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Viewpoints; 1.7. Bibliography; Chapter 2. User Needs Analysis Methodology for the Design of Traveler Information Systems; 2.1. Introduction; 2.2. Traveler information: a pluridisciplinary matter; 2.3. The example of the P@ss-ITS project; 2.4. RAMSES methodology for the collection, analysis and modeling of user needs; 2.4.1. Information flows in RAMSES; 2.4.2. Generic diagram of information flow; 2.4.3. The steps in RAMSES; 2.5. RAMSES in the context of the P@ss-ITS project; 2.5.1. The preparation of collections; 2.5.2. The methodology of data collection; 2.5.3. The analysis of collections; 2.5.4. The definition and evaluation of new services; 2.5.5. Modeling and specification based on P@ss-ITS data; 2.5.6. MASSIV; 2.6. Conclusion; 2.7. Bibliography; Chapter 3. A Generic Method for Personalizing Interactive Systems: Application to Traveler Information; 3.1. Introduction; 3.2. Personalization in HCI: examples of existing approaches, at the origin of the approach proposed; 3.3. PerMet: method for the development of personalized information systems; 3.3.1. Analysis of the service; 3.3.2. Design of the service; 3.3.3. Implementation of the service; 3.3.4. Analysis of agents; 3.3.5. Design of agent behaviors; 3.3.6. Implementation of agent behaviors; 3.3.7. Integration; 3.3.8. Evaluations; 3.4. PerSyst: personalization system supporting the PerMet method; 3.4.1. General architecture and design of PerSyst; 3.4.2. The coordination agent; 3.4.3. The communication agent; 3.4.4. Administration agent; 3.5. Application to the public transport of people: itinerary search; 3.5.1. Scenario; 3.5.2. Analysis of the personalized transport service; 3.5.3. Design of the personalized service; 3.5.4. Implementation of the personalized service; 3.5.5. Analysis of constitutive agents of the personalized system; 3.5.6. Design of agent behaviors; 3.5.7. Implementation of the agent behaviors; 3.5.8. Integration; 3.5.9. Evaluations; 3.6. Discussion about the possibility of generalization relative to personalization; 3.7. Conclusion; 3.8. Bibliography; Chapter 4. A Formal Framework for Design and Validation of Multimodal Interactive Systems in Transport Domain

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#### Sommario/riassunto

The human-computer interactions are more and more present in our everyday life, and lead to many conceptual and methodological problems for the designers and evaluators of interactive systems. This book is about Human-Computer Interaction in Transport domain, in which the traveler becomes a user of information systems, particularly before and during the travel(s). This book will focus on traveler information and personalized systems, using a human-centered design approach.

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