

## Preface

Service delivery platforms (SDPs) play an important role in the evolving ubiquitous online mobile connectivity. Data rates and available bandwidth have increased dramatically with the introduction of new generation mobile networks (4G) and are set to increase further with new developments of 5G networks. This enables new mobile services such as video on demand and cloud-based services such as Software as a Service (SaaS). However, mobile bandwidth will always be limited at any single network node, due to physical limitations of wireless connectivity of simultaneous connections. Therefore, measures need to be taken to ensure efficient use of the available bandwidth.

The SPICE project (Service Platform for Innovative Communication Environment), funded by the European Commission in the Framework Programme 6 during 2006-2008, has addressed several of the issues of such SDPs and has contributed to technological improvements of service platform functionality and security. But this has been done mainly from a technology and engineering perspective. What has not been sufficiently investigated were issues related to users and stakeholders of such SDPs.

This book addresses this gap by investigating the user needs related to SDPs. The author has investigated the user requirements of those stakeholders from developers to end users and has developed guidelines for the development of future SDPs. These guidelines have been validated through scientific methods in real-world scenarios, where significant improvements in usability could be observed. Therefore, this book is a MUST-READ for system architects and software developers who are designing and implementing new SDPs. The content of this book will help improving the usability of future SDPs.

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Design Issues for Service Delivery Platforms  
Incorporate User Experience: A Grounded Theory Study  
of Individual User Needs

Bergaus, M.

2015, XLI, 453 p. 84 illus., Softcover

ISBN: 978-3-658-10540-2