



COIN Newsletter

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COIN Vision

"By 2020 enterprise collaboration and interoperability services will become an invisible, pervasive and self-adaptive knowledge and business utility at disposal of the European networked enterprises from any industrial sector and domain in order to rapidly set-up, efficiently manage and effectively operate different forms of business collaborations, from the most traditionally supply chains to the most advanced and dynamic business ecosystems."

The mission of the COIN IP is to study, design, develop and prototype an open, self-adaptive, generic ICT integrated solution to support the above 2020 vision, starting from notable existing research results in the field of Enterprise Interoperability and Enterprise Collaboration.

COIN has been awarded financial support by the European Commission through the contract No. 216256 in the EU FP7 area of "ICT in support of the networked enterprise"; work programme "ICT-2007-1.3 Enterprise Interoperability"

More about COIN at www.coin-ip.eu

Word from the editor

You are viewing the third issue of the biannual COIN newsletter. This newsletter provides news on the COIN project and its members and information about project related events, project progress and results. In this issue we'll take a deeper look into the first scientific results from COIN, introduce the third one of our end users, IND Interactive Net Design Kft., Miskolc, Hungary, provide an insight to COIN community, and give some information on past and upcoming COIN related events.

Project progress and scientific results

During the first project year the results achieved are the software baselines for the three technical work streams. As described in more detail in the earlier second issue of the COIN Newsletter, the following baseline services are now available: Enterprise Collaboration Baseline, Enterprise Interoperability Baseline, and Generic Service Platform Baseline.

The COIN project is now progressing against the milestone "First Innovative Prototypes". The Innovative Enterprise Collaboration Services will include Web-Services for c-Product Development, c-Production Planning, c-Project Management, and c-Human Interaction.

The Innovative Enterprise Interoperability Services will include Web-Services for Information Interoperability, Knowledge Interoperability, and Business Interoperability.

The services are hosted on a pervasive, adaptive service platform. The services will be available under innovative on-demand utility-oriented models for European enterprise mainly SMEs. Based on the platform, SMEs can run their business in a secure, reliable and effective way.

In parallel with the software development the COIN has advanced in the area of Business Models for Software as a Service Utility (SaaS-U), Maturity Model for SMEs Collaborative Networks, and Implementation Methods for Enterprise Inter-organizational solutions.

38 papers and significant contributions about COIN related topics have been produced and presented in international, qualified conferences in 2008. 46 Papers have been scheduled to be published in 2009.

Yours sincerely,
Editor-in-chief

Enterprise Collaboration Maturity Model

A maturity model is a framework that describes, for a specific area of interest, a number of levels of sophistication at which activities in this area can be carried out. Maturity models focus on different disciplines that an organization can address to improve its business.

A maturity model defines a structured collection of elements that describe characteristics of effective processes. Practices included in the model are those proven by experience to be effective. A maturity model tells what to do in general terms, but it does not specify how to do it, and it is used mainly to achieve these two objectives:

- Help set process improvement objectives and priorities, improve processes, and provide guidance for ensuring stable, capable, and mature processes
- Appraise organisations for the sake of improvement

[>>]

So a model can be viewed like an evolutionary roadmap for implementing the vital practices from one or more domains of organizational process. But using a roadmap requires identifying two important aspects:

- Where the organization is
- Where the organization wants to be.

Establishing a process map will enable organizations to plot their point on the map and to check afterwards how far they have advanced. Therefore a model provides important number of benefits:

1. A place to start: It is important to identify each organization's current state, this will help in setting the actions that are necessary to achieve the objectives defined.
2. The benefit of a community's prior experiences: A model is a collection of industry good practices proven by experience to be effective.
3. A common language: Setting a model implies sharing a common dictionary that will assure that every party involved is using a common language.
4. A shared vision and a framework for prioritizing actions: A model provides a shared vision of the improvement path, what the goal is, what is being aimed for and, how it can be achieved.

Supposing that an organization is trying to start collaborating with other organizations, a question to face is: how is that organization going to know the level of maturity of its collaboration strategy in order to plan future ways of action?

To bridge this gap, Enterprise Collaboration Maturity Model (ECMM) is being developed within COIN project to assess organizations in order to know their maturity level for collaboration. In addition, it will provide an improvement plan to implement collaborative practices, allowing organizations to increase their collaboration and interoperability capabilities, planning future ways of actions and evolving towards a culture of process improvement excellence.

A maturity level is a well-defined evolutionary plateau toward achieving a mature process. Each maturity level indicates a level of process capability. The higher, the more mature an enterprise is. ECMM proposes four levels for Enterprise Collaboration Maturity.

Level 1 - Performed

Collaboration with external entities is done, but in an ad-hoc and chaotic manner. Collaborative tasks and processes usually exceed budget and schedule, their past success cannot be repeated, and the potential of the technology is not used properly.

Level 2 - Managed

The objective is to create a management foundation for collaboration. Network technologies are used to collaborate.

Level 3 - Standardized

The objective is to establish a common business strategy and business process infrastructure for collaboration. Business collaboration is facilitated through interoperability technologies and use of standards.

Level 4 - Innovating

The objective is to continuously improve the innovation process through continuous capability, and planned innovative improvements. Additionally, another objective is to manage and exploit the capability of the Collaborative Networked Organization's process infrastructure to achieve predictable results with controlled variation.

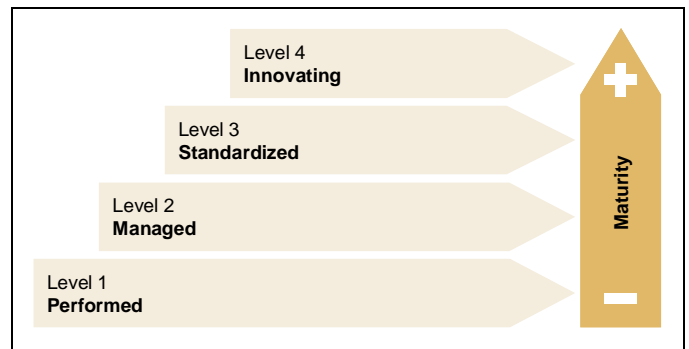


Figure 1 – ECMM maturity levels.

Due to the nature of the maturity model, it is essential that the elements of the model matches perfectly with the necessities, vision and needs of the potential users. A global preliminary analysis has made up the basis for the development of the maturity model. Furthermore, based on this analysis seven categories of processes have been identified that ECMM should cover and that form the core scope of the model:

- Project and Product Management
- Business Process and Strategy
- Customer Management
- Collaboration, Legal Environment and Trust
- Organization
- Systems and Technologies for Interoperability and Collaboration
- Innovation

The first version of the Enterprise Collaboration Maturity Model will be validated directly on the COIN partner SMEs and SME collaborative networks. The model will be updated with the input received, following an iterative approach.

COIN Community Event @ ICE 2009

ICE 2009 Conference

Leiden, The Netherlands, 22-24 June 2009

Further to the successful outcomes of the event supported by the COIN project in last year's ICE Conference in Lisbon, the COIN project will be one of the major contributors of the 15th International Conference on Concurrent Engineering, which will be held in Leiden, The Netherlands, from 22nd to 24th June 2009. [>>]

This choice by the project coordination team is due to the willingness of exposing and disseminating the project results to the intended users (SMEs, IT Industry, Living Labs communities and so on) since the early stage, with the view of maximising the impact of the COIN project on both Industry and Society as a whole.

To this end, COIN will be present in the ICE Conference with three main events:

- A Thematic Session on Enterprise Interoperability Science Base (EISB) on 22nd June, chaired by Michele Missikoff (IASI - CNR), in which the scientific bases of Enterprise Interoperability will be explored and the state-of-play at European Commission level will be reported;
- A COIN-INTEROP VLAB joint workshop on "Business Cases in Enterprise Interoperability" on 23rd, chaired by Guy Doumeingts and Sergio Gusmeroli (TXT e-Solutions) and supported by the FInES cluster. The workshop aims at **collecting** a set of comprehensive EI business cases, possibly having a sector characterisation, to drive a more effective value proposition for EI business & IT solutions, **providing** potential adopters with concrete information and knowledge about current EI methodologies and frameworks, scientific bases and practical solutions, and **evaluating** the possibility of creating an "EI Implementation Guidelines Manual", as a complement of the VPEI report and with a view of helping potential adopters in considering new EI solutions soon available in the FP7 projects currently running in Europe;
- A workshop on COIN Solutions for Living Labs on 24th, chaired by Marc Pallot (University of Nottingham and ESoCE-Net). The objective of this workshop is to introduce the COIN platform to the Living Labs audience and to obtain feedback on how to utilise it to support the operations within Open Innovation Environments.

The workshop is targeting the following participant categories:

- IT industry, willing to collaborate and get involved along the various COIN project phases and in general all the stakeholders relevant for the ICT research domain and results implementation;
- Researchers involved in the Enterprise Interoperability and Collaboration domain, willing to understand and to contribute the state-of-the-art of the ICT research in this domain;
- Industrial associations, and SMEs' stakeholders in general, prepared to utilise COIN concepts and results for their normal business activities;
- Regional Development Agencies, interested in learning how to implement the COIN Service Platform in their "functional regions" and, in particular for their territorial Living Labs;
- Representatives of Living Labs, willing to learn how to adapt the COIN Service Platform for supporting the development of the economy and for building-up advanced and innovative pilots in their functional regions.

COIN Multipliers and Community Members will be given the opportunity of exchanging ideas on how to effectively implement the COIN Service platform and of being part in new community activity community activities which will be launched during the events to facilitate the deployment of COIN Services. Not yet a COIN member? New members can register to the COIN Community through the project website at <http://www.coin-ip.eu>.

More information on COIN specific events @ ICE is provided on COIN website and in the ICE Conference website <http://www.ice-conference.org>.

Introduction of the COIN end-users, Part III

The COIN project involves six end-user partners coming from a variety of industrial branches and geographical distribution. The industrial partners will demonstrate, experiment, trial and assess the project results into realistic Industrial Scenarios with test cases in following sectors: *Aeronautics* (Spain), *Automotive* (Slovenia), *Aerospace* (Italy), *Pulp & Paper plants design and management* (Finland), *Healthcare* (U.K.), and *ICT* (Hungary). The scenarios represent a wide spectrum of collaboration contexts varying from supply chains, to collaborative networks, and to the most dynamic forms of enterprise business ecosystems.

In this third part of the series we present our Hungarian partner IVSZ, represented by IND Group in COIN project. The remaining end-users will be introduced in the subsequent issues of the COIN newsletter.

IVSZ, Hungarian Association of IT Companies



Founded in 1991, IVSZ grew to be the only major ICT National Trade Association in Hungary. With more than 300 members – composed of SMEs, large Hungarian companies and multinationals representing over 70% of the total annual output of the Hungarian ICT sector – it represents the interest of the Hungarian information, communication technology and electronics sector.

IVSZ's mission is to contribute to the development of the Hungarian information society and knowledge driven economy by identifying and elaborating breakthrough points and through intensive lobbying.

The IVSZ Innovation Program was launched early 2007 with the purpose to bring together and support those Hungarian innovative ICT companies that see the key of their competitiveness in continuously developing products and services and they actively do act for this goal. Two main objectives were identified:

- Innovation capability building: supporting ICT organizations to extend their capabilities to develop innovative and competitive products and services (cooperation, information sharing, and education).
- Developing an innovation friendly market environment, market development: practically improving market environment conditions, such as mapping [>>]

resources (human, capital), market building, improve legal environment.

A number of activity areas – many of them involving collaborations – were defined and implementation of some of these have started in the IVSZ Innovation Working Group composed of more than 40 IVSZ member companies. Some of these activities include *Collaboration building with other industry segments*, *Knowledge and network mapping*, *Innovation business models*, *Multi-SME value chain development* or *Product development education*.

Lead by Dr. Szabolcs Kátai, the vice-president of IVSZ, the IVSZ Innovation Group sees the COIN platform as a potentially integrated set of tools and methodologies which can be utilised in its collaborative operations. The IVSZ Innovation Group is represented in the COIN project by IND Ltd., a leading member of the group. For more information see <http://www.ivsz.eu/> and <http://www.indgroup.eu/>.

Future Internet Enterprise Systems (FInES) Cluster

On 19 February 2009 the *Future Internet Enterprise Systems (FInES) Cluster* was launched by the European Commission in Brussels. The FInES Cluster is an evolution of the former Enterprise Interoperability (EI) Cluster. It brings together constituencies of three major research streams supported by the Commission over a number of years - EI, Enterprise Collaboration and Digital Ecosystems. The combined research domain of FInES is now one element of the overall Future Internet research field, with a specific research focus on ICT adoption and usage by enterprises.



Figure 2 – Gérald Santucci, Head of Unit, opening the FInES Cluster meeting.

The first draft of the Cluster Position Paper has been published on the FInES web page together with the contributions from the projects. The document is available for comments to all interested stakeholders, being the last date for that action on Friday, 29th May.

The next Future Internet Enterprise Systems (FInES) Cluster meeting will take place on the 16th of June 2009 in London, in parallel with the DigiBiz Conference. This

meeting, free of charge, is organised by COIN, together with the ONE project, and will discuss strategic issues for the future of our cluster, including the cluster position paper in preparation and the future orientations of research in our domain. The format chosen for this meeting is the knowledge-café style.

For more information visit:

- http://cordis.europa.eu/fp7/ict/enet/fines-positionpaper_en.html
- http://cordis.europa.eu/fp7/ict/enet/fines-meeting-20090616_en.html

Past COIN events

FInES Cluster meeting Brussels

Brussels, Belgium. February 19, 2009

The *Future Internet Enterprise Systems (FInES) Cluster* was launched by the European Commission on 19 February 2009 in Brussels.

I-ESA 2009

Beijing, China. April 20-22, 2009

I-ESA, Interoperability for Enterprise Software and Applications conference, was held in Beijing in April. I-ESA Conferences aim to bring together the world's leading researchers and practitioners in the area of Enterprise Interoperability to exchange their visions and debate on new user needs and emerging solutions coming from research results.

The objective of I-ESA China 2009 was to promote collaboration of European and Chinese enterprises through Enterprise Interoperability. Sergio Gusmeroli from TXT – representing COIN project – was one of the keynote speakers at the I-ESA

COIN General Meeting

Budapest, Hungary. May 6-8, 2009



Figure 3 – Sergio Gusmeroli giving a presentation at the COIN General Meeting at Budapest.

The third COIN general meeting, kindly arranged by our Hungarian partner IND Group, took place at Hotel Novotel Danube right beside the beautiful river Danube. The three-day meeting covered all the aspects of [\[>>\]](#)

the COIN project including the present advancements and the challenges of the future work. In the multiple tracks of workshops the separate work packages had their opportunities to co-operate to ensure the best possible future outcome of the project.

The next COIN general meeting is planned to take place in November 2009.



Figure 4 – Technical workshop at the COIN General Meeting.

Upcoming events

FInES – Future Internet Enterprise Systems Cluster Meeting

London, United Kingdom, 16 June 2009

The next Future Internet Enterprise Systems (FInES) Cluster meeting will take place on the 16th of June 2009 in London, in parallel with the DIGIBIZ Conference. The event is being organized together with the COIN and ONE projects. The meeting will be more discussion-oriented, minimizing the presentations. More information available at http://cordis.europa.eu/fp7/ict/enet/fines-positionpaper_en.html

Next event for the COIN Community @ ICE 2009 – 15th International Conference on Concurrent Enterprising

Leiden, The Netherlands, 22-24 June 2009

The ICE conference is a premier forum to enable practitioners, researchers as well as tool vendors to present, demonstrate and share the results and achievements of their work in the broad domain of Concurrent Enterprising. More information available at <http://www.ice-conference.org/>

The ICE Conference will be the main event for the COIN Community in 2009. Don't miss any information and opportunities for getting involved in COIN supporting tasks and stay tuned on the COIN Community.

eChallenges 2009

Istanbul, Turkey, 21-23 October 2009

The nineteenth in a series of annual conferences supported by the European Commission, within the areas of ICT for Networked Enterprise & RFID, eGovernment & eDemocracy, eHealth, Collaborative Working Environments, Living Labs, eInfrastructures; Technology Enhanced Learning and ICT Skills, Knowledge and Content Technologies, Security and Identity Management, High Performance Computing - Applications and Mobility.

The goal of e-2009 is to stimulate rapid take-up of Research and Technology Development (RTD) results by industry and in particular SMEs, and help open up the European Research Area (ERA) to the rest of the world. More information available at <http://www.echallenges.org/e2009/>

PRO-VE 2009 – 10th IFIP Working Conference on Virtual Enterprises

Thessaloniki, Greece, 7-9 October 2009

"Leveraging knowledge for innovation in Collaborative Networks". The 10th IFIP Working Conference on Virtual Enterprises will take place in Thessaloniki, Greece, 7-9 October 2009. More information available at <http://www.pro-ve.org/>

ESoCE-NET Industrial Forum 2009

Rome, Italy, 7 December 2009

The Industrial Forum event aims at offering an opportunity to Industrial players from different market sectors and from different European Regions and to Regional Development Agencies and local Government Bodies to discuss and learn emerging issues and opportunities from the deployment of new methods and approaches for Industrial Innovation in leading economic and industrial contexts. More information available at <http://www.esoce.net/>