

PRESERVING QUALITY IN THE DEVELOPMENT OF MOBILE COMMERCE SERVICES AND APPLICATIONS

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ABSTRACT

Mobile commerce is nowadays a continuously growing area, driving the need for advances in both the network characteristics and infrastructure, as well as in the available mobile devices used. The same need requires the development of quality software applications to facilitate and service m-commerce activities. This paper focuses on aspects of software quality for m-commerce services and applications, and proposes a set of quality characteristics and attributes to take into consideration during development. These quality characteristics are integrated during the analysis and engineering phases of the MobE process, which is a revised version of the spiral software process used in web engineering. The efficacy of the proposed approach in a real scenario is discussed.

KEY WORDS

M-Commerce, quality, mobile user requirements, mobile services and applications

1. Introduction

Mobile commerce (m-Commerce) services and applications are becoming more and more adopted in today's modern mobile computing society. Some factors that contributed to this end are the tremendous development of the Internet and related technologies, the understanding and exploitation of the business potentials that rest behind this development and the impressive growth of wireless mobile networks.

Recent studies have shown that the number of people using mobile devices to connect to the Internet has already exceeded that of stationary Internet usage in Japan and a similar trend is expected worldwide in the next few years [1]. This is due to various reasons, like the ability to connect to the internet or other mobile networks 24/7 to access both business and personal information, independent of user location. Location independence is the key benefit of mobile devices; in fact, wireless applications are likely to be inferior compared to their wired counterparts in all terms except mobility. Mobility can be seriously degraded though, due to difficulties arising from the limitations posed from both the mobile

devices [2] (e.g. low screen resolution, limited battery life, etc) and the mobile networks [3] (e.g. frequent disconnections, slow connections, heterogeneous networks, etc).

As the diversity of mobile applications and services increases, these limitations urge the users to demand higher quality so as to receive services quickly, reliably and securely, and at the same time to spent as little time and effort as possible in dealing with network and device problems. Providing high quality mobile applications is an important factor not only for user satisfaction but also for achieving long-term customer loyalty. Therefore, the question raised is how do we safeguard or achieve quality in mobile applications?

The objective of this paper is to suggest a new approach for promoting quality in mobile applications, aiming at enhancing existing development methodologies. Our work relies and extends the MobE process [3], which is a software process for developing mobile applications and services based on the integration of mobile user requirements with the constraints of available mobile devices and networks. What we propose is a set of quality characteristics, along with their corresponding metrics, that developers of m-applications should address and incorporate for delivering high quality products. These characteristics are combined with the phases and activities of MobE in such a way so as to reach to the desired quality outcome.

The rest of the paper is organized as follows: Section 2 briefly reviews the recent studies focusing on improving quality in mobile applications and presents the proposed set of quality characteristics and metrics. Section 3 describes the MobE process for designing and developing mobile applications and proposes a methodology for integrating MobE with the identification and integration of the desired quality characteristics. Section 4 demonstrates the proposed approach through the development of a healthcare mobile application. Finally, Section 5 presents the conclusions and suggests future work.

Mobile Commerce And Services Proceedings

Eduardo Tomé



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Mobile Computing: Concepts, Methodologies, Tools, and Applications Taniar, David, 2008-11-30 This multiple volume publication advances the emergent field of mobile computing offering research on approaches observations and models pertaining to mobile devices and wireless communications from over 400 leading researchers Provided by publisher
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Encyclopedia of E-Commerce, E-Government, and Mobile Commerce Khosrow-Pour, D.B.A., Mehdi, 2006-03-31
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Securing Transactions and Payment Systems for M-Commerce Madan, Sushila, Arora, Jyoti Batra, 2016-04-19 Mobile commerce or M commerce is booming as many utilize their mobile devices to complete transactions ranging from personal shopping to managing and organizing business operations The emergence of new technologies such as money sharing and transactional applications have revolutionized the way we do business Wholeheartedly adopted by both the business world and consumers mobile commerce has taken its seat at the head of the mobile app economy Securing Transactions and Payment Systems for M Commerce seeks to present analyze and illustrate the challenges and rewards of developing and producing mobile commerce applications It will also review the integral role M commerce plays in global business As consumers perceptions are taken into account the authors approach this burgeoning topic from all perspectives This reference publication is a valuable resource for programmers technology and content developers students and instructors in the field of ICT business professionals and mobile app developers

Proceedings of the International Conference on Sustainable Collaboration in Business, Technology, Information, and Innovation (SCBTII 2024) Suhail Kusairi, Forget Mingiri Kapingura, Putri Fariska Sugestie, Nizam Ahmat, 2024-11-16 This is an open access book Global growth has lost momentum On average GDP growth has declined from more than 2% in advanced economies and nearly 6% in emerging and developing economies in the early 2000s to less than 1 5% and less than 2% post COVID period A succession of crises has compounded this sustained slowdown in growth It has been more than a decade since the beginning of the global financial crisis yet it continues to cast a shadow not least in the policy choices of many advanced economies The COVID 19 pandemic and the shock of lockdowns left behind an aftermath of a surge in public debt levels and a reversal of global development progress Geopolitical tensions and conflicts have further reshaped an increasingly multipolar international order with far reaching implications for technology growth and development Overshadowing these

developments is the growing awareness that the world's rising temperature poses grave dangers to the long term prospects for humanity with the world currently on track for a temperature rise significantly above the targets set out in the Paris Agreement in 2015. The critical question for this pivotal moment is not whether the world still needs economic growth but how that growth is achieved and whether it is aligned with other important national and global priorities. Against this backdrop, universities are essential in educating and providing professional human resources and conducting high quality research that benefits humanity. However, universities must play a significant role and be innovative and creative in engaging and supporting the development opportunities and consolidation of the global community. To embark on this role effectively, universities must always foster communication and discussion among stakeholders under the Sustainability Development Goals (SDGs). Academia, Government, Business, and Communities must increasingly cooperate to achieve academic and research excellence and constructive solutions to current business and economic issues.

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Proceedings of the International Conference Theory and Applications in the Knowledge Economy Eduardo Tomé, 2016-07-08

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Mobile Opportunities and Applications for E-Service Innovations Scupola, Ada, 2012-12-31

Mobile technology continues to shape our society, delivering information and knowledge right to our finger tips. It is only fitting that these advancements and opportunities are

applied to the area of electronic services Mobile Opportunities and Applications for E Service Innovations brings together different perspectives on the understanding of e service and mobile communication as well as their effects on the fields of marketing management and information systems The growth of e services as it relates to business to business business to consumer consumer to consumer are essential to the interests of professionals academics and researchers as well as industry consultants

Service Research Challenges and Solutions for the Future Internet M. Papazoglou,Klaus Pohl,Michael Parkin,Andreas Metzger,2010-12-09 S Cube s Foundations for the Internet of Services Today s Internet is standing at a crossroads The Internet has evolved from a source of information to a critical infrastructure which underpins our lives and economies The demand for more multimedia content more interconnected devices more users a richer user experience services available any time and anywhere increases the pressure on existing networks and service platforms The Internet needs a fundamental rearrangement to be ready to meet future needs One of the areas of research for the Future Internet is the Internet of S vices a vision of the Internet where everything e g information software platforms and infrastructures is available as a service Services available on the Internet of Services can be used by anyone if they are used according to the policies de ned by the provider and they can be extended with new services by anyone Advantages of the Internet of Services include the p sibility to build upon other people s e orts and the little investment needed upfront to develop an application The risk involved in pursuing new business ideas is diminished and might lead to more innovative ideas being tried out in practice It will lead to the appearance of new companies that are able to operate in niche areas providing services to other companies that will be able to focus on their core business

Handbook on Mobile and Ubiquitous Computing Laurence T. Yang,Evi Syukur,Seng W. Loke,2016-04-19 Consolidating recent research in the area the Handbook on Mobile and Ubiquitous Computing Status and Perspective illustrates the design implementation and deployment of mobile and ubiquitous systems particularly in mobile and ubiquitous environments modeling database components and wireless infrastructures Supplying an overarching perspecti

HCI in Business, Government, and Organizations: eCommerce and Innovation Fiona Fui-Hoon Nah,Chuan-Hoo Tan,2016-07-04 This volume constitutes the refereed proceedings of the Third International Conference on HCI in Business Government and Organizations HCIBGO 2016 held as part of the 18th International Conference on Human Computer Interaction HCII 2016 which took place in Toronto Canada in July 2016 HCII 2016 received a total of 4354 submissions of which 1287 papers were accepted for publication after a careful reviewing process The 53 papers presented in this volume are organized in topical sections named social media for business electronic mobile and ubiquitous commerce business analytics and visualization branding marketing and consumer behavior and digital innovation

Context-Aware Pervasive Systems Seng Loke,2006-12-07 The concept of aware systems is among the most exciting trends in computing today fueled by recent developments in pervasive computing including new computers worn by users embedded devices smart appliances sensors and varieties of wireless networking technology Context Aware Pervasive

Systems The Architecture of a New Breed of Applications introduces a diverse set of application areas and provides blueprints for building context aware behavior into applications Reviewing the anatomy of context aware pervasive applications this resource covers abstract architecture It examines mobile services appliances smart devices software agents electronic communication sensor networks security frameworks and intelligent software agents The book also discusses the use of context awareness for communication among people devices and software agents and how sensors can be aware of their own situations Exploring the use of physical context for controlling and enhancing security in pervasive computing environments this guide addresses mirror worlds and elucidates design perspectives based on a declarative programming language paradigm This carefully paced volume presents a timely and relevant introduction to the emergence of context aware systems and brings together architectures and principles of context aware computing in one source **Collaborative**

Business Process Engineering and Global Organizations: Frameworks for Service Integration Unhelkar, Bhuvan,Ghanbary, Abbass,Younessi, Houman,2009-07-31 This book is about achieving organizational synergy in an era of business which is rapidly moving towards electronic collaboration providing clear definition of the next phase of this collaborative evolution of the Internet Provided by publisher **Applied Public Key Infrastructure** J. Zhou,M.-C. Kang,F. Bao,2005-08-26 Over the past years Public Key Infrastructure PKI technology has evolved and moved from the research laboratories to the mainstream in which many organizations are now leveraging it as part of their core infrastructure system for providing and building security in their businesses Understanding the challenges and requirements of PKI related operations through the sharing of case studies are critical to supporting the continued research and development of PKI technologies and related systems and applications to further progress and innovate for enhancing future development and evolution of PKI in the enterprises This publication includes topics such as PKI Operation Non repudiation Authorization Access Control Authentication Time Stamping Certificate Validation Revocation and Cryptographic Applications **Precision Positioning with Commercial Smartphones in Urban Environments** Sara Paiva,2021-08-05 This book discusses recent technologies and case studies that aim to enhance positioning obtained with commercial smartphones in urban environments overcoming difficulties with GPS The authors provide insight into recent trends and innovation on technologies solutions and approaches to overcome GPS issues in urban environments due to the existence of a big number of buildings Topics include security and legal aspects related to positioning systems the usage of crowdsourcing approaches to enhance positioning location based services proximity based social networking satellite navigation and Bluetooth low energy based systems The book provides important information for developers that intend to make use of precise positioning for the purpose of commercial applications as well as for research and innovation Discusses technologies that enhance positioning obtained with commercial smartphones in urban environments Presents innovations to overcome GPS issues in urban environments caused by dense cities Includes applications of precise positioning including their security issues and challenges

Location-Based Services Handbook Syed A. Ahson, Mohammad Ilyas, 2018-09-03 *Location Based Services Handbook Applications Technologies and Security* is a comprehensive reference containing all aspects of essential technical information on location based services LBS technology With broad coverage ranging from basic concepts to research grade material it presents a much needed overview of technologies for positioning and localizing including range and proximity based localization methods and environment based location estimation methods Featuring valuable contributions from field experts around the world this book addresses existing and future directions of LBS technology exploring how it can be used to optimize resource allocation and improve cooperation in wireless networks It is a self contained comprehensive resource that presents A detailed description of the wireless location positioning technology used in LBS Coverage of the privacy and protection procedure for cellular networks and its shortcomings An assessment of threats presented when location information is divulged to unauthorized parties Important IP Multimedia Subsystem and IMS based presence service proposals The demand for navigation services is predicted to rise by a combined annual growth rate of more than 104 percent between 2008 and 2012 and many of these applications require efficient and highly scalable system architecture and system services to support dissemination of location dependent resources and information to a large and growing number of mobile users This book offers tools to aid in determining the optimal distance measurement system for a given situation by assessing factors including complexity accuracy and environment It provides an extensive survey of existing literature and proposes a novel widely applicable and highly scalable architecture solution Organized into three major sections applications technologies and security this material fully covers various location based applications and the impact they will have on the future

LISS 2012 Zhenji Zhang, Runtong Zhang, Juliang Zhang, 2013-03-19 Information and communication technology has helped to provide a more effective network infrastructure and development platform for logistics and service operations In order to meet the needs of consumers and particularly to promote low carbon development processes new types of services will also emerge *LISS 2012* is a prime international forum for both researchers and industry practitioners to exchange the latest fundamental advances in the state of the art and practice of logistics informatics service operations and service science Experts and researchers from related fields will discuss current issues and future development opportunities discuss and analyze developing trends and exchange the latest research and academic thought The theme of the conference is Logistics and Service Science based on the Internet of Things

Location-Based Services Axel Küpper, 2005-10-31 Location based Services LBSs are mobile services for providing information that has been created compiled selected or filtered under consideration of the users current locations or those of other persons or mobile devices Typical examples are restaurant finders buddy trackers navigation services or applications in the areas of mobile marketing and mobile gaming The attractiveness of LBSs is due to the fact that users are not required to enter location information manually but are automatically pinpointed and tracked This book explains the fundamentals and operation of LBSs and gives a thorough

introduction to the key technologies and organizational procedures offering comprehensive coverage of positioning methods location protocols and service platforms alongside an overview of interfaces languages APIs and middleware with examples demonstrating their usage Explanation and comparison of all protocols and architectures for location services In depth coverage of satellite cellular and local positioning All embracing introduction to 3GPP positioning methods such as Cell Id E OTD U TdoA OTDoA IPDL and Assisted GPS Explains the operation of enhanced emergency services such as E 911 Identifies unsolved research issues and challenges in the area of LBSs This comprehensive guide will be invaluable to undergraduate and postgraduate students and lecturers in the area of telecommunications It will also be a useful resource to developers and researchers seeking to expand their knowledge in this field Electronic Services: Concepts, Methodologies, Tools and Applications Management Association, Information Resources, 2010-05-31 With the increasing reliance on digital means to transact goods that are retail and communication based e services continue to develop as key applications for business finance industry and innovation Electronic Services Concepts Methodologies Tools and Applications is an all inclusive research collection covering the latest studies on the consumption delivery and availability of e services This multi volume book contains over 100 articles making it an essential reference for the evolving e services discipline

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