



***20<sup>th</sup> International Symposium on Human Factors in  
Telecommunication***

**Sophia-Antipolis, France, 20-23 March, 2006**

***Conference Programme***

## *Monday 20 March*

<b>08:30 - 10:00 Registration</b>	<b>09:30 - 16:15 Workshop #1 and #2</b>
<b>16:00 - 18:00 Registration</b>	<b>16:30 - 18:00 Welcome cocktail</b>

### **Workshops**

**Workshop 1: User education and setup guidelines for mobile terminals and e-services**

**Workshop 2: Enabling the delivery of localized information and communication services**

## *Tuesday 21 March*

**09:00 - 09:15 Welcome and opening of the 20<sup>th</sup> International Symposium on Human Factors in Telecommunication**

Speakers: **Karl Heinz Rosenbrock**, ETSI Director General, and **Bruno von Niman**, Chairman, HFT Permanent Steering Committee

**09:15 - 10:30 Keynote talk 1 (including questions and answers): ICT Bridging the Digital Divide**

Speaker: **Karl Heinz Rosenbrock**, ETSI Director General

**10:30 - 11:00 Coffee**

**11:00 - 12:30 Session 1: ICT's social, interdisciplinary and multicultural aspects and impacts on our society**

Chair: **Pedro Concejero**, Telefonica

(session co-organized with TCeurope, <http://www.tceurope.org/>)



*Hanna Risku (Chairlady of TCeurope)*

Facilitating knowledge construction by ICT: Beyond things that make us dumb

*Anne M Clarke (ETSI TC-HF STF 266)*

The Social Impact of Pervasive Technologies

*Mike Pluke (Castle Consulting Ltd./ ETSI), Françoise Petersen (APICA / ETSI), Derek Pollard (Parity Resourcing Solutions / ETSI), Bianca Szalai (CAS Software AG / ETSI)*

Cultural inclusion in information and communications services

*Per Helmersen (Telenor Research & Development and Ghana Telecom)*

Human Factors in Emerging Markets: First World Solutions Addressing Third World Needs

*Bruno von Niman (vonniman consulting)*

End user aspects of emergency communication services

*Santiago José Ruano Rincón and Ángela Consuelo Checa Hurtado (Universidad del Cauca)*

Guidelines for the development of graphical user interfaces suitable for the Nasa indigenous community

**12:30 - 14:00 Lunch**

**14:00 - 15:30 Session 2: Design for all and accessibility**

**Chair: Leon van Noorden**

*Anne Clarke (ETSI TC-HF STF266)*

ETSI's standardisation work on guidelines for young children's use of ICT products and services

*Bjørn Hestnes (Telenor R&D) and Peter Brooks (Teolys)*  
Videotelephony for blind people – case studies with 3G mobile systems

*Walter J Mellors, Richard Hodgkinson and Clive Miller (ETSI TC HF STF 286)*  
Access symbols for use with video content and ICT devices

*Walter J Mellors, Scott Cadzow, Edward Fitzgerald and Gunnar Hellström*  
Text communication for all (DUST)

*Tim Pennick (BT)*  
ENABLED: Enhancing Network Accessibility for the Blind and Visually Impaired

*Patrick Bystedt (PTS) and Johnny Kristensen (Örebro County Council) [Presentation and Demo]*  
The Swedish Broadband Trials: The Pocket Interpreter - a revolution

**15:30 - 16:00 Coffee**

**16:00 - 17:30 Session 3: Standardization, development methodologies and conformance testing**

**Chair: Stephen Furner** (BT; Chairman of ETSI TC Human Factors)

*Matthias Schneider-Hufschmidt, Bruno von Niman, Pekka Ketola, Michael Tate, David Williams, Martin Böcker, Pascale Parodi, Margareta Flygt (ETSI STF 285)*  
Design Guidelines for Setup Procedures of Mobile Terminals and E-services

*Martin Böcker, Michael Tate, Margareta Flygt, Pascale Parodi, Bruno von Niman, Matthias Schneider-Hufschmidt, David Williams, Pekka Ketola (ETSI STF 285)*

User-education Guidelines for Mobile Terminals and E-services

*F.L. van Nes (ERGONES and Eindhoven University of Technology, Acting Rapporteur of ITU-T SG 2 Q.3/2)*

Global or regional HFT standardization: that is the Question 3/2

*Martin Böcker, Karl Ivar Larsson and Bruno von Niman (ETSI STF 300)*

Standardization supporting cultural diversity 1: Character repertoires, ordering and assignments to the 12-key telephone keypad for European languages and languages used in Europe

*Rosemary Orr et al. (ETSI STF QD)*

Standardization supporting cultural diversity 2: - From 5 to 28 - Expanding the language coverage of the ETSI spoken command vocabulary standard

*Bruno von Niman, Pekka Ketola, David Williams and Matthias Schneider-Hufschmidt (ETSI STF QE)*

Making 3G easier and more accessible: On the planned development of generic UI and interoperability guidelines for UMTS terminals, services and applications

## ***Wednesday 22 March***

**09:00 - 10:30 Session 4: User requirements, customer relationship management and personalization**

**Chair: John Seton (BT)**

*Pekka Ketola (Nokia Multimedia)*

Review On Out-Of-Box Experience And Online Support

*Joshua B. Hurwitz (User Centered Systems Lab, Motorola Labs)*

Empirical Evaluation of Content-Based Filtering for Personalization

*Françoise Petersen (APICA/ETSI), Walt Brown (Intel Americas, Inc./ETSI), Mike Pluke (Castle Consulting Ltd./ETSI)*

Personalization and User Profile Management for Public Internet Access Points

*Peter Brooks (Teolys) and Bjørn Hestnes (Telenor R&D)*

Communicating Quality of Experience data for the development of multimedia services

*Anne M. Clarke (EMS and ETSI STF266)*

Young children and ICTs –a review of current issues in the provision of ICT technologies and services for young children

**10:30 - 11:00 Coffee**

**11:00 - 12:30 Session 5: e-health, telecare and telemedicine**

**Chair: Ed Israelski (Abbott)**

*Bruno von Niman, Torbjørn Sund, Alejandro Rodríguez-Ascaso and Steve J. Brown ( ETSI STF 299)*

User Experience Design Guidelines for Telecare Services

*Vanessa Vogwill (University of Toronto)*

Patterns of Communication at Interdisciplinary Patient Care Meetings: Implications for the Use of Information Technology

*Lonneke Spinhof and Licia Calvi (CUO, K.U. Leuven)*  
User and task analysis in a home care environment

*Danielle Lottridge (University of Toronto), Mark Chignell (University Health Network, Toronto) and Sharon Straus (University of Toronto)*  
Social impacts of handheld computer information retrieval during physician-patient communication

*Mikael Goldstein (Migoli), Gustav Öquist (University of Uppsala) and Ingela Lewald (Stockholms DyslexiCentrum AB)*  
Evaluation of Pre-Codia, a Computerized Reading Aid for Readers Suffering from Dyslexia  
**Note: Paper will not be presented.**

**12:30 - 14:00 Lunch**

**14:00 - 15:30 Session 6: State-of-the-art and novel interaction and user interface techniques**

**Chair: Martin Böcker (BenQ Mobile)**

*Helge Hüttenrauch and Botond Pakucs (KTH)*  
Analogue Personal Information – When you just can't get what you know is there!  
**Note: Paper will not be presented.**

*Ryan Kilgore and Mark Chignell (University of Toronto)*  
Listening to Unfamiliar Voices in Spatial Audio: Does Visualization of Spatial Position Enhance Voice Identification?

*Paul Chojecki (Fraunhofer-Institute for Telecommunications - Heinrich-Hertz-Institut)*  
How to increase Website Usability with Link Annotations

*Paulo Villegas, Pedro Concejero, Susana Pérez, Javier Prieto (Telefónica Investigación y Desarrollo)*  
Human Factors issues in 3D visualization module for multimedia collections in aceMedia

*Raquel Navarro-Prieto (Fundació Barcelona Media-Universitat Pompeu)*  
How good Mobile TV needs to be?  
*Note: Paper will not be presented.*

**15:30 - 16:00 Coffee**

**16:00 - 17:30 Keynote talk 2**

Speaker: **Prof. Richard Harper**, Senior Researcher Socio-Digital Systems, Microsoft Research Cambridge:  
**The importance of place in the mobile age**

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**Chair: Bruno von Niman** (vonniman consulting)

## **Evening: Conference Dinner**

**Hotel OMEGA, Sophia Antipolis (5 minutes walk from ETSI).**  
**We will meet at ETSI and walk over together at 19:30.**

## *Thursday 23 March*

### **09:00 - 10:30 Session 7: Multimodal, multi-device, context dependent systems, services and applications**

**Chair: Michel Näel** (Ergonomics & Design)

*Roman Englert and Gregor Glass (Deutsche Telekom Laboratories and T-Systems International)*  
Architecture for Multimodal Mobile Applications

*Glória Branco, Luís Almeida, Nuno Beires and Rui Gomes (Portugal Telecom)*  
Evaluation of a multimodal Virtual Personal Assistant

*Nele Van den Ende, Peter van der Stok, Reinder Haakma and Maddy D. Janse (Philips Research)*  
Perceived Quality for Transported Video

*Yevgenia Bondareva, Lydia Meesters, and Don Bouwhuis (Technische Universiteit Eindhoven)*  
Eye Contact as a Determinant of Social Presence in Video Communication

*Marianna Obrist, Regina Bernhaupt and Manfred Tscheligi (ICT&S Center, University of Salzburg)*  
Users@Home: Implications from studying iTV

**10:30 - 11:00 Coffee**

**11:00 - 12:30 Session 8: Design methodologies and development experiences**

**Chair: Lutz Groh** (BenQ Mobile)

*Mathilde Cosquer, Nathalie Legay and Raphaëlle Hautin (France Telecom)*

Design and evaluation: complementary viewpoints in ergonomists' practice

*Valérie Botherel and Valérie Maffiolo (France Telecom R&D, Technologies Division)*

Regulation of emotional attitudes for a better interaction: Field study in call centres

*Stewart Kowalski (Ericsson Research) and Mikael Goldstein (Migoli)*

Consumer's Awareness, Attitudes and Adoption of Mobile Phone Security

*Kristijan Mihalic and Manfred Tscheligi (ICT&S Center, University of Salzburg)*

Interactional Context for Mobile Applications

*Johann Schrammel and Manfred Tscheligi (CURE)*

Experiences Evoked by Today's Technology - Results from a Qualitative Empirical Study

**12:30 - 14:00 Lunch**

**14:00 - 16:00 Closing Panel**

**Chair: Anne Clarke** (European Management Services)

Introduced and lead by: **Prof. Manfred Tscheligi**, University of Salzburg (tbd)

*16:00 HFT2008, Closing remarks and end of Conference*