

What does a Pan European  
Laboratory implementation mean  
for you

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# Potential Customer

## DIFFERENT TYPES OF CUSTOMERS

- researchers
- companies, manufacturers
- operators
- service providers
- end-users
- projects

## BENEFITS

- distributed location
- distributed knowledge
- usage contexts are different
- resources are different
- larger testbeds

# Potential Customer

## REQUIREMENTS

- real-life laboratories
  - not to disturb real customers
  - taught test users or left-alone test users
- movable testbeds
- PEL should guide to the right Lab by giving the criteria of the test group (age, natinality etc.)
- interoperability, etc. would a given system work in a given environment or set-up
- outsourced testing requires interconnection between test providers (smaller entities)
- test sites should have the chance to specialise in what they test best
- user-involvement in all phases: Note also in FUTURE INTERNET!
- quality of service
  - PEL quality of certificate
  - customer experience based rating
- reclamation → insurance, liability issues
- open source based
- light bureacracy
- IPRs
- needs of the projects to demonstrate their results

# Potential Customer

## Questions

- how to handle the independent links to outside the community → centralised?  
maybe not
- trust

# Testbed provider

- company's partly public testbeds
  - based on operator
  - based on manufacturer
- academic laboratories
- projects
- with different specialities
  - different resources
  - different layers
- different panlabs
  - federate the federated testbeds

# Testbed provider

## Requirements

- joining easily
- find the complementing facility in order to offer a complete test
- independent testbeds has to be able to specialise in their best expertise
- need to save the platforms of different projects for the future projects
- economical resources to update the technology  
→ can not be profitable, has to be public
- neutrality
- the promise not to disclose the customer or the test provider, only for PEL members
- independent
- different levels, different services in terms of neutrality
- back-up plans, also in terms of human capital
- lessons learnt shared → monitoring, recording
- lessons learnt in positive sense as well
  - share the information and experience to create new ideas and processes
- academia needed to teach best practises