

Sistemas y Tecnologías de Información

Actas de la 5ª Conferencia Ibérica
de Sistemas y Tecnologías de Información
Santiago de Compostela, España
16 al 19 de Junio de 2010
AISTI | GIS-T | USC

Editores
Álvaro Rocha
Carlos Ferrás Sexto
Luís Paulo Reis
Manuel Pérez Cota

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Associação Ibérica de Sistemas e Tecnologias de Informação

SISTEMAS Y TECNOLOGÍAS DE INFORMACIÓN

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Vol. I – Artículos

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**Álvaro Rocha
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CRÉDITOS

TÍTULO

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Libro TICAI (TICs Aplicadas a la Aprendizaje de la Ingeniería) - Secciones Portugués y Español del IEEE.

Prefacio

Este libro contiene los artículos aceptados para presentar y discutir en la 5ª Conferencia Ibérica de Sistemas y Tecnologías de la Información (CISTI'2010), organizada por el GIS-T (Grupo de Investigación Sociedade Tecnoloxias e Territorio), USC (Universidade de Santiago de Compostela) y AISTI (Asociación Ibérica de Sistemas y Tecnologías de la Información), entre el 16 y el 19 de junio de 2010, en Santiago de Compostela.

La Conferencia Ibérica de Sistemas y Tecnologías de la Información (CISTI) es un foro que pretende reunir académicos y profesionales, sobre todo del espacio ibérico, proporcionando el mútuo conocimiento de experiencias e inovaciones, así como la discusión de los mismos, en el área de los sistemas y tecnologías de la información. Uno de los ojetivos principales es la dinamización de la simbiosis que falta entre la academia, la sociedad y la industria.

De la Comisión Científica de la CISTI forma parte un grupo pluridisciplinar de peritos oriundos o fuertemente relacionados con el área de los STI del espacio ibérico, a los cuales les ha correspondido la responsabilidad de evaluar, en un proceso de revisión « blindado », los trabajos recibidos en cada una de las ediciones de la conferencia.

En la CISTI'2010 fueron recibidos más de trescientos trabajos, en forma de artículos completos, artículos cortos, pósters, artículos para los Workshops especializados y artículos para el Simpósio Doctoral.

Los artículos aceptados para la presentación y discusión durante la conferencia son publicados en libro y en CD con ISBN. Los autores de algunos de los mejores artículos serán invitados para proceder a su publicación en la RISTI (Revista Ibérica de Sistemas y Tecnologías de la Información) y en el libro TICAÍ (TICs Aplicadas al Aprendizaje de la Ingeniería) en los capítulos en portugués y español del IEEE.

Finalizamos, dejando un agradecimiento a todos que directa o indirectamente colaboraran con la CISTI'2010 (autores, comisiones, patrocinadores, etc.), participando en la consolidación de un foro de sistemas y tecnologías de información que con los años va ganando importancia para el territorio ibérico y hasta ibero-americano.

Buena lectura!

Santiago de Compostela, junio de 2010
Álvaro Rocha y Carlos Ferrás Sexto

ÍNDICE

Artículos de la Conferencia

- 23 Quadro Conceptual para Construção e Avaliação de Data Warehouses
Dora Simões
- 29 Evaluación del Tiempo de Respuesta de un Sistema de Historiales Clínicos Oftalmológicos Empleando Distintas Bases de Datos XML
Isabel de la Torre, Francisco Javier Díaz, Beatriz Sainz, María Isabel López Gálvez, Miguel López
- 35 Hacia um Marco para el Gobierno de las Tecnologías y Sistemas de Información Aplicable al Sector Bancario
Sandra María Lemus, Francisco José Pino, Mario Piattini
- 41 An information management web system for developing the Galician rural milieu. The commercialization of agricultural products from family farms
Carlos Ferrás, Yolanda García, Mariña Pose
- 48 Autenticação Biométrica Baseada em Smartcards: Uma Abordagem Prática
Danilo Silveira Neto Junior, Marcos Cavenaghi, Marcelo Fornazin, Roberta Spolon, Renata Lobato
- 53 COMPOSITOR: Una Herramienta para la Generación de Conectores
Jose Luis Pastrana, Ernesto Pimentel, Miguel Katrib
- 59 Diseño metodológico de experiencia de usuario aplicado al campo de la accesibilidad
Eva Villegas, Marc Pifarré, David Fonseca
- 65 Benefícios de Implementação de Sistemas ERP em Empresas no Brasil: Estudos de Caso
Aldemar Santos, João Lima, Edson Carvalho Filho
- 71 An Aspect-Oriented Framework for Orthogonal Persistence
Rui Humberto Pereira, J. Baltasar García Perez-Schofield
- 77 A Multi-Agent Framework for Coordination of Intelligent Assistive Technologies
Pedro Valente, Shabbir Hossain, Bjørn Grønbaek, Kasper Hallenborg, Luís Paulo Reis
- 83 ITVT: An Image Testing and Visualization Tool for Image Processing Tasks
J. Darío Romero, María J. Lado, Arturo J. Méndez, Manuel P. Cota

- 89 Sistema de Detección de Caídas: Una Solución Basada en Sensores de Bajo Coste
Miguel A. Laguna, Javier Finat, María Jesús Tirado, José M. Marqués
- 95 Modelo de Madurez para Arquitectura Corporativa de TI
LuisFernandoRamosMolinero,KarollHausslerCarneiroRamos,GuilhermeSouto,HumbertoAbdalla Júnior
- 100 Um sistema de suporte à classificação de alunos aprovados/reprovados em ambientes virtuais de ensino a distância
Nemésio Freitas Duarte Filho, Marco Tulio Nogueira Silva, Gabriel Coutinho
- 109 Atributos de qualidade para produtos SaaS
Nemésio Freitas Duarte Filho, Clarindo Isaias Padua, Andre Zambalde, Paulo Bermejo
- 111 Ethics and IT: Module suggestion for a future degree qualification in Computing Engineering
José Luis Leiva Olivencia, Jose Luis Caro Herrero, Antonio Guevara Plaza
- 117 Avalore: um sistema para avaliação de projectos de I&D
Pedro Godinho, João Costa, Ricardo Afonso, Luis Marado
- 123 Modelo Conceptual de E-Local Government
João Valente, João Cortez, Andrés Castillo
- 128 An embedded system and an architecture for access control and access management
Inácio Fonseca, Fernando Lopes
- 133 VSFC - Virtual Shop Floor Control
Juan José de Benito Martín, Pedro Sanz Angulo
- 139 Herramienta móvil de asistencia al turista
GabrielFontanetNadal,JaumeJaume,PereAntoniPalmerRodríguez,MariaFrancescaRoigMaimò, Cristina Pérez Coll
- 145 Sistema de personalización de contenido turístico y nuevas interfaces de visualización
Antoni Bibiloni Coll, Jorge Chao Mateu, Miquel Mascaro Portells, Judit Jiménez Noceda, Antoni Mas Mulet
- 151 Capture and Maintenance of Project Total Cost Minimization Applications' Results
Rui Moutinho, Tereso Anabela
- 157 Análisis de emociones sobre un corpus de textos escritos por niños de Educación Primaria
Eladio Blanco, Fernando Martínez, Antonio Pantoja, L. Alfonso Ureña
- 162 Detección de Glaucoma mediante Análisis Morfológico de Registros de ERG Multifocal
Juan Manuel Miguel Jiménez, Sergio Ortega Recuero, Luciano Boquete Vázquez, José Manuel

Rodríguez Ascariz, Román Blanco Velasco

- 167 Análise do potencial de interoperabilidade organizacional num cluster local da administração pública
Gonçalo Paiva Dias, Teresa Narciso
- 173 A New Level Set Based Segmentation Method for the Four Cardiac Chambers
Sofia G. Antunes, José Silvestre Silva, Jaime B. Santos
- 179 Architecting Multimedia-Rich Collaborative Learning Services over Interactive Digital TV
Martin Lopez-Nores, Yolanda Blanco-Fernandez, Jose J. Pazos-Arias
- 185 “Projectos Digitais”: uma reflexão e pontes para o futuro
Regina Teixeira, João Varajão, Maximino Bessa, Emanuel Peres
- 192 Metodologia Híbrida de Desenvolvimento Centrado no Utilizador
António Pedro Costa, Maria João Loureiro, Luís Paulo Reis
- 198 Courseware Sere - Avaliação Técnica e Didáctica efectuada por Alunos
António Pedro Costa, Maria João Loureiro, Luís Paulo Reis
- 204 A Note on Democracy and Group Support Systems Concepts
Rui Lourenço, João Costa
- 210 Revisión sistemática y comparación de modelado de procesos ETL en almacenes de datos
Lilia Muñoz, Jose-Norberto Mazón, Juan Trujillo
- 216 Business Intelligence in Higher Education: Enhancing the teaching-learning process with a SRM system
Maria Beatriz Piedade, Maribel Yasmina Santos
- 221 Contrutions to Experimental Performance Studies of WI-FI and FSO Links
José Pacheco de Carvalho, Nuno Marques, Hugo Veiga, Cláudia Pacheco, António Reis
- 227 Los Recorridos de Estudio e Investigación como productos de Ingeniería didáctica
Cecilio Fonseca, Alejandra Pereira, José Manuel Casas
- 232 The fogotten practices of Subcontracting
Jose Antonio Calvo-Manzano, Tomás San Feliu, Andreas Pursche
- 236 Modelo de Maturidade Para Implementar ITIL v3
Rúben Pereira, Miguel Mira da Silva
- 242 Avaliação em Mobile Web Sites
Paulo Santos, Maria Clara Silveira

- 248 Critérios utilizados na selecção de sistemas e fornecedores de CRM em municípios Portugueses
Jorge Duque
- 253 Plataforma Inteligente de Distribución Transaccional de Contenidos Multimedia a Móviles
Pablo Fernandez, Asier Perallos, Nekane Sainz, Roberto Carballedo
- 259 Replicación de Sistemas Virtualizados para la Ampliación de Servicios en um Entorno Virtual Multiusuario en la UNED
Covadonga Rodrigo, Dario Martinez, Martín Santos, Vanessa Alonso, Noé Vázquez
- 265 GlobalID - Federated Identity Provider Associated with National Citizen's Card and Fingerprint
Cláudio Teixeira, Frank Pimenta, Joaquim Sousa Pinto
- 271 Testing Aspect-Oriented Programs
Rodrigo Moreira, Ana Paiva, Ademar Aguiar
- 277 Sistema Basado en Ontologías para la Gestión de Contenidos en Televisión Digital
José Luis Redondo García, Pablo Valiente Rocha, Adolfo Lozano Tello
- 284 Reverse Engineering of GUI Models for Testing
André Grilo, Ana Paiva, João Pascoal Faria
- 290 Integração de Sistemas de Informação Universitários via Web Services
Carlos Costa, Ana Cristina Melo, Aníbal Fernandes, Luis Mendes Gomes, Hélia Guerra
- 296 Sistema de Inteligencia Ambiental para el Control de Instalaciones Domóticas
Pablo Valiente Rocha, José Luis Redondo García, Adolfo Lozano Tello
- 302 Un Caso de Estudio Sobre el Control de Servicios de TI en una Empresa Pequeña
Filipe Albero, Magdalena Arcilla, Jose A. Calvo-Manzano
- 308 Calidad en el Desarrollo de Aplicaciones siguiendo la Metodología Team Software Process TSPi
Jose Antonio Calvo-Manzano, Gonzalo Cuevas, Alleini Félix, Tomás San Feliu
- 314 SETE: Una herramienta Software para la Evaluación del Trabajo en Equipo
Esperança Amengual Alcover, Antònia Mas Pichaco, Antoni Lluís Mesquida Calafat
- 319 Simulação de Políticas de Escalonamento em Grades Computacionais
Lilian Felix de Oliveira, Renata Spolon Lobato, Roberta Spolon, Marcos Antonio Cavenaghi
- 325 Previsão da falência de órgãos e outcome em Medicina Intensiva
Marta Vilas-Boas, Manuel Filipe Santos, Filipe Portela, Álvaro Silva, Fernando Rua

- 331 FEUP Fuzzy Tool II: Improved tool for education and embedded control
Erik Moreira Pegoraro, Armando Jorge Miranda de Sousa
- 337 Evaluación de Contratos de Adquisición de Productos y Servicios de Software en Outsourcing
Jezreel Mejia Miranda, Jose A. Calvo-Manzano Villalon, Gonzalo Cuevas Agustin, Tomas San Feliu Gilabert, Alvaro Rocha
- 343 Identificación de las Mejores Prácticas de una Organización de Desarrollo de Software Mediante la Gestión de su Conocimiento
Jose A. Calvo-Mazano, Gonzalo Cuevas, Mirna A. Muñoz, Tomás San Feliu, Álvaro Rocha
- 349 Serious Games for Rehabilitation: A survey and a Classification Towards a Taxonomy
Paula Rego, Pedro Miguel Moreira, Luís Paulo Reis
- 355 Applying usability principles to the design of a web interface for the “iLab - Inventory Manager for Electronics Laboratory”
Raquel Pinho, Armando Sousa, André Restivo
- 361 Tecnologias da Informação e Comunicação no apoio à aprendizagem no Ensino Superior
Bertil Marques, Carlos Vaz Carvalho
- 367 Ordenación de las Alternativas Basándose en la Intesidad de Dominancia y la Lógica Difusa
Alfonso Mateos, Pilar Sabio, Antonio Jiménez
- 373 Repositório Temático como Modelo Alternativo de Comunicação Científica
Domingos Santos, Luiz Silva, Josemir Santos
- 378 Controlo de Tráfego Aéreo com o Microsoft Flight Simulator X
Pedro Daniel Sousa, Daniel Castro Silva, Luís Paulo Reis
- 384 Smart Telecare Video Monitoring for Anomalous Event Detection
Iván Gómez Conde, David Olivieri Cecchi, Xosé Antón Vila Sobrino, Leandro Rodríguez Liñares
- 390 Evaluación de la calidad de publicaciones científicas como contenidos para el aprendizaje en bibliotecas digitales
Dianelys Medina, Jesús M. Hermida, Andrés Montoyo, Alexis Torres
- 396 Gathering and Managing Complementary Diagnostic Tests
João Santos, Tiago Pedrosa, Carlos Ferreira, Carlos Costa, José Oliveira
- 402 Avaliação de Websites: os sítios das instituições de Ensino Superior Portuguesas
Elisabete Barros, António Andrade
- 408 Análisis comparativo entre las técnicas utilizadas en la Ingeniería de Requisitos, evaluando dichas técnicas frente a las características de los proyectos de software

- Danilo Ruben Jaramillo Hurtado, Daniel Estiven Valdivieso Narváez
- 414 Representação de Conhecimento no Domínio do Futebol: Desenvolvimento de uma Ontologia
Pedro Abreu, Mário Faria, Luis Paulo Reis, Julio Garganta
- 420 Una Ontologia para la Definicion Semantica de Objetos de Aprendizaje
Lucila Romero, Roberto Javier Godoy
- 427 Pesquisa de Ontologias Centrada em Conceitos
Artur Lança, Encarna Sosa, Adolfo Lozano-Tello
- 433 Shape Based Image Retrieval and Classification
João Ferreira Nunes, Pedro Miguel Moreira, João Manuel R. S. Tavares
- 439 Análise da Segurança e Privacidade nos Serviços de Redes Sociais
Cristina Machado de Freitas, Pedro Cravo Pimenta
- 445 Design Challenges in Application-Aware Wireless Sensor Networks
Pedro Barbosa, Neil White, Nick Harris
- 451 Business Intelligence Aplicado aos Grupos de Diagnóstico Homógenos
Manuel Barrento, Miguel Neto, Maria Martins, Sara Dias
- 456 Análise estratégica para a inclusão das Tecnologias da Informação e das Comunicações (TIC) en el entorno empresarial colombiano
Sandra Cristina Riascos Erazo
- 462 Descripción de un caso de gestión de proveedores de servicios de Sistemas de Información en la Administración Pública
Josep M. Marco-Simó, Joan A. Pastor-Collado, Rafael Macau-Nadal
- 468 Liberopinion: uma Plataforma para Eleições 2.0
Artur Sousa, Luís Borges Gouveia, Pedro Agante
- 473 Avaliação quantitativa dos sítios Web das Câmaras Municipais dos Açores
Isaura Ribeiro
- 478 Descoberta de Padrões de Prescrições de Medicamentos
Joana Fernandes, Orlando Belo
- 484 I-OPT: Intelligent Optimization for Computer Graphics and Visualization
Pedro Miguel Moreira, Luís Paulo Reis, António Augusto de Sousa
- 490 SmartVest - Integração de vestuário com domótica, cuidados médicos e tecnologias da informação
Pedro Araújo, Rita Salvado
- 496 Statistical Textural Features for Classification of Lung Emphysema in CT Images: A comparative study

- Verónica Vasconcelos, António Marques, José Silva, João Barroso
- 501 Um Sistema de Gestão de Conhecimento para estudo da Qualidade de Vida de doentes oncológicos de cabeça e pescoço
Joaquim Gonçalves, Augusta Silveira, Álvaro Rocha
- 506 Analysis of the Domain of Applicability of an Algorithm for a Resources System Selection Problem for Distributed/Agile/Virtual Enterprises Integration
Paulo Ávila, Lino Costa, João Bastos, Manuel Lopes, António Pires

Artículos de los Workshops

First European Workshop on Computing and ICT Professionalism (EWCIP)

- 515 IP3 – Building a Global ICT Profession
R. Johnson, M. De Roche
- 520 Integrating Business Change: A Strategic Role for Informatics Professionals
K. Johns
- 524 Analysis of non Technical Soft Skills Required for ICT
L. Fernandez, J. R. Hilera
- 529 Ingeniera del Software: Tendencias Profesionales
L. E. Sanchez, E. Fernández-Medina, M. Piattini

First Ibero-American Workshop on Data Quality (IAwDQ)

- 537 Problemas de qualidade de dados em bases de dados de internamentos hospitalares
Tiago Silva-Costa, Bernardo Marques, Alberto Freitas
- 542 Corporate Data Quality Management: From Theory to Practice
Ana Lucas
- 549 Inferindo qualidade nos dados de diagnósticos e intervenções hospitalares: uma caracterização estatística
Diogo Sato, Alberto Freitas
- 553 Managing Data Quality Requirements for Web Portals Development: an Example of Application
César Guerra, Mario Piattini, Ismael Caballero
- 559 Data Quality Assessment in Genome Wide Association Studies (GWAS)

Lorena Etcheverry, Adriana Marotta, Raul Ruggia
564 Interoperabilidade e o Processo Clínico Semântico
Hugo Peixoto, José Machado, António Abelha

Second Workshop on Intelligent Systems and Applications (WISA)

- 570 Dynamic Scripting Applied to a First-Person Shooter
Daniel Policarpo, Paulo Urbano, Tiago Loureiro
- 576 CyberRescue: a pheromone approach to multi-agent rescue simulations
Gonçalo Silva, João Costa, Tiago Magalhães, Luis Paulo Reis
- 582 Playmaker: graphical definition of formations and setplays
Rui Lopes, Luís Mota, Nuno Lau and Luís Paulo Reis
- 588 Traffic Light Control using Reactive Agents
Lúcio Passos and Rosaldo Rossetti
- 594 The First Steps of Robotic Cancan
Marco Lourenço, Paulo Urbano and Carlos Teixeira
- 598 Uma Arquitetura de Autenticação Baseada em Perfis Comportamentais
Joao Carlos Lima, Cristiano Rocha and Mario Dantas
- 602 AllCall: An Automated Call for Paper Information Extractor
Fábio Correia, Rui Amaro, Luís Sarmento and Rosaldo Rossetti

Managing Data Quality Requirements for Web Portals Development: an Example of Application

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Abstract — Nowadays, most organizations and companies support its main process (organizational and business) through Web portals; however, people that use these applications need trust on the data they manage. The analyst should add some kind of mechanisms to ensure an appropriate level of quality in the data. This paper shows an example of application of the DQ-VORD methodology, for managing and integrating data quality (DQ) requirements into software requirement specification, this methodology intends guiding the analysts and developers in the process of eliciting and defining of DQ requirements for Web portals development.

I. INTRODUCTION

Nowadays, it is broadly recognized that dealing with data quality problems is a task very expensive and time consuming, this problem has generated the research in new information technologies branches that focus exclusively on the assessment of data quality in an organization and cleaning poor quality data [1].

The data quality (DQ) concept is often defined as “fitness for use”: the ability of a data collection to meet user requirements for a task at hand [2]. This generality in the definition involves two main implications: on a hand the multidimensional concept of data quality, and on other one, it is precise to take into account the subjective nature of the concept of quality itself (everyone of the users performing a task or functionality can have a different sight if a set of data has quality).

Due to these implications, the analyst has to correctly specify the DQ requirements generated from the different information needs of each of the distinct users. So, in order to make the Information System fully capable of managing the different environment of using the data, it is necessary to consider the different views of each user (users’ viewpoints) to elicit and integrate somehow the DQ requirements of each of them.

The requirement analysis stage is considered by all software engineering approaches as a key step in the development of successful software systems [3-5]. Empirical data demonstrates that efforts invested in a detailed requirements analysis reduce considerably the major drawbacks in later phases of the software development [6].

Increasingly Internet users utilize Web portals to obtain information for making their work and to help with their decision making. These users need to ensure that data obtained

is appropriate for their needs. Likewise, organizations that provide Web portals must offer data that meet user requirements, so that they can help users to achieve their goals [7].

In the DQ literature, to the best of our knowledge, the management of DQ requirements from the various perspectives corresponding to different point of views of users has been scarcely considered within the Web portals development field [8]. Anyway, one of the most interesting proposal is DQ_VORD published in [9]. In this paper, an example of application of this methodology is presented in order to illustrate and clarify how each one of the stages of the methodology for managing and integrating DQ requirements in the Web portal development process could be used.

The paper is organized as follows: Section 2 briefly summarizes the DQ-VORD methodology. Section 3 presents a working example in which the methodology is applied obtaining the different output products. Finally in section 4, we outline a few conclusions and future work.

II. DQ-VORD: A METHODOLOGY FOR THE ELICITATION OF DQ REQUIREMENTS FOR WEB PORTALS DEVELOPMENT

In this section, we briefly introduce the DQ-VORD methodology proposed in [9]. The descriptions of the main stages of DQ-VORD methodology, as well as its subactivities, input and output products, and techniques/tools related will be shown next.

1. IWPV. Identification of the Web Portal Viewpoints. This stage is aimed at discovering the different viewpoints that will use the functionalities of the Web portal, besides the identification of the Web portal functionalities together with the DQ dimensions associated (see table I).

TABLE I. ARTEFACTS AND SUBACTIVITIES FOR THE IWPV.

IWPV.1. Identification of the Web Portal Functionalities (IWPV) to be implemented, it implies to identify the specific functionalities that are provided to each viewpoint.	
Input Product	-List of identified viewpoints being able to propose software requirements for the system. -List of all Web Portal functionalities [10].
Output Product	-List of chosen functionalities for satisfying requirements of each viewpoint.
Tools and techniques	-Interviews -Study of documentation -Questionnaire -Brainstorming

IWPV.2. Identification of the Data Quality Dimensions (IDQD), it implies to identify the different DQ dimensions related to each one of the functionalities described for each viewpoint, taking as base the matrix of relationship between DQ dimensions and Web portal functionalities described in [9].	
Input Product	-List of viewpoints identified being able to propose DQ requirement for the system. -List of chosen functionalities for satisfying requirements of each viewpoint. -Matrix of relationship (DQ dimensions and Web portal functionalities).
Output Product	-List of DQ dimensions associated to the different functionalities. -Document of System Requirements Specification.
Tools and techniques	-Interviews -Work sessions -Brainstorming

2. **VS. Viewpoints Structuring.** This stage is aimed at grouping the viewpoints related in a suitable hierarchy. Firstly, the main functionalities are located at the top levels of the hierarchy, once done that, these functionalities are inherited to the viewpoints of low level; besides, the DQ dimensions are also hierarchized in the same way (see table II).

TABLE II. ARTEFACTS AND SUBACTIVITY FOR THE VS.

VS.1. Classification of Data Quality Dimensions (CDQD), it consists of classifying the DQ dimensions according to the hierarchy, in base at the priority level that the Web Portal functionalities have.	
Input Product	-List of viewpoints identified in the system. -List of DQ dimensions associated to the different functionalities.
Output Product	-List of classification of DQ dimensions.
Tools and techniques	-Work sessions -Judgment of experts

3. **DV. Documentation of the Viewpoints.** Its main aim is to refine the description of the viewpoints and the functionalities identified, adding the DQ dimensions (see table III).

TABLE III. ARTEFACTS AND SUBACTIVITY FOR THE DV.

DV.1. Documentation of the Data Quality Dimensions (DDQD), it consists of documenting or modeling if possible, the DQ dimensions identified (e.g. through use cases diagram).	
Input Product	-List of classification of data quality dimensions. -Document of System Requirements Specification.
Output Product	-Document of System Requirements Specification augmented with DQ Requirements Specification.
Tools and techniques	-Tools like Word processors -Judgment of experts and work sessions -Modeling tools for UML

4. **LVS. Layout of the Viewpoints of the System.** It encompasses identifying the main objects in an object oriented design using the information of the functionality encapsulated in the viewpoints (see table IV).

TABLE IV. ARTEFACTS AND SUBACTIVITIES FOR THE LVS.

LVS.1. Modeling of the data quality dimensions (MDQD), it consists of modeling the different DQ dimensions in a data model and later on, in a process model.	
Input Product	-Document of System Requirements Specification augmented with DQ Software Requirements Specification.
Output Product	-Document of high level design with awareness of data quality (data model and process).
Tools and techniques	-Object oriented modeling tools (Rational Rose, Visual Paradigm, Poseidon, ArgoUML).
LVS.2. Validation of Model (VM), it consists of validating the complete model	

with the stakeholders.	
Input Product	-Document of System Requirements Specification augmented with DQ Software Requirements Specification. -Document of high level design with awareness of data quality.
Output Product	-Final Document approved of "System Requirements Specification augmented with DQ Software Requirements Specification". -Final Document approved of "High level design with awareness of data quality".
Tools and techniques	-Work sessions -Interpersonal negotiation techniques

III. EXAMPLE OF APPLICATION

A. Problem statement

In table V typical problem statement for developing a Web portal is showed. We are going to explain how to apply the DQ-VORD methodology to capture the software requirements for this example.

TABLE V. EXAMPLE OF PROBLEM STATEMENT.

As part of the Information Technology Department at Acme, Inc., we are asked to develop new corporate Web portal that implements some characteristics and functionalities like: empowering the corporate image, list the availability of products, enable specific searching on catalogues, as well as the incorporation of a communication mechanism that allows to someone (potential client) to request a product. Besides, as one of the main characteristics, the web portal must provide Administrator with a specific set of functionalities for calculating payroll of organization's employees. A broader description of the subsystem for calculating payroll through web portal is mentioned below: One of the core functionalities of the portal is to implement a set of functionalities to perform the calculation of payroll for all employees. The company needs a new system that enables employees to record their time card information electronically and automatically generate paychecks based on the number of hours worked and total amount of sales (for commissioned employees). The new Web portal will allow employees to enter timecard information, enter purchase orders, change employee preferences (such as payment method), and create different reports. For the sake of security and auditing, employees can only access, and edit their own time cards and purchase orders. Employees prior to using the system must be authenticated. The system will retain information on all employees of the company (around 8,000 employees). The system must pay each employee the correct amount, on time, by the specified method (the possible payment methods are described later). Some employees work by hours, and they are paid an hourly rate. They submit timecards that record the date and number of hours worked for a particular charge number. If someone works for more than 8 hours, the company pays the employee 1.5 times his or her normal rate for each extra hour. Hourly workers are paid every Friday. Some employees are paid a flat salary. However, they should submit timecards that record the date and hours worked. This is the way in which the system can keep track of the hours worked against particular charge numbers. They are paid on the last working day of the month. One of the most demanded/required features of the new system is employee reporting. Employees will be able to query the system for number of hours worked, totals of all hours billed to a project (i.e., charge number), total pay received year-to-date, remaining vacation time, etc. Employees can choose their method of payment. They can have their paychecks mailed to the postal address of their choice, or they can request direct transfer into a bank account of their choosing. The employees may also choose to pick their paychecks up at the office. The Department chiefs will be able to do some functions related exclusively with the employees of his/her own department like: maintain the employee information and execute a query of employees. Besides, the chief will maintain all the information related to each one of the products assigned to his/her department. The Web portal Administrator is required to maintain all employee information with the system. The Administrator is responsible for adding new employees, deleting employees and changing all employee information such as name, address, and payment classification (hourly, salaried, commissioned), as well as running administrative reports. The Administrator will run automatically payroll every Friday and on the last working day of the month.
--

B. Application of the DQ-VORD methodology

Once described the problem statement, we can begin with the application of the methodology as follows:

1. *IWPV. Identification of the Web Portal Viewpoints.* The viewpoints identified are: (a) Administrator, (b) Client, (c) Employee, (d) User, (e) Department Chief, (f) Commissioned Employee.

IWPV.1. Identification of the Web Portal Functionalities (IWPF) to be implemented. The output product of this stage taking as base the table I consists in a list of requirements and functionalities identified (see table VI).

TABLE VI. IDENTIFICATION OF THE WEB PORTAL FUNCTIONALITIES (IWPF).

Viewpoint	Functional Requirement	Web functionality described by [10]
Administra-tor	FR1. Run the Administrative report	Administration
	FR2. Maintain the employee information	Administration
	FR3. Run the payroll	Administration
	FR4. Login into the system	Security
Client	FR5. Search of products	Search capabilities
	FR6. Request a product	Process and actions
	FR4. Login into the system	Security
Employee	FR4. Login into the system	Security
	FR7. Choose payment method	Administration
	FR8. Run an employee report	Security
	FR9. Maintain timecard	Process and actions
User	FR5. Search of products	Search capabilities
Department Chief	FR2. Maintain the employee information	Administration
	FR8. Run an employee report	Security
	FR4. Login into the system	Security
	FR10. Maintain the product information	Content Management
Commissioned Employee	FR11. Maintain the purchase orders	Process and actions

IWPV.2. Identification of the Data Quality Dimensions (IDQD). The main output product of this stage is a list of DQ dimensions identified for each one of the web functionalities (see table VII).

TABLE VII. TABLE I. IDENTIFICATION OF DQ DIMENSIONS.

Web functionality	DQ dimensions related
Administration	Consistency, Accessibility, Compliance, Efficiency, Precision, Understandability, Portability, Recoverability.
Security	Accuracy, Completeness, Consistency, Currentness, Accessibility, Confidentiality, Traceability, Understandability.
Process and actions	Accuracy, Completeness, Consistency, Credibility, Currentness, Accessibility, Compliance, Efficiency, Understandability.
Search capabilities	Accuracy, Completeness, Consistency, Credibility, Currentness, Efficiency, Traceability, Understandability, Availability.
Content Management	Accuracy, Completeness, Consistency, Credibility, Currentness, Accessibility, Compliance, Confidentiality, Efficiency, Traceability, Understandability, Portability

2. *VS. Viewpoints Structuring.* The level of importance of each requirement proposed, taking account in this example the number of times each requirement is related to each viewpoint, it is as follow: (1) *Login into the system*, (2) *Maintain the employee information*, (3) *Run a employee report*, (4) *Search of products*, (5) *Run the payroll*, (6) *Choose*

payment method, (7) *Maintain timecard*, (8) *Maintain the purchase orders*, (9) *Request a product*, (10) *Maintain the product information*, (11) *Run the Administrative report*.

Taking as basis the importance level of each requirement (above mention), we can hierarchize the viewpoints in the next order:

1. Department chief.
2. Administrator.
3. Employee.
4. Client.
5. Commissioned Employee (*it inherits the functionalities of the viewpoint "Employee"*).
6. User.

VS.1. Classification of Data Quality Dimensions (CDQD).

The output product of this stage taking as base **Erro! Fonte de referência não encontrada.**, is a prioritized list of the DQ dimensions identified: 1. Accuracy, 2. Completeness, 3. Consistency, 4. Currentness, 5. Accessibility, 6. Confidentiality, 7. Traceability, 8. Understandability, 9. Compliance, 10. Efficiency, 11. Precision, 12. Portability, 13. Recoverability, 14. Credibility, 15. Availability.

3. *DV. Documentation of the Viewpoints.* We use the following templates to conveniently document the different viewpoints and requirements. The results are gathered in Tables VII to XIII (due to pages restriction of the paper, we only describe some of them). This documentation is a key part of a *System Requirement Specification document augmented with DQ Requirements Specification*.

TABLE VIII. SPECIFICATION OF VIEWPOINT "ADMINISTRATOR".

Reference	Administrator
Focus	Viewpoint of the Web portal Administrator, person in charge mainly of the management and control functionalities of the company.
Attributes	None specific.
Use cases	The use cases related can be seen in the Figure 1.
Requirements	Run the Administrative report, Maintain the employee information, Run the payroll, Login to the system.
Web functionalities	Mainly associated with the Web functionalities: Administration and Security.
Exceptions	None.
History	No alterations.

TABLE IX. SPECIFICATION OF VIEWPOINT "EMPLOYEE".

Reference	Employee
Focus	Viewpoint of the Employee, he performs the basic functionalities into the Web portal.
Attributes	Name, Address, Telephone, kind of employee, payment method.
Use cases	The use cases related can be seen in the Figure 1.
Requirements	Login to the system, Choose payment method, Run an employee report, Maintain timecard.
Web functionalities	Mainly associated with the Web functionalities: Security, Administration, Process and actions.
Exceptions	None.
History	No alterations.

TABLE X. SPECIFICATION OF VIEWPOINT “COMMISSIONED EMPLOYEE”.

Reference	Commissioned Employee
Focus	Viewpoint of the Commissioned Employee, it inherits the Web functionalities associated to the viewpoint <i>Employee</i> , besides to do one of main functionalities of the company “ <i>Maintain the purchase orders</i> ”.
Attributes	Same attributes that <i>Employee</i> viewpoint.
Use cases	The use cases related can be seen in the Figure 1.
Requirements	Maintain the purchase orders, Login to the system, Choose payment method, Run an employee report, Maintain timecard.
Web functionalities	Process and actions, Security, Administration.
Exceptions	None.
History	No alterations.

TABLE XI. REQUIREMENT “MAINTAIN THE EMPLOYEE INFORMATION”.

Reference	Maintain the employee information
Description	To management and maintain the information of every one of the <i>Employees</i> .
Data	Employee name, address and payment classification.
Viewpoints	Administrator and Department Chief.
Non-functional requirements	None.
DQ requirements	Consistency, Accessibility, Compliance, Efficiency, Precision, Understandability, Portability, Recoverability.

TABLE XII. REQUIREMENT “MAINTAIN THE PURCHASE ORDERS”.

Reference	Maintain the purchase order
Description	Maintaining the information of every purchase order of each one of the sold out products by specific employees.
Data	Date, purchase total, percentage of commission.
Viewpoints	Commissioned Employee.
Non-functional requirements	None.
DQ requirements	Accuracy, Completeness, Consistency, Credibility, Currentness, Accessibility, Compliance, Efficiency, Understandability.

TABLE XIII. REQUIREMENT “RUN AN EMPLOYEE REPORT”.

Reference	Run an employee report
Description	It is responsible for running a report with all the information of every <i>Employee</i> , this information should be <i>I</i> only seen by each specific <i>Employee</i> and the Department Chief.
Data	Quantity of worked hours, quantity of billed hours and payment total.
Viewpoints	<i>Employee</i> , Department Chief.
Non-functional requirements	None.
DQ requirements	Accuracy, Completeness, Consistency, Currentness, Accessibility, Confidentiality, Traceability, Understandability.

DV.1. *Documentation of the Data Quality Dimensions (DDQD)*. As part of the output product of this stage based on the **Erro! Fonte de referência não encontrada.**, and with the goal of documenting and modeling in a more clear and specific way the DQ dimensions, we apply in this point the UML profile proposed in [11], this profile will permit us

incorporating and modeling DQ requirements (*DQ dimensions*) associated to the different functionalities that the system will provide, taking as basis this profile we can model an “*Information case diagram*” [11], which is much more explicit as the one shown in figure 2.

In this “*Information case diagram*” we can see the use cases previously referred: *FR2. Maintain the employee information*, *FR8. Run an employee report* and *FR11. Maintain purchase order*; however, these use cases can be modeled now like “*Information cases*” (*IC*), which maintain a relation of type “*include*” with the use cases stereotyped like “*DQDim*”, it means that data managed for each one of *Information cases* should satisfy the DQ dimensions specified. Thus, the developer will have to consider the DQ dimensions at the moment of implementing the different functionalities of the application.

In this diagram (see figure 2), the Information case “*Maintain the employee information*” (associated with the Web functionality “*Administration*”) manages mainly the following pieces of data: *employee name, address and payment classification*. It means that these data should be compliant with the DQ dimensions of *Consistency* and *Compliance*. Similarly, the Information case “*Maintain the purchase order*” (associated with the Web functionality “*Process and actions*”) will manage the following pieces of data: *date, purchase total, percentage of commission*. So, these data should be compliant with the DQ dimensions of *Accuracy* and *Completeness*. Finally, the Information case “*Run an employee report*” (related to Web functionality “*Security*”) should authenticate the employee and verify that data are available, and in this way permit the access to the next data only to the specific employee and Department chief: *quantity of worked hours, quantity of billed hours and payment total*. This IC should fulfill with the DQ dimensions of *Accessibility* and *Confidentiality*.

LVS.1. *Modeling of the data quality dimensions (MDQD)*. The output product of this stage based on the **Erro! Fonte de referência não encontrada.**, it consists mainly in getting an object-oriented design, it should contain the main classes responsible for providing the functionalities of the Web portal, as well as the classes responsible for implementing the DQ dimensions. These diagrams are part of a document of high-level design with awareness of DQ.

LVS.2. *Validation of Model (VM)*. Finally, the main documents obtained once applied the methodology (“*Document of System Requirement Specification with DQ Requirements Specification*” and “*Document of high-level design with awareness of DQ*”) should be validated with the client.

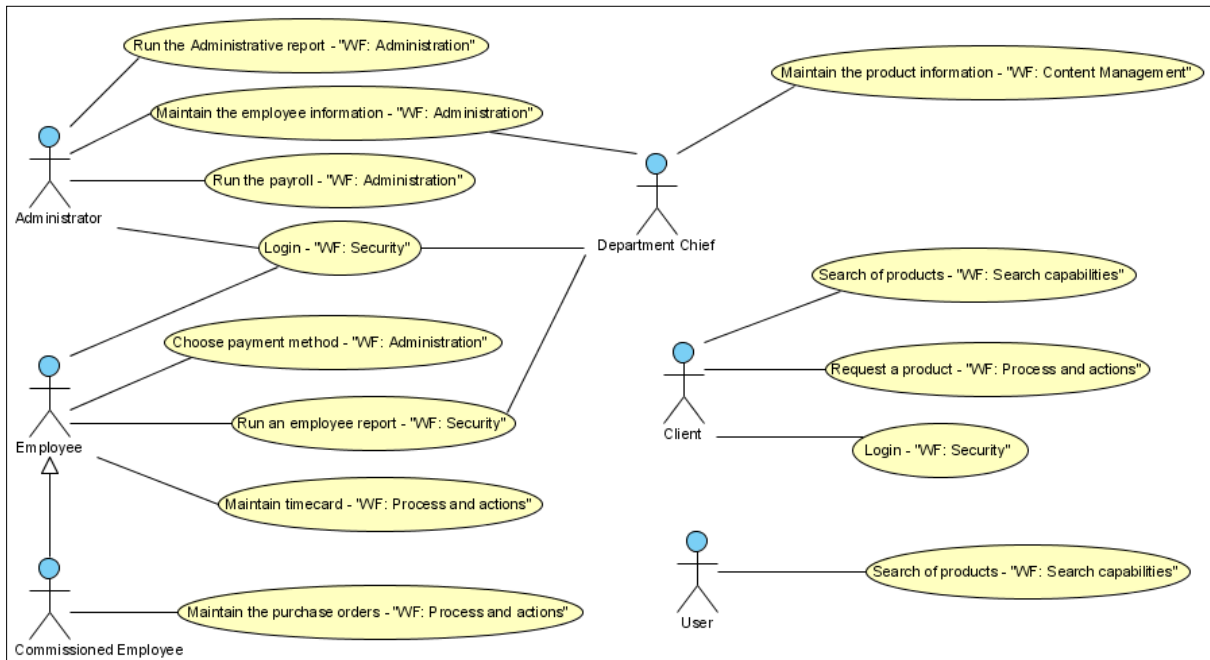


Figure 1. Use case diagram.

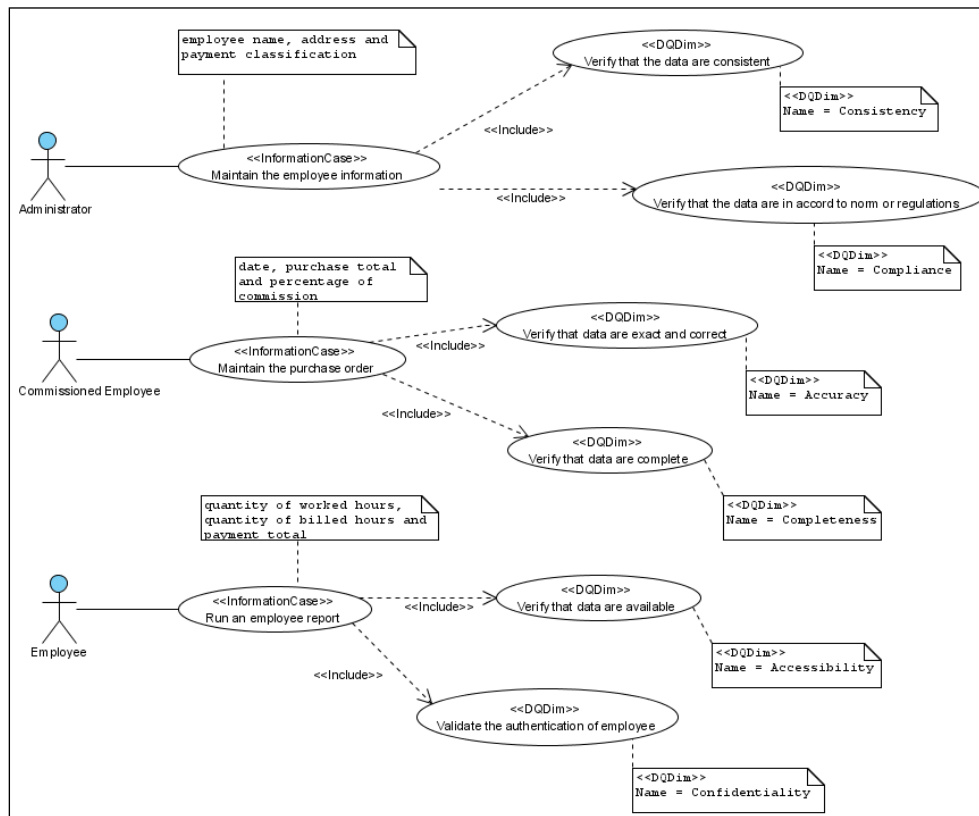


Figure 2. Information case diagram.

IV. CONCLUSIONS

Nowadays, more and more people are using the Internet to access all kind of information, being the Web portals one of the preferred means to get information. However, the users need to be sure that the data obtained from these applications have the

adequate level of quality according to their needs. Only a few proposals have been focused on the data quality field in Web. Specifically, there are not proposals focused on the management of specific data quality requirements during the phase of analysis, besides the already mentioned here.

Once applied the DQ-VORD methodology in this example, we have showed a way of eliciting and managing the DQ requirements from the initial stage of development, helping to analyst and developers to become awareness of the DQ requirements that should be taken in mind at the moment of developing the Web portal functionalities. Ensuring in this way, that the data managed by the distinct functionalities and stored into the Web portal, it will have the adequate quality for the task that each users will perform with the system.

Although the methodology was initially conceived and focused to the elicitation and specification of DQ requirements into an environment of Web portal development, DQ-VORD could be applied and generalized to the development of any other type of applications. In this paper, we have shown an example of application of the DQVORD methodology, in order to simplify the process of elicitation and definition of DQ requirements in Web portal development process.

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