An Ontology-driven Approach to support Wireless Network Monitoring for Home Area Networks

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***Abstract*—Supporting ordinary home users to diagnose and resolve potential problems in their home wireless networks presents a significant opportunity to reduce support costs and increase user satisfaction. However the raw data necessary to identify issues, such as a device being out of wireless range, require specific expertise to interpret. This paper introduces an approach for expert-derived semantic annotation of this raw data in order to allow end users to understand and resolve common network-related problems in real time. This approach demonstrates how semantic web technologies and visualization may be combined to satisfy high-level network monitoring requirements. This semantic approach, with causal reasoning, coupled with semantically-derived visualizations was implemented in a prototype home network monitoring system (HANMS). This paper describes the design decisions, implementation details and evaluation approach of HANMS.**

Keywords-home network; network monitoring; ontology; visualization; semantic enhancement

I. INTRODUCTION

In recent years, more and more households are connected to the Internet through broadband access services. In 2009, over 99% of UK households were connected to a broadband enabled exchange [1], while the number of worldwide home broadband consumers is over 300 million [2]. However, many of these households are no longer satisfied with just sharing out their broadband connection to multiple computers in their home. They have begun to adopt networking technologies to interconnect devices within the home for media sharing, communication, gaming and other applications working together to resulting in a more comfortable, entertaining, and safe home. This flexible Home Area Networking (HAN) approach is increasingly moving towards wireless communication protocols to interconnect networked devices. A strategic analysis research report [3] indicated the global sales of wireless home devices would reach 409 million units in 2009, representing 35% of the total market for digital home devices and forecasted the annual wireless device sales will reach 1.2 billion units by 2014.

However, influenced by the increase of network complexity and management requirements, some current network management and monitoring tools are impractical for even IT-competent people and prove clumsy and awkward in the daily configuration, management, and maintenance of the wireless HAN. In this $1.9 billion global network management and monitoring market [4], a key challenge is how to bridge the semantic gap between obscure network domain data and comprehension capabilities of normal home network users. In the HAN environment, large raw wireless network data logs are generated by digital home wireless devices in real time, but these raw data are uncorrelated and highly heterogeneous. Semantic Web technologies are typically adept at capturing semantic relationships and meaning as specified by domain experts, and leveraging such semantic encodings to enrich low-level management data. Such domain knowledge, embedded in domain ontologies, is useful not only for data enhancement (semantic uplift), but can also be used for network problem analysis, and has a potential to support high-level network management. As a novel approach to represent semantically enhanced data and to analyze problems we propose information visualization as an effective strategy to align the wireless monitoring data to the perception capabilities of ordinary HAN users [7].

This paper presents our Home Area Network Monitoring System (HANMS), which adopts a user-centric approach to combine domain-expert ontologies with user-friendly visual network problem analysis and semantically enhanced data monitoring. With this work we aim to achieve the following outcomes: to discover how to enhance raw network log data with expert defined semantic meaning; to integrate expert knowledge ontologies into wireless network monitoring; to investigate appropriate visual network monitoring approaches for normal HAN users; to design a flexible, extendable architecture for expert-driven semantic uplift; to develop and deploy a early stage HANMS prototype in a HAN environment; and to design; and execute an appropriate evaluation to assess the efficacy of the approach.

This research will be described, introduced and discussed in following sections. Relevant projects and research will be briefly reviewed in the following Related Work section. The System Design section will present a set of system goals, investigate ontology-driven network monitoring and introduce a layered HANMS architecture. For a HAN deployment, a HANMS prototype was implemented, and is discussed in

Section IV. Section V presents a qualitative evaluation using two target groups, normal HAN users and network domain experts, with associated result analysis and discussion from different perspectives. Finally, ongoing research and development is described in the Further Work section.

II. BACKGROUND

One of the main challenges faced in diagnosing problems in any form of network lies in presenting the information to the user in a form that is understandable to them. This section looks at some background techniques that may assist in bringing more meaningful semantics to this complex data and applying the semantics to enhance the HAN management. This is a rapidly evolving research area with significant growth in the digital/smart home domain, in particular addressing the challenges of evolution and heterogeneity of HAN technologies and varying user requirements. Focusing on the complex HAN environment, Brennan, et al. [16] presented a policy-based federated service management architecture that addresses these concerns for digital home devices participating in end-to-end communications services. Jennings [5] proposed an autonomic network management scheme, which allows a network system to self-govern its behavior within the constraints of the human-specified goals.

Another effective strategy is to provide tools for non-expert users to understand and manage their network in a visual solution. A novel interactive visualization system [15] was proposed as an approach to monitor the data collected from a home router and control bandwidth usage for family users. Eden [21] is a network management system which delivers a simple drag-and-drop visual representation of network devices and settings to perform management tasks, which eliminates the barrier and cost of understanding the details of network monitoring and maangement.

Ongoing network monitoring research points to the appropriateness of visual dashboards for network monitoring and management tasks. Dashboards are used to support a broad spectrum of information visualization requirements, ranging from raw data presentation to abstract overviews and correlations of information. Krasner and Pope [22] classify dashboards by three rules, strategic, analytical, and operational, where dashboards should provide a quick overview for the decision maker to monitor or forecast. Analytical dashboards should present the information along with greater context, more extensive history and suitable performance evaluation. Operational dashboards offer an interactive interface between user and data. There is a synergy between classified dashboards and information visualization for network monitoring/management purposes.

Another problem for the wireless HAN management is to gather the real-time data by using appropriate processes and tools. There are many tools that can be used to extract information from the drivers for a particular wireless network ports, most notably Wireshark and Tshark [18]. These can be used to provide metrics about the packet-level throughput for individual ports and also report on the radio environment, including antenna signal strength and noise levels. The ability to use such metrics for network management functions has been largely addressed in the context of wireless mesh networks [19]. They have also been used to provide a consistent monitoring system for billing and network health monitoring in mesh and HAN environments [20].

In order to support a higher level management by adding domain knowledge to raw monitoring data, a new concept in data enrichment process can be used - Semantic Attributes [6]. Semantic attributes are pieces of semantic encodings created by domain experts to support non-expert user exploration of an information domain. Semantic attributes encapsulate encoded expert insights for a given domain, supporting personalization and interlinking according to an end-user's preferences. This data abstraction, enhancement, and classification process supports the ability to leverage higher level semantics. OWL ontology [23] provides a series of species, serializations, and syntaxes to represent knowledge which could be understood and reused by the machine and applications on the web.

Complex interactive visual presentations and semantic processing require a robust, flexible and extensible technology structure. Rich Internet Applications (RIA) are strong competitors. This approach is classified by Bozzon [8] as a set of visual technologies to provide a rich web-based, engaging, lightweight, highly accessible user experience, which is delivered by a standard web browser via a plug-in. Flex is a Flash Plug-in driven RIA technology proposed by Adobe Inc. A market intelligence report [9] showed that Adobe Flex-based applications are compatible with 98% Internet-connected computers and a growing number of mobile devices.

III. SYSTEM DESIGN

The proposed approach utilizes domain-expert knowledge that is embedded into the system in two processes: the semantic annotation process, and the ontology-driven event detection and analysis process, thereby forming a layered architecture. The core components of HANMS and will be detailed in the following sections.

A. Example Use Case

This section presents a typical HAN that HANMS should be able to operate in. The example HAN has three active devices: one is an iPad which can be used for VoIP calls, the second is an XBox acting as an IPTV client, and the third is a laptop PC which is used for web browsing and email. All of these may be connected to a home gateway device via IEEE 802.11 WiFi. Performance degradation may be caused by: (i) someone interfering with the wireless signal by using a radio-controlled toy or microwave oven, (ii) a neighbor initiating some WiFi activity in the same channel – causing interference, or (iii) some hardware may develop a fault, (iv) the iPad or laptop may move out of range of the WiFi basestation, or (v) the PC user may upload a large file which congests the network. Such events will have different impact on the end-user's perceived quality of both the networking service and application-level services. However, the user may not have the

technical expertise to examine performance logs of the HAN devices to diagnose the cause of problems in real time. Such technical expertise may only be available from highly trained but expensive support staff. If the user could diagnose these easy to resolve problems this will avoid unnecessary contact with support staff and reduce the operating costs for both network provider and HAN users.

B. Semantic Annotation

Semantic Annotation aims to enhance the immense amounts of heterogeneous data collected with the discrete semantic encodings of domain expertise in order to support the high-level logic reasoning and bridge the understanding gap between the raw data and the non-expert user [6]. In the initial semantic annotation process, the raw data is associated with semantic attributes [6], which encapsulate the expert's subjective insights of a domain. In HANMS, semantic attributes are encoded and identified in an XML-based model. These semantic attributes inform the enhancement of low-level data with semantics, where each contains the following:

- A semantically meaningful concept
- Parameters defined by experts
- Operators related to the particular parameter
- Values related to the particular parameter
- Links to the domain ontology
- Links to the domain metadata

Typically semantic meanings are encoded in this semantic attribute model with distinct and indicative concepts from a modeled domain. In the wireless network domain, the typical log data collected from the wireless device contains low-level metrics and values including Antenna Noise, Antenna Signal, Throughput, etc. For the non-expert user, these concepts, scales, trends, and particularly their values and units, are obscure and meaningless in most situations. By capturing and representing the opinions of a domain expert, the raw data is collected with extra information about the source device and time, and then this data is correlated with pre-defined metadata. For instance, a piece of data presents as: generated by Device 13, at 13:01:01, with three metrics: Antenna Noise, Antenna Signal and Throughput. Then this piece of data is enriched and annotated according to the definition of semantic attributes.

TABLE I. THREE SEMANTIC ATTRIBUTE METRICS

Semantic Attribute	value: 'Good'	value: 'Moderate'	value: 'Bad'
Antenna Noise	<-90dBm	-90dBm to -80dBm	>-80dBm
Antenna Signal	>-74dBm	-74dBm to -86dBm	<-86dBm
Device Throughput	<1 Mbps	1Mbps to 2Mbps	>2Mbps

Table. 1 shows three candidate semantic attributes for a given device: "Antenna Noise", "Antenna Signal", and "Device Throughput", each with three high-level values "Good", "Moderate", and "Bad". For example, the semantic attribute "Antenna Noise" is given the value "Good" if the low-level antenna noise value is below -90dBm. (In the simplest case a semantic attribute is encoded using a low-level metric, some operator and reference values). This example semantic attribute is also referenced to the antenna noise metric in the metadata and the AntennaNoise_Good class in the domain ontology. The "Moderate" and "Bad" parameters are also described in a similar way.

TABLE II. SEMANTIC ATTRIBUTES OF DATA TREND

Semantic Attribute	Value: 'Disappear'	Value: 'Gentle Down'	Value: 'Gentle Up'	Value: 'Sharp Down'	Value: 'Sharp Up'	Value: 'Stable'
Trend	No data	<30% Down	<30% Up	>30% Down	>30% Up	<10%

Semantic attribute are not only applied in the data classification, but also in the data trend description (Table. 2). In the prototype of this work, the raw data is inspected every three seconds, and the trend in the three-second-dataset (Semantic Attribute: "Trend") is associated with corresponding semantic attribute values. The value "Disappear" indicates that the source of the data has vanished, so no new data exists in the dataset. "Gentle up/down" means the change in the dataset is less than 30% and "Sharp up/down" indicates the change is higher than 30%. "Stable" indicates that there is no significant change in the dataset.

Any parameterization of metric values for deriving values for semantic attributes is subjective and reflects the expert's perspective. For this reason all semantic attribute encoding rules are configurable at runtime, but based on domain expert input, each semantic attribute also includes default values. Because not all domain experts are familiar with XML encoding, it is difficult to hand-craft semantic attributes. This work presents 'expert widgets' in a Visualization Layer to allow non-technical users to create and adjust the semantic attribute values in real time. This means that HANMS gets accurate human-created semantic attributes without the cost of large amounts of manual effort.

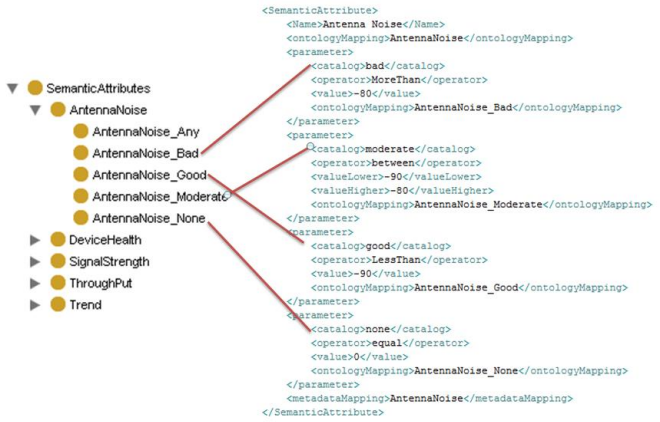

Figure 1. The mapping between Semantic Attributes and domain ontologies

In HANMS, semantic attributes are mapped to corresponding domain ontologies. As described in the mapping example (Fig. 1), the parameters of the semantic concept models (r.h.s) are linked to related domain ontology classes (l.h.s). The AntennaNoise_Any in this example indicates that the antenna

noise metric could be any value except none, which is useful in the ontology reasoning process for event detection and analysis. These mappings enable high-level data annotation to support ontology-based logic reasoning and naturally endow more complex semantic meanings to real-time data from heterogeneous resources, which is a foundation of the ontology-driven event detection and analysis process.

C. Ontology Driven Event Detection and Analysis

As discussed, HANMS enhances the raw data through an ontology-based semantic annotation process by mapping semantic attributes and domain ontologies. In addition, the enriched streams of log/performance data are observed and an event detection and analysis process is implemented based on expert defined domain ontologies. HANMS consumes a basic HAN component ontology (Fig. 2), which encodes general information about potential components in a HAN.

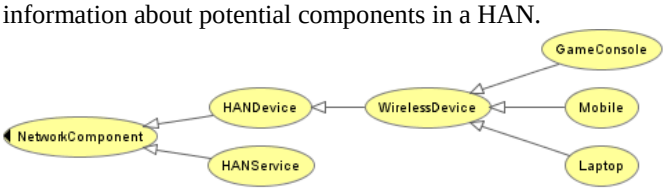

Figure 2. The basic HAN component ontology

In domain ontologies, network problems are defined as Events, which could be a significant change and may affect other devices or services of the HAN. As described in an extended domain ontology (Fig. 3), the *Event* class has a subclass called "*SuddenProb*" which can capture the case where a network problem happened within a short time period. The properties *afterPresents* and *beforePresents* of *Event* instances indicate the data trend within a dataset after or before the event. Another property *hasReason* links *Event* instances to instances of the *Reason* class, which represents possible reasons that may have caused this event. In the following sections, there is an explanation of the event detection and analysis process based on an instance of a *SuddenProb* event called "*DeviceDisappear*".

1) Event Detection

Once every second, HANMS observes the semantically enhanced data and related events, and checks for new instances of the *Event* class to detect if there is a new event occurred. The characteristics of the data streams, e.g. trends or data status (Good, Moderate, and Bad), before and after the current second are the fundamental criterion for the event detection process. The *afterPresents* (if available) and *beforePresents* are used to indicate data trends and characteristics, both of which have two sub-properties, i.e.: *afterPresents_essential*, *afterPresents_optional*, *beforePresents_essential and beforePresents_optional.* If the event meets all restrictions in essential properties, this detection is considered to be high reliability, encoded with the value "*probably*"; if it only agrees with some essential restrictions the value is "*maybe*"; where the value "*maybe not*" indicates that none of the restrictions are satisfied. In the "*DeviceDisappear*" event presented in the figure below (Fig. 3), the dataset should have following characteristics: the antenna noise value disappears resulting in an *AntennaNoiseDisappear* event; the signal strength value disappears resulting in a *SignalStrengthDisappear* event; and the throughput value disappears resulting in a *ThroughPutDisappear* event. Meanwhile, the data trend could present with any trend before the event. Therefore for a given unidentified event, *iff* the semantic attribute representing throughput for the given device has the value *ThroughPutDisappear* after the event and *ThroughPut_any* before the event, the HANMS reasoning process can identify the event as a high-level *DeviceDisappear* event.

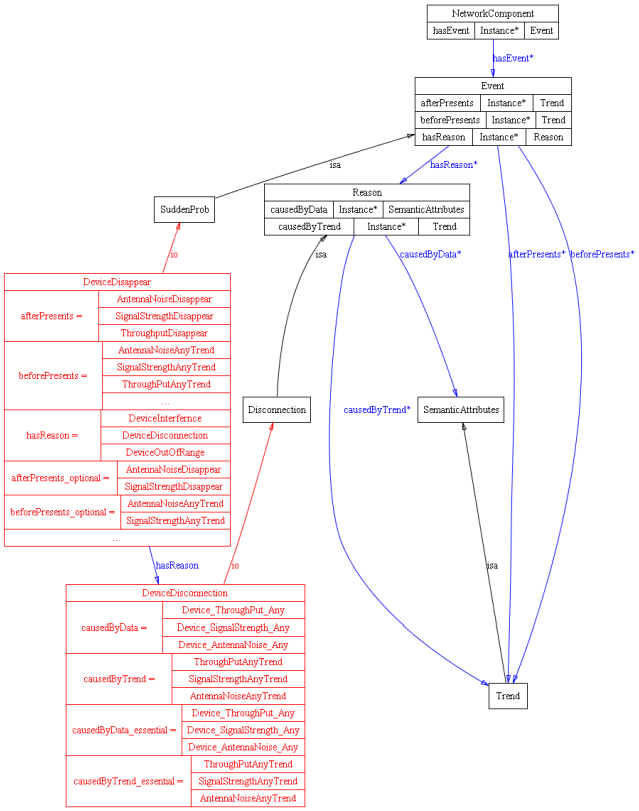

Figure 3. The visualized domain ontologies

2) Event Analysis

If an event is detected, the next step is to judge what reason caused this event. The event analysis process is implemented according to the data characteristics in a period (9 seconds) before and after the detected event. The semantic property "*hasReason*" links instances of the *Event* class to instances of the *Reason* class. In the *Reason* class, properties *causedByData* and *causedByTrend* also have essential and optional sub-properties. The reasons are evaluated and presented according to three probability levels, "*probably_causedBy*", "*maybe_causedBy*" and "*maybe_not_causedBy*". As encoded by the domain expert in the domain ontology, the "*DeviceDisappear*" event has three potential reasons: manual or automatic device disconnection, interference, and out of range. For each potential reason, we analyze annotated semantic attributes of the antenna noise, signal strength and throughput before and after this event and based on the data characteristics and trends, HANMS can infer

a probable cause for a given newly identified and reasoned event.

D. System Architecture

In home networks, the addressed challenges are compounded by the need to provide a system for normal HAN users to understand and observe how the HAN and domestic wireless devices work in real time and to perform a dynamic problem analysis with the expert knowledge embedded through defined semantic attributes and domain ontologies. For these reasons HANMS is required to realize the following goals:

- An extensible architecture with high compatibility and usability
- Support heterogeneous input data with semantic attribute and domain ontology consuming capabilities
- Enhance and annotate the raw data with semantic meanings
- Domain ontology driven network intelligent problem detection and analysis
- A user-friendly visual interface for the non-expert user monitoring the HAN
- Appropriate visual widgets for domain experts to define/adjust semantic attributes and analyze the problem occurrence with real data

According to these goals, HANMS was designed in a layered architecture (Fig.4) with three distinct layers: Data Preparation Layer, Semantic Processing Layer, and the Visualization Layer. To achieve the high compatibility and usability requirements, HANMS was designed using Flex, a popular RIA technology, to realize the Visualization Layer and a server-client structure for the whole system.

1) Data Preparation Layer

The heterogeneous input data collected from the home wireless devices are associated with related Semantic Attributes, which are defined in XML format by the domain expert (with visual support) and loaded into the system. In this process, the raw data are annotated with the pre-defined semantic meanings in real time and prepared in a semantic meaningful structured data stream for the Semantic Processing Layer.

2) Semantic Processing Layer

This layer loads additional, expert-defined domain ontologies, and classifies them according to upper-level Event Ontologies and Reason Ontologies. The Event Ontology describes the features of a network problem event. The Reason Ontology is used to infer the reason causing a network event. Based on the Event Ontology, new network problem events are detected from the real-time structured data stream and related causal reasons are judged and analyzed according to the Reason Ontology. The real-time annotated data, detected events and related reasons are then pushed to the Visualization Layer as visualizable data objects.

3) Visualization Layer

In the Visualization Layer, several user-friendly widgets are designed for the non-expert users to understand and monitor the HAN according to the received visualizable data objects through the communication middleware. As an RIA system, the client side logic could be executed in this layer to realize the complex interaction behaviors. Expert widgets are also involved in this layer to assist the domain expert to define/adjust the Semantic Attributes and review the network problem event from the data point of view. It is particularly noteworthy that the data objects received from the semantic processing layer are independent of any particular visualization widget, so the visualization layer can embed additional expertise-driven logic to select or personalize the most appropriate presentation widget for a given combination of data/user. This separation of domain-specific expertise from visualization-specific expertise improves on the current approach of embedding domain reasoning, and associated domain-level assumptions, in the presentation layer.

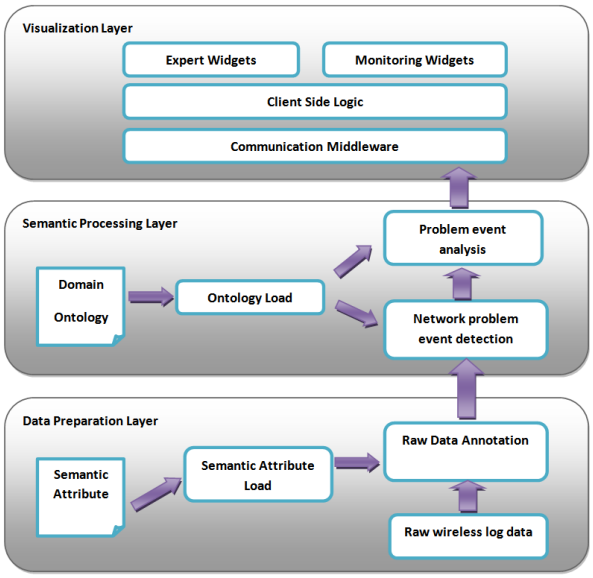

Figure 4. HANMS Architecture

IV. System Implementation

By using the selected technologies and approaches to meet the goals mentioned above, a prototype has been developed and deployed from a local server. Raw wireless log data was collected from a physical wireless monitoring test-bed and loaded into a simulation engine for demo and test purposes. HANMS is fed by the simulation engine to generate several wireless device log data streams every second seeded by the data collected from real wireless devices. The expert defined semantic attributes are stored in an XML database, eXist [9]. The server-side HANMS logic, which imports semantic attribute definitions and domain ontologies, was developed in J2EE and deployed on a Tomcat server in the local network. The HANMS client-side (implemented in Flex) visual components communicates through Blazeds middleware [10].

In order to present the semantically meaningful data, an Information Visualization approach [13], which visually represents and organizes abstract information in schematic form [14], was selected. A set of Visualization Widgets have been applied into three focused perspectives to expose the system functionality (See figures 5, 6, 7).

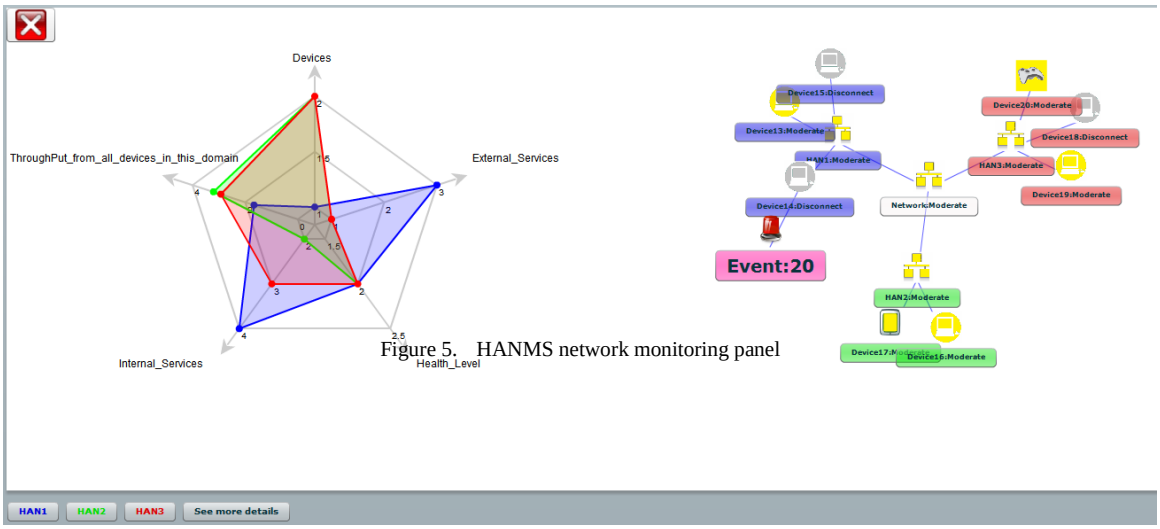

Figure 5. HANMS network monitoring panel

A. *Focus on the home area network monitoring*

In this focus (Fig. 5), we aim to investigate how to present the home area network with semantic meaningful real-time data in the monitoring purpose. The HANMS network monitoring panel (Fig. 5) contains two widgets to express the HANs diverse perspectives. In this scenario, there are three linked HANs, HAN1 in blue, HAN2 in green and HAN3 in red. The radar chart widget is used to present the general information of the whole network. The equi-angular spokes indicate the number of devices, the number of external services, the number of internal services, the aggregate health level, and the total throughput of the different HANs. In this widget, the bigger size means the corresponding HAN is more active. Another Graph chart widget is applied to describe the current situation of individual devices in different HANs. The icon of each device presents the device type, as laptop, xBox, iPad, etc., and the icon color stands for the device health level, green (good), yellow (moderate), red (bad) or grey (disconnected). If an event is detected, there will be a red alert light linked to the device where the event happened.

B. *Focus on the event detection and analysis*

If the detected event is clicked, the HANMS event panel (Fig. 6) will emerge to present the event analysis process. In this scenario, according to the domain ontology-based reasoning, the inferred "*Device Disappear*" event is annotated with three reasons, each with an associated probability: i.e.: "*probably*" caused by "*Disconnect*", "*maybe not*" caused by "*OutOfRange*", and "*maybe not*" caused by "*interference*".

Based on the analysis result, the "*Device Disappear*" event is most probably caused by a sudden physical disconnection of the device. The line charts show what happened within the period of 9 seconds before and after the event, and the background color indicates the semantic attribute thresholds. In this case, the antenna noise, antenna signal, and throughput suddenly go to zero, so the system inferred that the event was caused by "*Disconnect*". By presenting the real data, along with the correlation thresholds, it is much easier for the non-expert user to understand the analysis process.

C. *Focus on the expert's point of view*

Another focus of HANMS is to provide suitable widgets for domain expert (or advanced user) to adjust the semantic attribute thresholds and personalize the event analysis process from their point of view. In the expert perspective (Fig 7), it is possible for a domain expert to understand and judge the event from the raw data. A temporal visual interface allows the expert to navigate back previous intervals to manually evaluate whether the event is detected and analyzed correctly by HANMS.

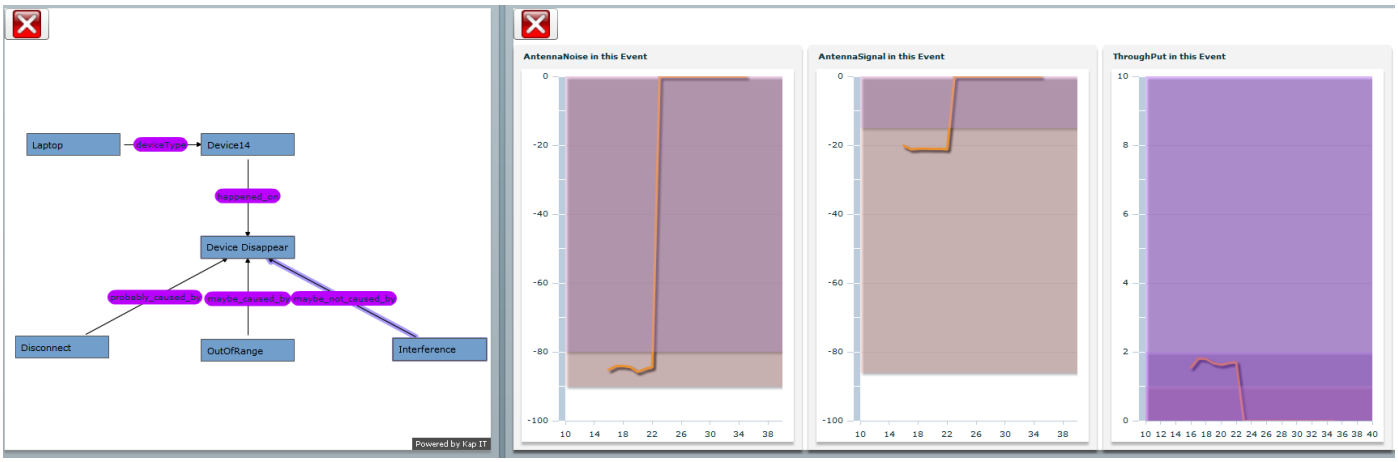

Figure 6. HANMS event panel

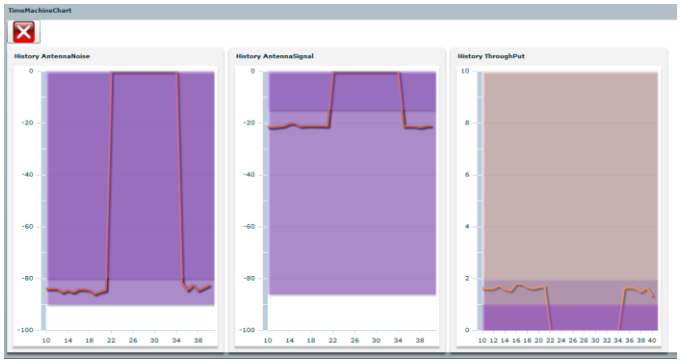

Figure 7. HANMS temporal visualisation panel

The HANMS expert panel (Fig. 8) then allows a convenient mechanism to adjust/redefine the value of semantic attributes. Any change is reflected to the monitoring panel and the event panel immediately.

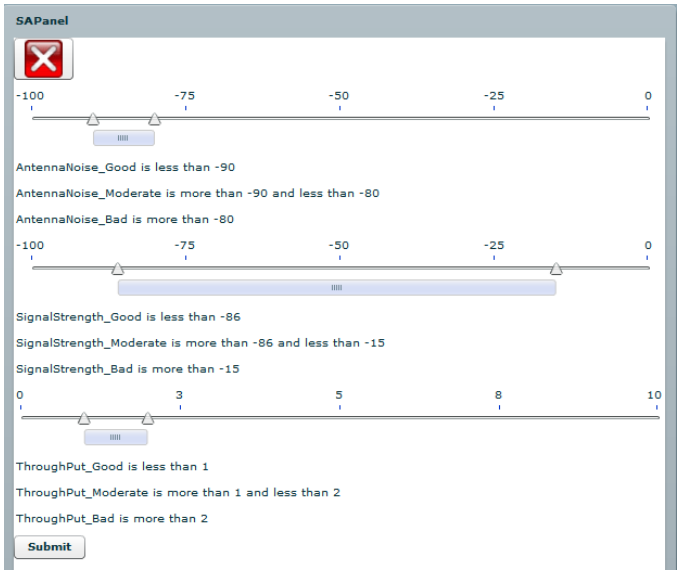

Figure 8. HANMS expert panel

V. System Evaluation

After developing and deploying the HANMS prototype, an evaluation was scheduled to gather feedback about its operation, whether it matches defined goals, and user perception. During the evaluation procedure, participants were divided into two groups, normal user and expert, based on background networking knowledge, and they were invited to use this system for three simulated different tasks. They then completed a feedback questionnaire on the functionality, effectiveness, efficiency, usability, user-interface, and limitations of HANMS.

The questions were presented in a SUS-based [11] questionnaire, followed by statements which participants can rate on a Likert scale: Strongly Agree, Agree, Disagree, and Strongly Disagree, for qualitative analysis. Participants were encouraged to provide qualitative feedback on the three different tasks, to enable the gathering of data for analysis which has not been collected for quantitative analysis. Three tasks expose three common problems in the daily HAN usage in different scenarios (location, the ease of detection, the ease of understanding, etc.).

In the questionnaire, the first 13 questions are for normal users and 14-17 questions are prepared for the expert. Question 1-3 is applied to get the feedback about usability. The visual interface design is evaluated in question 4-7. The question 8-10 is used to test the effectiveness and the 11-12 is to support the functionality. The13th question evaluates the efficiency and 14-17 is for experts only. To date, 19 volunteers have participated this evaluation, and 4 of them were domain experts. The answers are ranked to express the feedback result from negative to positive.

TABLE III. HANMS EVALUATION RESULTS

Rank	Strongly Disagree	Disagree	Agree	Strongly Agree
Usability	2	2	20	*33*
UI Design	0	7	*38*	31
Effectiveness	4	13	*21*	19
Functionality	3	3	*24*	6
Efficiency	0	0	*11*	8
Expert support	0	4	*6*	*6*

According to the result table (Table. 3), the majority of feedback is positive, especially in the usability and UI design. Most participants agree that HANMS is usable by a non-expert user. More than 70% of participants believe HANMS could detect and analyze the simulated network event effectively. As a result of the test tasks, 50 out of 57 HANMS observations were correct, which indicates that even in its current prototype state HANMS is suitable for different tasks in different scenarios. 16 of the 19 volunteers thought the existing functions of HANMS were sufficient. Moreover, nearly all participants agree that this network monitoring tool is more efficient than the traditional ones. Experts could also get appropriate assistance in HANMS. However, the evaluation results reflect some limitations: HANMS is not sufficient to show multiple complex events; the historical data should be associated with the monitoring panel; and the probability of reasons could be quantified and presented in a more intuitive way.

With the results from the evaluations above, we can conclude this HANMS prototype has already achieved most of the requirements and the addressed limitations could be improved in the future development. This prototype will be setup in a real home scenario to evaluate the commercial potential for HAN usage.

VI. Future Work and Conclusion

The current HANMS prototype is still under development, and has potential to support more features. For high-level network management, a service-based approach to HAN monitoring merits further development. In particular, HANMS has the potential to integrate with a composite UPnP-based [12] smart

home service. In Etzioni's work [17], the knowledge models of UPnP events and faults are expressed as an OWL ontology. By consuming this domain ontology, it is possible for HANMS to monitor composite/federated home network services from within the HAN or from a service provider domain.

Compared to current device-based monitoring, a service-monitoring approach aims for a more effective and efficient approach to monitor and manage potentially composite services with high complexity. The presentation widgets should wrap event occurrences and faults in a more user-friendly presentation, while maintaining the related data and analyzed results to support the non-expert user to perform high-level network management operations based on the monitoring outcomes. It is therefore necessary to correlate the service ontology with the lower-level device event ontology, and extend the visual components to provide an adaptive representation and more interactive experience.

This work will also aim to extend ongoing work towards the abstraction of complex management tasks so that the non-expert user can understand how to iteratively view, control and compose the high-level monitoring information and high-level management tasks. In order to make sense of complex management data and tasks, the data and task should be abstracted and contextualized to the personal viewpoint of the non-expert user. This would support the manipulation and control of the managed system from a high-level abstraction of user goals to low-level concrete control actions [24].

According to the deployment and evaluation result, this HANMS prototype could assist ordinary end users to understand, diagnose and resolve potential problems in their home wireless networks, which presents a significant opportunity to reduce support costs and increase user satisfaction. This prototype also proved that it is possible to combine semantic technologies and visualization technologies to support network monitoring/management.

ACKNOWLEDGEMENT

This work was funded by Science Foundation Ireland via grant 08/SRC/I1403 — Federated, Autonomic Management of End-to-End Communications Services (FAME).

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