His doctor has suggested an early retirement. Thanks to ANIMATE, he was able to propose an interesting alternative to keep his job in the factory without impairing his health condition. BritishGirder hosts workers from ProfilesWales who are training on a nine weeks course under Martin's expert guidance. After the training, the two companies are able to complete the order and both of them have obtained great benefit from working together. BritishGirder has received work force from the young workers of ProfilesWales and the latter gained training and experience for its young workers. Both of them complete the task working collaboratively and obtain economic benefits.

**Table 6 Use Case 5**

#### 4.6. *External Services: Medical Training in Hospitals*

USE CASE 6	
<b>Name</b>	External services.
<b>Short Description</b>	One doctor wants to set up a private clinic, but he cannot find experienced people to fill the vacancies, so he decides to hire novels and invest in their training. Santa Maria Hospital is a good place to train.
<b>Actor(s)</b>	Juan is the doctor. María is the novice nurse to be hired. Emilia is a nurse who is close to retirement and has extensive experience.
<b>Actor(s) Characteristics</b>	Juan does not have enough resources to train Maria, so he decides to send her to Santa Maria Hospital for a few months. Emilia is a nurse who is near retirement and cannot perform her required workloads.
<b>Triggers for using the system (goals of user)</b>	ANIMATE platform is used to enable the actors to make the exchange and provides them with the means to conduct their mutual enriching experience.
<b>Functionalities</b>	For this situation, ANIMATE platform offers the functionalities: <ul style="list-style-type: none"> <li>- The possibility to create a personalized profile for a company defining the assets and skills to be taught</li> <li>- The possibility to search for company collaborators, according to several factors as skills needs, goals, timeline required or distance.</li> <li>- The possibility to make exchanges between companies in search of mutual beneficial collaborations.</li> </ul>
<b>Use Case description</b>	<p>María goes to Santa Maria Hospital to work with Emilia three days a week. During that time, she learns a lot about the profession, especially in management. Meanwhile, Emilia feels more relaxed because María is a hard worker. María finds working with Emilia really stimulating, as Emilia is taking every occasion to show her specific skills and ways to perform better from her many years of experience. On the other hand, Emilia is delighted with the enthusiasm of María and the relief of her reduced workload. The experience is so rewarding to Carmen, that one day she was sick, she recorded a tutorial with the class content through her Augmented-Reality glasses and upload this multimedia content to continue with the formation of María.</p> <p>By the end of the training, María has acquired enough experience to manage the clinic; Juan is very content with the results.</p> <p>They all write positive reviews on ANIMATE, of their partnership, so that other users can know about them and consider possible future collaborations.</p>

**Table 7 Use Case 6**

#### 4.7. Looking for Specific Content not Available Publicly

USE CASE 7	
<b>Name</b>	Search of public content not available publicly
<b>Short Description</b>	<p>Sandra is a single woman who has recently bought a cottage in a Madrid village. The house is totally surrounded by roses. Sandra would like to keep them as beautiful as they were when she bought the house.</p> <p>She has found some articles on the Internet about roses. They indicate that roses should be pruned once a year and that March is the best month. Sandra has no idea about how to prune rosebushes. She searches tutorial videos on the Internet but she does not find anything.</p> <p>Manolo is an experimented gardener who loves gardening. He has posted several tutorial videos in platforms such as YouTube, ANIMATE... He is followed by a lot of people and is keen for people to ask him for new materials.</p>
<b>Actor(s)</b>	<p>Sandra, a single young woman who wants to care for the garden.</p> <p>Manolo, a gardener whose life revolves around gardening</p>
<b>Actor(s) Characteristics</b>	<p>Sandra wants to learn to prune rosebushes.</p> <p>Manolo, who is a gardening passionate, is always looking forward to post new videos and other resources related to gardening in different platforms</p>
<b>Triggers (goals of user)</b>	ANIMATE platform searches video tutorials about pruning roses. After conducting a search and not find any public content available, ANIMATE matches Sandra's needs with Manolo's profile in ANIMATE. Sandra observes Manolo's good reviews on ANIMATE and decides to contact with him.
<b>Functionalities</b>	<p>For this situation, ANIMATE platform offers the functionalities:</p> <ul style="list-style-type: none"> <li>- The possibility to match complementary needs and platform online multimedia resources (text/pictures/video)</li> <li>- The possibility to create a personalized profile for a person defining the assets and skills who wants to teach.</li> <li>- Matchmaking engine that relates persons when someone is looking for an online multimedia resource not publicly available.</li> <li>- The possibility to communicate via an online (private) chat/messaging</li> <li>- Support multimedia resources uploading and sharing with others (privately or publicly)</li> <li>- The possibility to endorse the users and content</li> <li>- Valuation system of professionals – with qualifications and evaluation sheets after completion of exchanges or tasks.</li> </ul>
<b>Use Case description</b>	<p>Based on forum opinions, Sandra logs into ANIMATE with the aim of searching videos about pruning roses. She writes in the search panel: "pruning rosebushes". But no multimedia results are found. Instead of multimedia resources, the searcher shows possible suggestions of people whose profiles match with the search pattern.</p> <p>Among the possible results, Sandra finds Manolo. He is a gardener with very good qualifications and many endorsements so she decides to contact him.</p> <p>One day later, Sandra keeps a conversation with Manolo via the online private</p>

	<p>chat. He gives them some advices about roses andpromises her to upload a tutorial video about pruning as soon as possible.</p> <p>A week later, Manolo uploads a public tutorial about pruning. With this and the advices given by Manolo, Sandra achieves to keep her rosebushesin good conditions.</p> <p>Manolo achieves a great success with his tutorial video, gets a lot of additional endorsements and his popularity as gardener grows.</p>
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**Table 8 Use Case 7**

## 5. Conclusions

In this deliverable 7 selected ANIMATE use cases are detailed trying to provide a complete overview of ANIMATE possibilities. With all the use cases one can see how ANIMATE can help the actors - retired, older worker, young worker, unemployed or companies

The cases shown above are only a sample of the wide range of possibilities that emerge thanks to ANIMATE. The key aspects are the matching functionality for the users' strengths and needs, in such a way that they can cooperate and maximize their benefits. Another important issue is that, when talking about benefits, the economic user case study is not the only one that can be crucial. In some cases, the experience gained by the actors becomes decisive in order to steer their professional activities or correctly perform in a position for which they don't feel confident, either because they novice in the field or because they are not up to date with a specific skills.

Therefore, ANIMATE can provide the mechanisms to facilitate the profile creating and matching of individual needs and skills, as well as mutual learning and the exchange experience, via chat/messaging, real-time communication, multimedia resources sharing and Augmented-Reality devices. Table 9 below provides a specific summary of all ANIMATE functionalities required as identified across the use cases.

Ultimately, ANIMATE helps the user to establish lasting collaborative relationships between its users; the first experience has so far been successful. Moreover, the users can review their experiences and put endorsements forward for others and for the content, so that other users can obtain valuable feedback in order to arrange own future collaborations.

ANIMATE FUNCTIONALITIES	
Functionality Short Name	Explanation (Use Cases where identified)
<b>Profile Creation/Editing</b>	The possibility to create a personalized profile defining the needs and assets of users/company (Use Case: 1, 3, 4, 5, 6, 7)
<b>Communication (private/public)</b>	<p>The possibility to bring different parties (ANIMATE users) in contact with each other (Use Case: 1, 6)</p> <p>The possibility to communicate via an online (private) chat/messaging or a reduced public forum (Use Case: 1, 3, 7)</p> <p>Support for real-time video-conference supported knowledge exchange sessions (Use Case: 1, 2)</p>

<b>Endorsement/Rating</b>	The possibility to endorse the users and content (Use Case: 1, 2, 3, 7) Valuation system of professionals – with qualifications and evaluation sheets after completion of exchanges or tasks (Use Case: 7)
<b>Searching Users/Content</b>	The possibility to search for company collaborators, according to several factors as skills needs, goals, timeline required or distance (Use Case: 5, 6)
<b>Matching Users/Content</b>	The possibility to match complementary needs and assets, enabling to perform mutual enriching exchanges (Use Case: 1, 3, 4, 6, 7) A matching mechanism to enable the user to find people experienced in the field for a given need (Use Case: 2) The possibility to match complementary needs and platform online multimedia resources (text/pictures/video) (Use Case: 2, 7) The possibility to make exchanges between companies in search of mutual beneficial collaborations (Use Case:5)
<b>Content management</b>	Support multimedia resources uploading and sharing with others (privately or publicly) (Use Case: 2, 3, 7)
<b>Augmented Reality</b>	An interface for Augmented-Reality devices to carry out a guided learning by attendance. (Use Case: 2, 3)

**Table 9 ANIMATE Functionalities: A Summary**