# Engineering human-based services in elastic systems

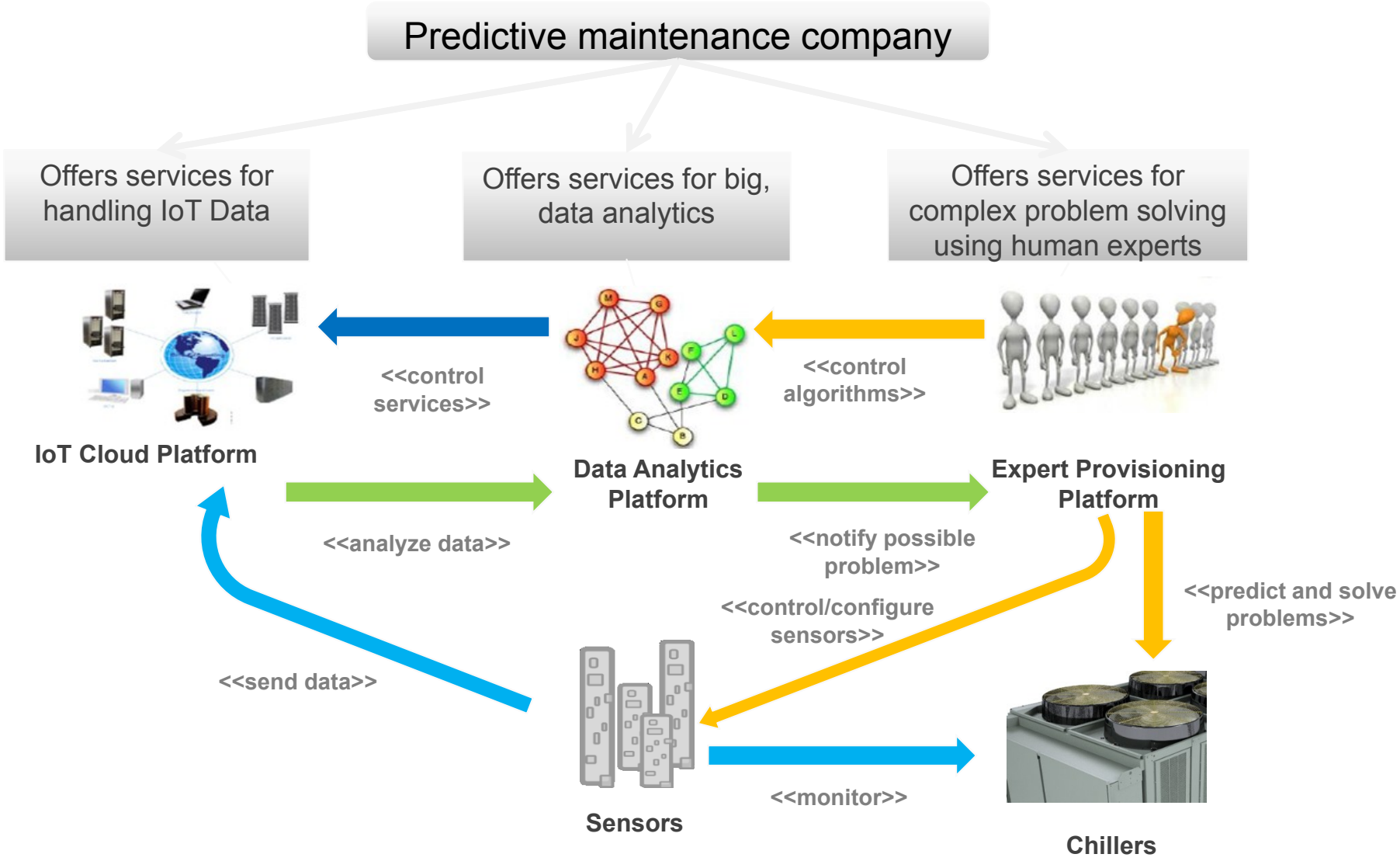
Hong-Linh Truong
Distributed Systems Group, TU Wien

truong@dsg.tuwien.ac.at
http://dsg.tuwien.ac.at/staff/truong
@linhsolar

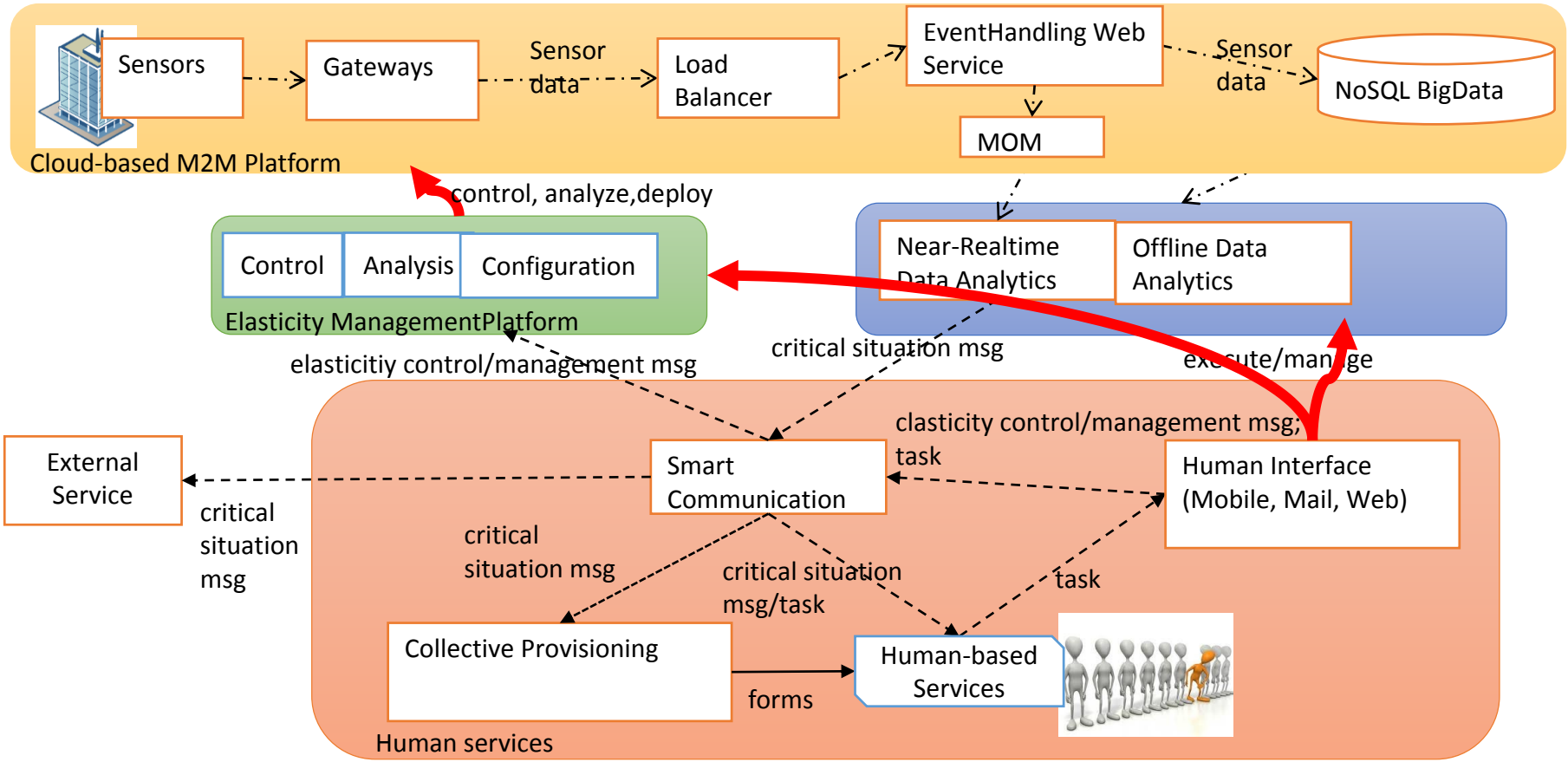
# What this lecture is about?

- Motivating scenarios
- Human service units
- Provisioning and employing human service units – frameworks

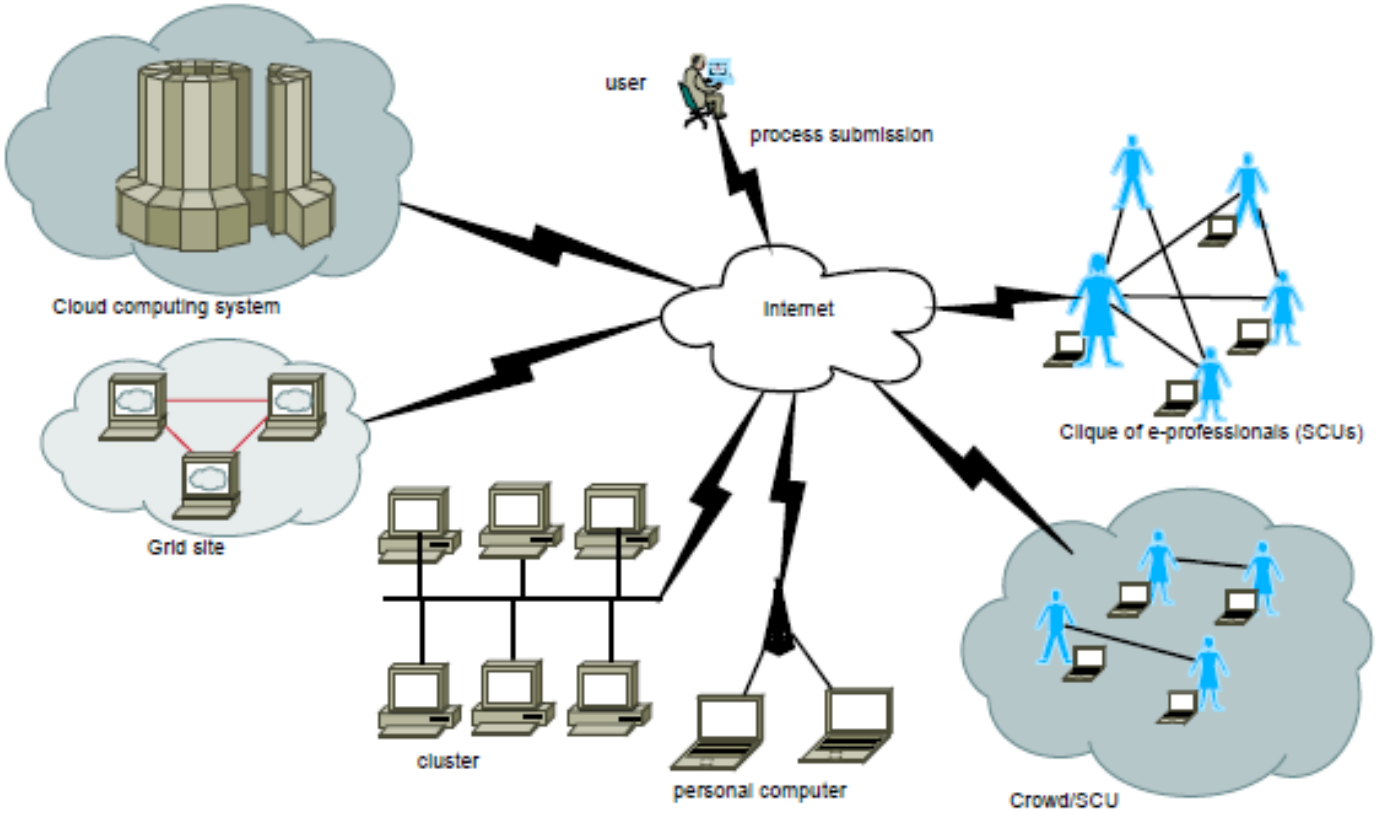
# Scenario


Predictive maintenance company
Offers services for handling IoT Data
Offers services for big, data analytics
Offers services for complex problem solving using human experts
IoT Cloud Platform
<<control services>>
Data Analytics Platform
<<control algorithms>>
Expert Provisioning Platform
<<analyze data>>
<<notify possible problem>>
<<control/configure sensors>>
<<predict and solve problems>>
<<send data>>
Sensors
<<monitor>>
Chillers

# Integrated systems of software, things and people services

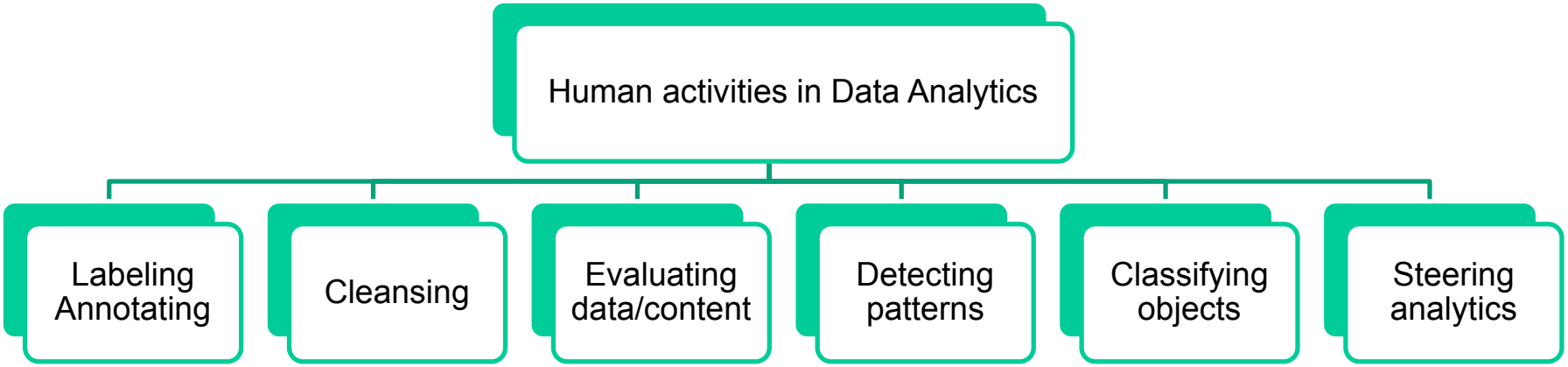


# Human-based services for solving complex problems (2)




But how to program human-based services and software-based services together?

# Example: some common tasks in data analytics



# Human service units in data analytics -- functions

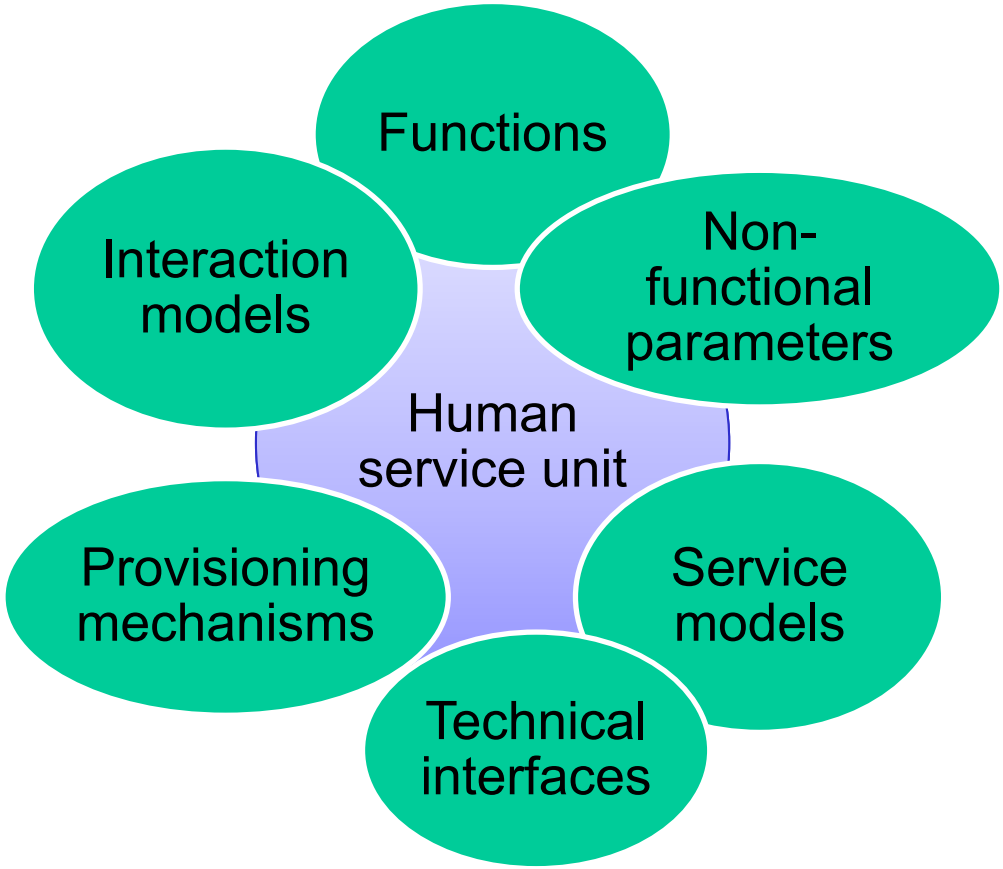
- Evaluating: is the quality of picture good?
- Classifying: is it  a man‘s or a woman‘s picture?
- Detecting: any unidentified object in a picture?
- Labeling: adding location information of a picture
- Cleansing: remove duplicated pictures
- Steering: the quality of picture is bad, should we continue to merge it with others?

How to model such functions for human units ?
E.g., with WSDL or REST?

# HUMAN SERVICE UNITS

# Human service units

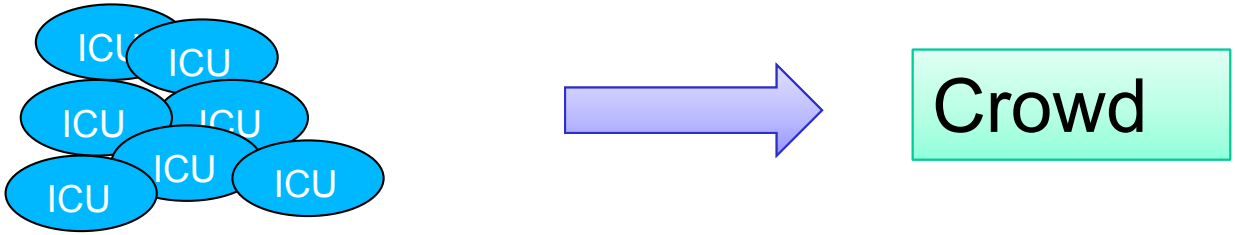
Human acting as a „service unit“



# Forms of human service

- Individual Compute Unit
  - An individual is treated like „a processor“ or “functional unit“. A service can wrap human capabilities to support the communication and coordination of tasks
- Social Compute Unit
  - A set of people and software that are initiated and provisioned as a service for solving tasks
- Web services interfaces can be built
- Different pricing models and different quality models

# Human service units – provisioning mechanisms (1)




- An infrastructure can be introduced for accessing many ICUs in a crowd
  - Allow people to register their service unit capabilities
  - Facilitate communication, task bidding, retrieval and result delivery
  - Act like a marketplace: multiple providers and multiple consumers

# Human service units – provisioning mechanisms (2)


- An „infrastructure-as-a-service“ for ICUs
  - Facilitate communication, task retrieval and result delivery
  - Single ICUaaS provider and multiple consumers

# MTurk as an ICU provider

Your Account | HITs | Qualifications

Introduction | **Dashboard** | **Status** | **Account Settings**

**Mechanical Turk is a marketplace for work.**

We give businesses and developers access to an on-demand, scalable workforce.
Workers select from thousands of tasks and work whenever it's convenient.

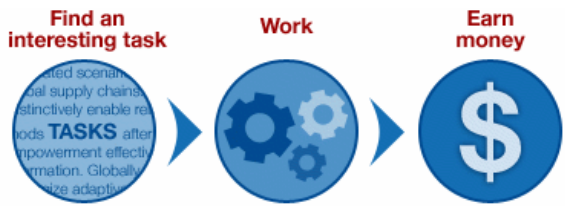
**1,102,549 HITs** available. View them now.

## Make Money
### by working on HITs

HITs - *Human Intelligence Tasks* - are individual tasks that you work on. Find HITs now.

**As a Mechanical Turk Worker you:**

- Can work from home
- Choose your own work hours
- Get paid for doing good work




Find HITs Now

or learn more about being a **Worker**

## Get Results
### from Mechanical Turk Workers

Ask workers to complete HITs - *Human Intelligence Tasks* - and get results using Mechanical Turk. Get Started.

**As a Mechanical Turk Requester you:**

- Have access to a global, on-demand, 24 x 7 workforce
- Get thousands of HITs completed in minutes
- Pay only when you're satisfied with the results

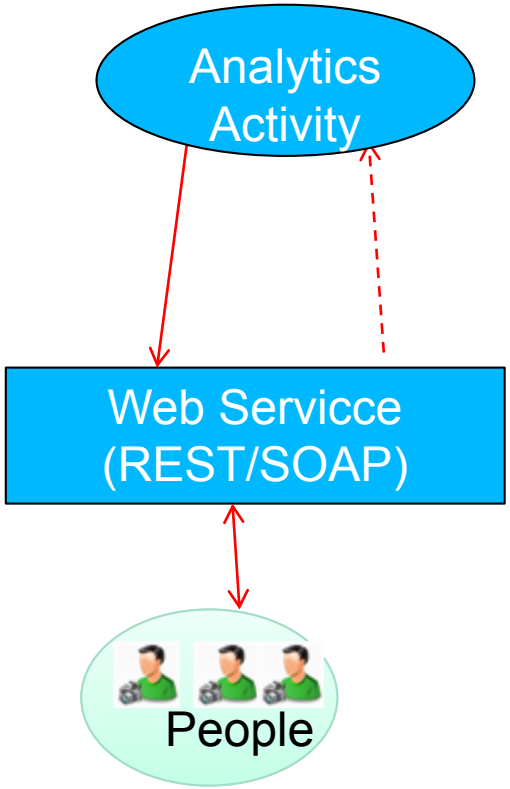

Get Started

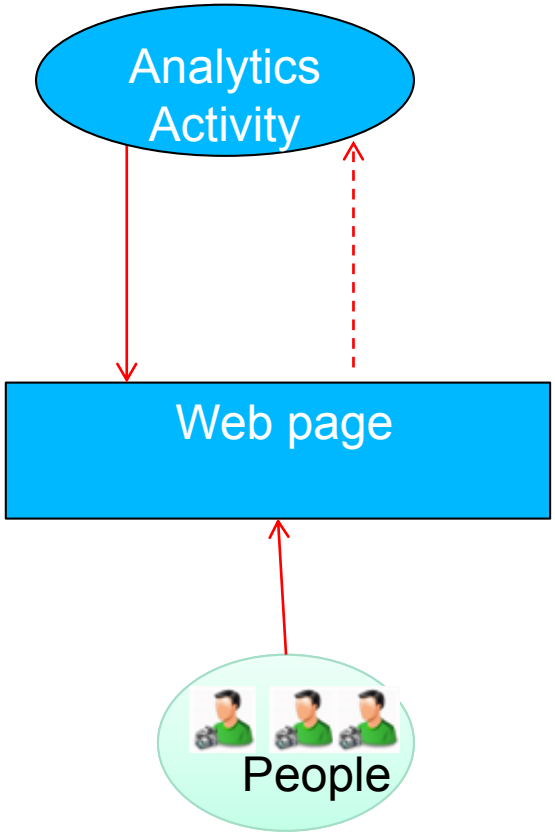
FAQ | Contact Us | Careers at Mechanical Turk | Developers | Press | Policies | State Licensing | Blog | Service Health Dashboard

# Human service units – provisioning mechanisms (3)

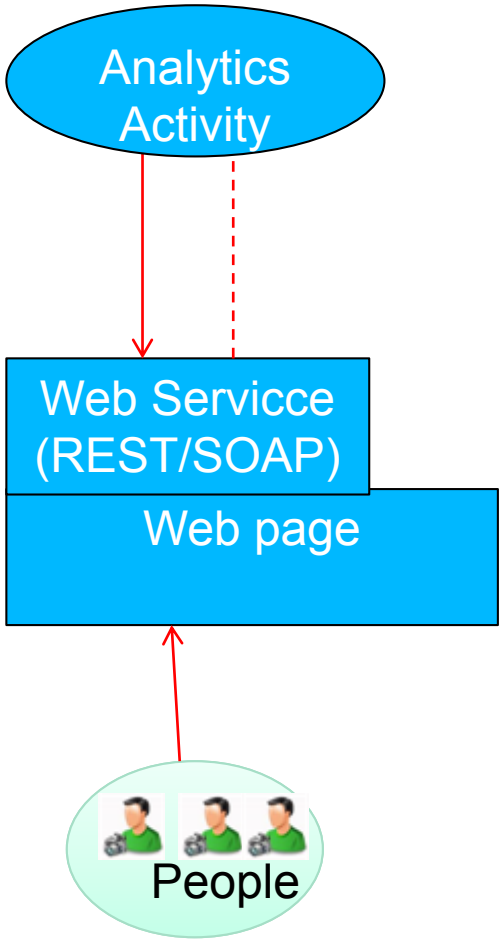

- An „infrastructure-as-a-service“ for SCUs
  - Facilitate communication, task retrieval and result delivery
  - Single SCUaaS provider and multiple consumers

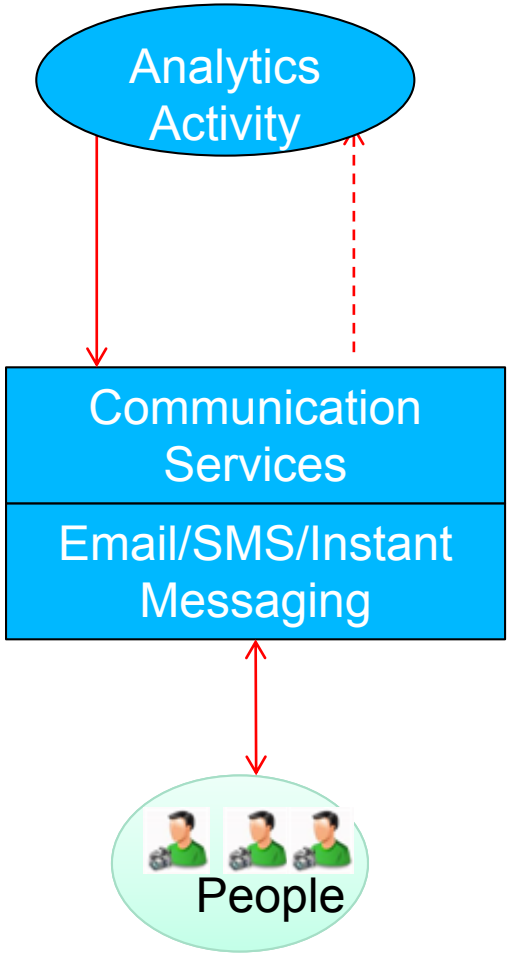
# Human service units – technical interfaces (1)



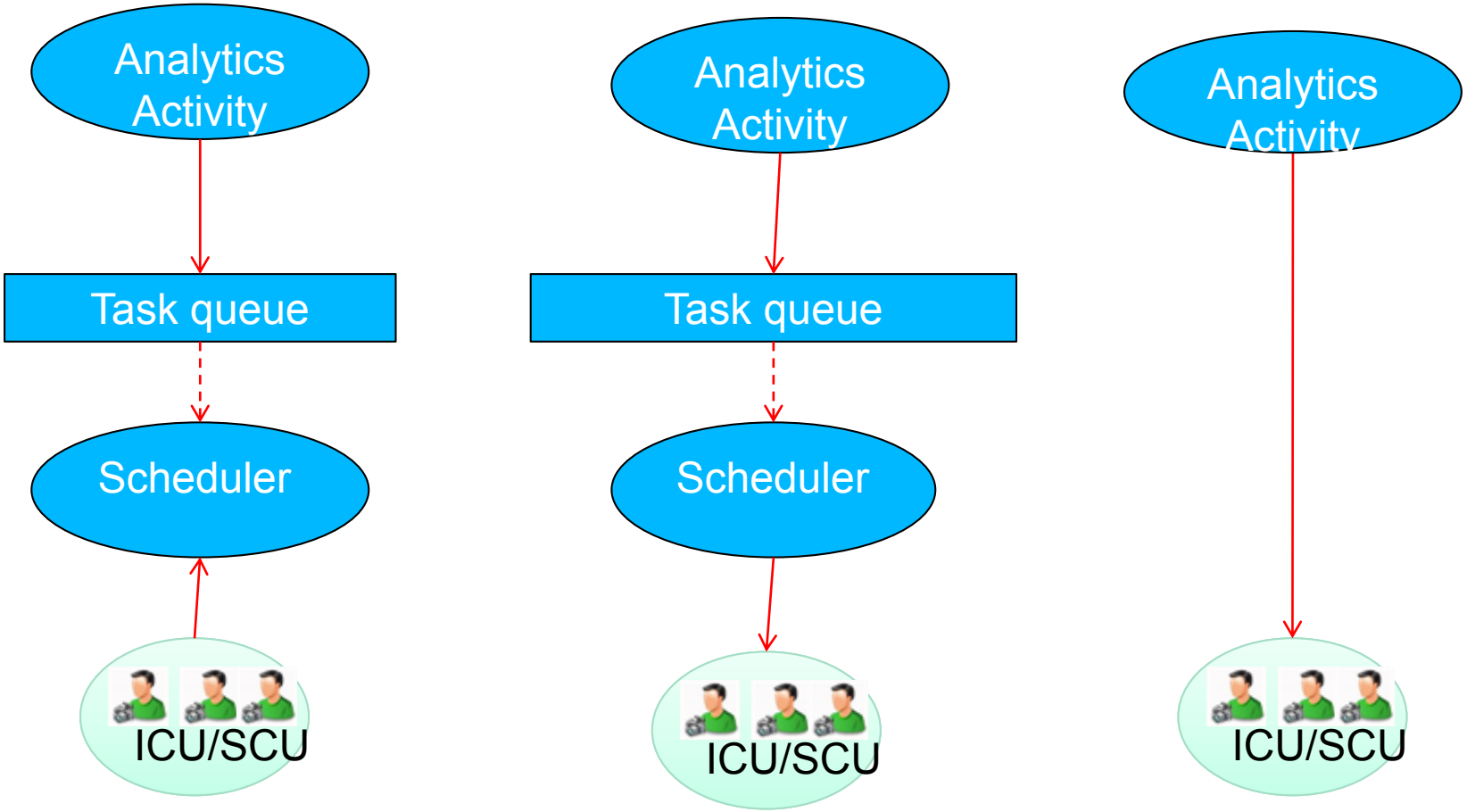



# Human service units – technical interfaces (2)

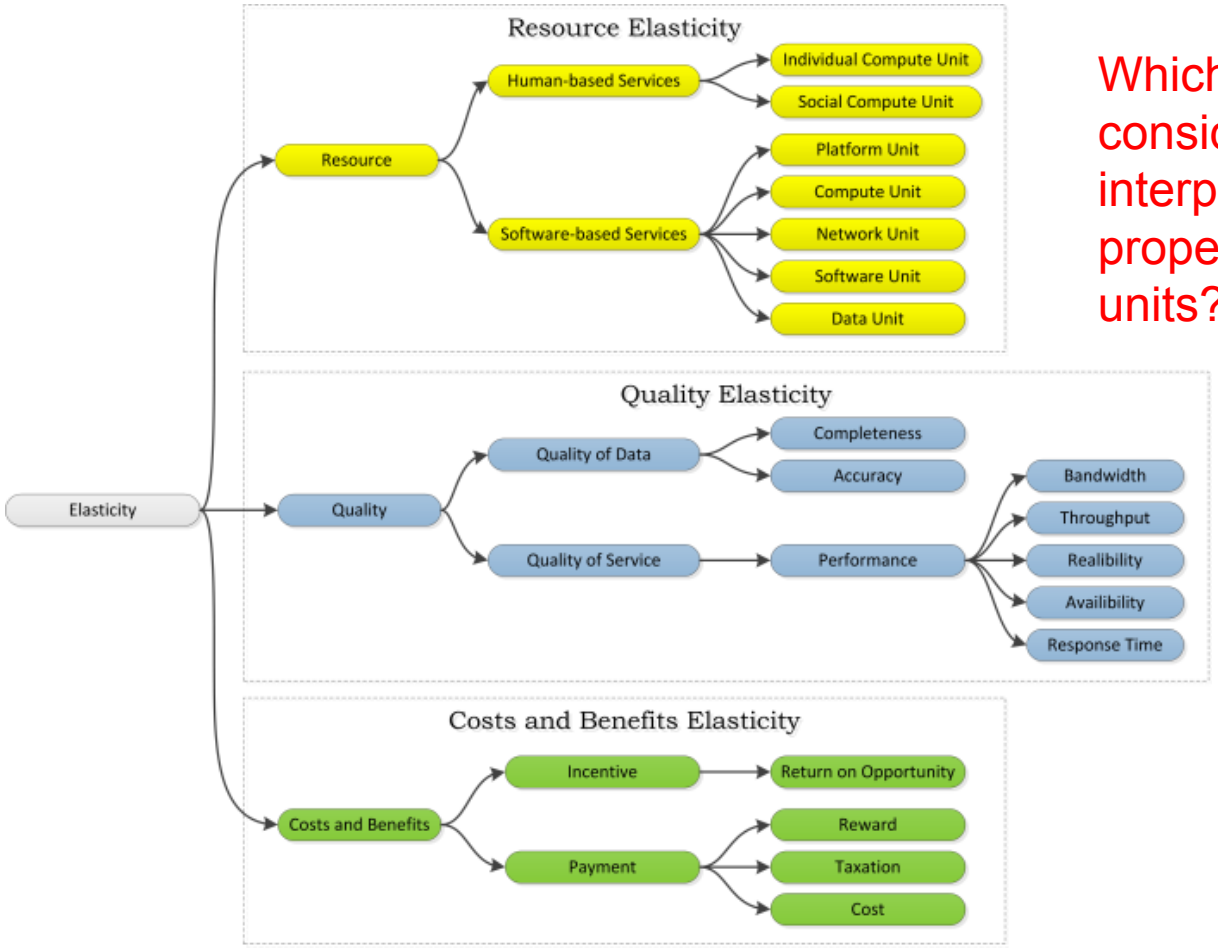


# Human service units – interaction model



# Human service units -- NfPs




Which are important considerations when interpreting non-functional properties for human service units?

# Incorporating human units into complex processes

- How to provision and employ human compute units?
- How to select human units?
- Where to place human units in data analytics and why?
- How to monitor and test human units in data analytics?

# PROVISIONING AND EMPLOYING HUMAN SERVICE UNITS-- SOME FRAMEWORKS

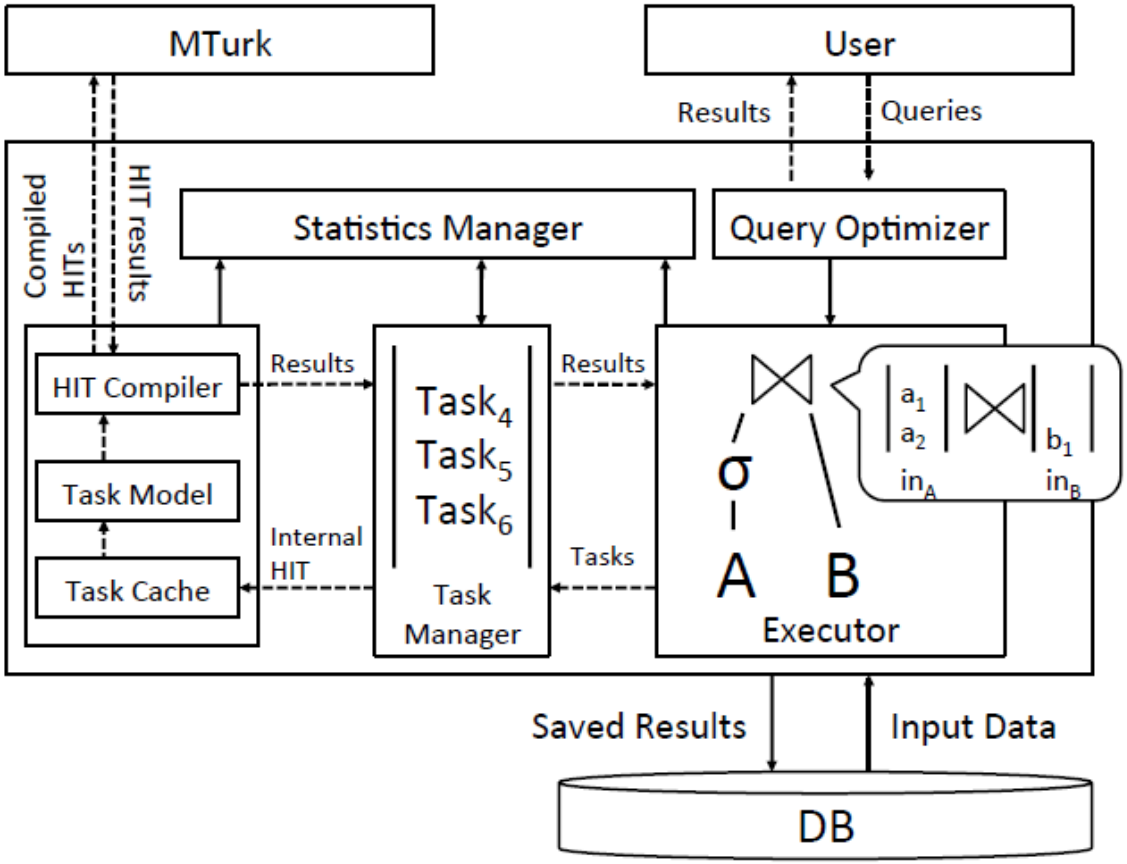
# Qurk system architecture (1)

```
SELECT c.name
FROM celeb c JOIN photos p
ON samePerson(c.img,p.img)
AND POSSIBLY gender(c.img) = gender(p.img)
AND POSSIBLY hairColor(c.img) = hairColor(p.img)
AND POSSIBLY skinColor(c.img) = skinColor(p.img)
```

```
TASK gender(field) TYPE Generative:
    Prompt: "<table><tr> \
              <td><img src='%s'> \
              <td>What is this person's gender? \
          </table>", tuple[field]
    Response: Radio("Gender",
               ["Male","Female",UNKNOWN])
    Combiner: MajorityVote
```

Source: Adam Marcus, Eugene Wu, David Karger, Samuel Madden, and Robert Miller. 2011. Human-powered sorts and joins. Proc. VLDB Endow. 5, 1 (September 2011), 13-24.

# Qurk system architecture (2)




Source: Adam Marcus, Eugene Wu, David Karger, Samuel Madden, and Robert Miller. 2011. Human-powered sorts and joins. Proc. VLDB Endow. 5, 1 (September 2011), 13-24.

# Jabberwocky approach (1)

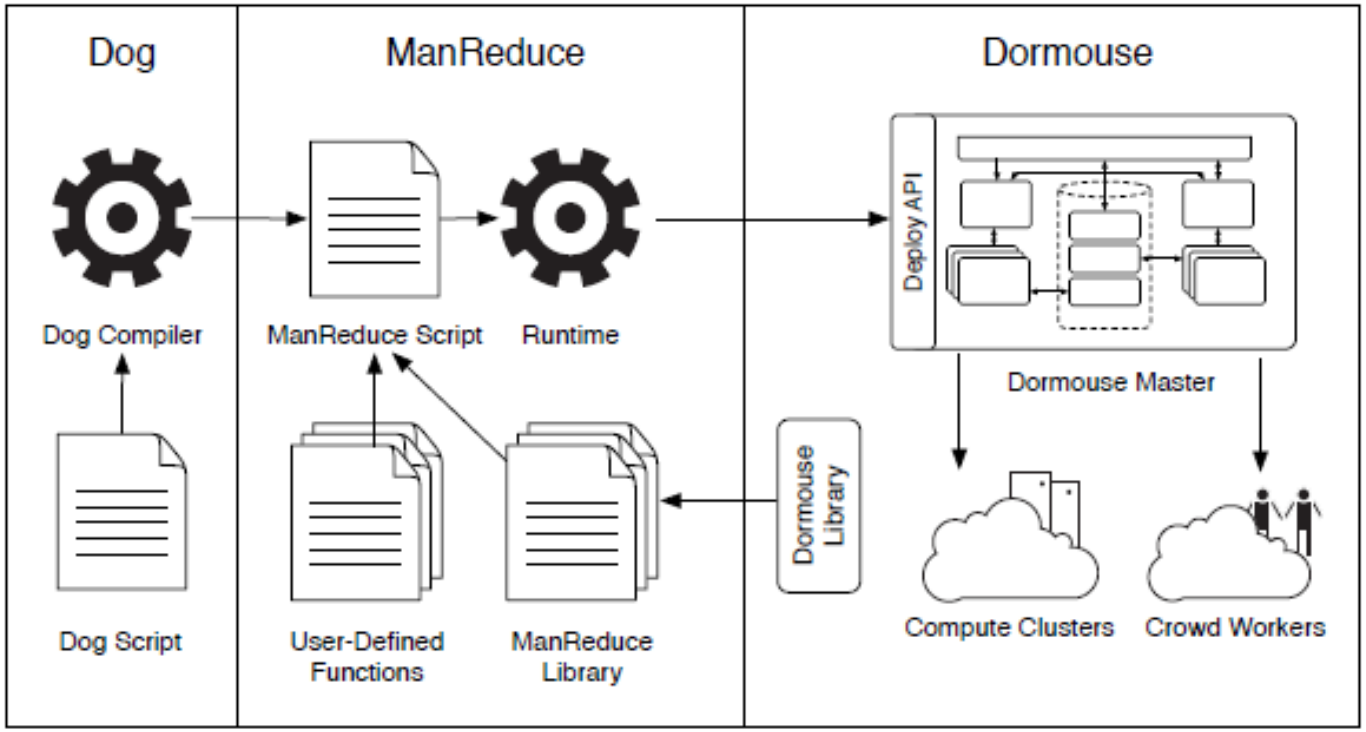



Figure 1: Overview of Jabberwocky

Source: Salman Ahmad, Alexis Battle, Zahan Malkani, Sepandar D. Kamvar: **The jabberwocky programming environment for structured social computing**. UIST 2011: 53-64

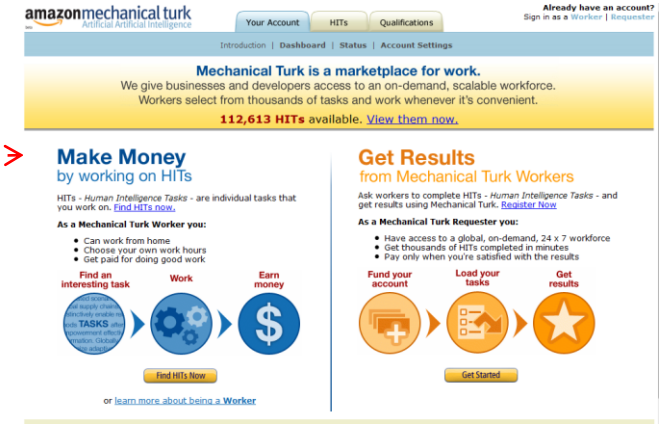
# Jabberwocky approach (2)

```
1   map :name => :extract_disease_facts do |key,
        value|
2     facts = RiskExtractor.extract (value)
3
4     for fact in facts do
5       emit (fact["disease"], fact["risk_factor"
            ])
6     end
7
8   end
9
10  reduce :name => :summarize do |key, values|
11
12    task = SummarizeFacts.prepare
13      :task_name => "Summarize disease risks:
            #{key}"
14    task.facts = values
15
16    task.ask do |answer|
17      emit (key, answer)
18    end
19
20  end
```

Source: Salman Ahmad, Alexis Battle, Zahan Malkani, Sepandar D. Kamvar: **The jabberwocky programming environment for structured social computing**. UIST 2011: 53-64

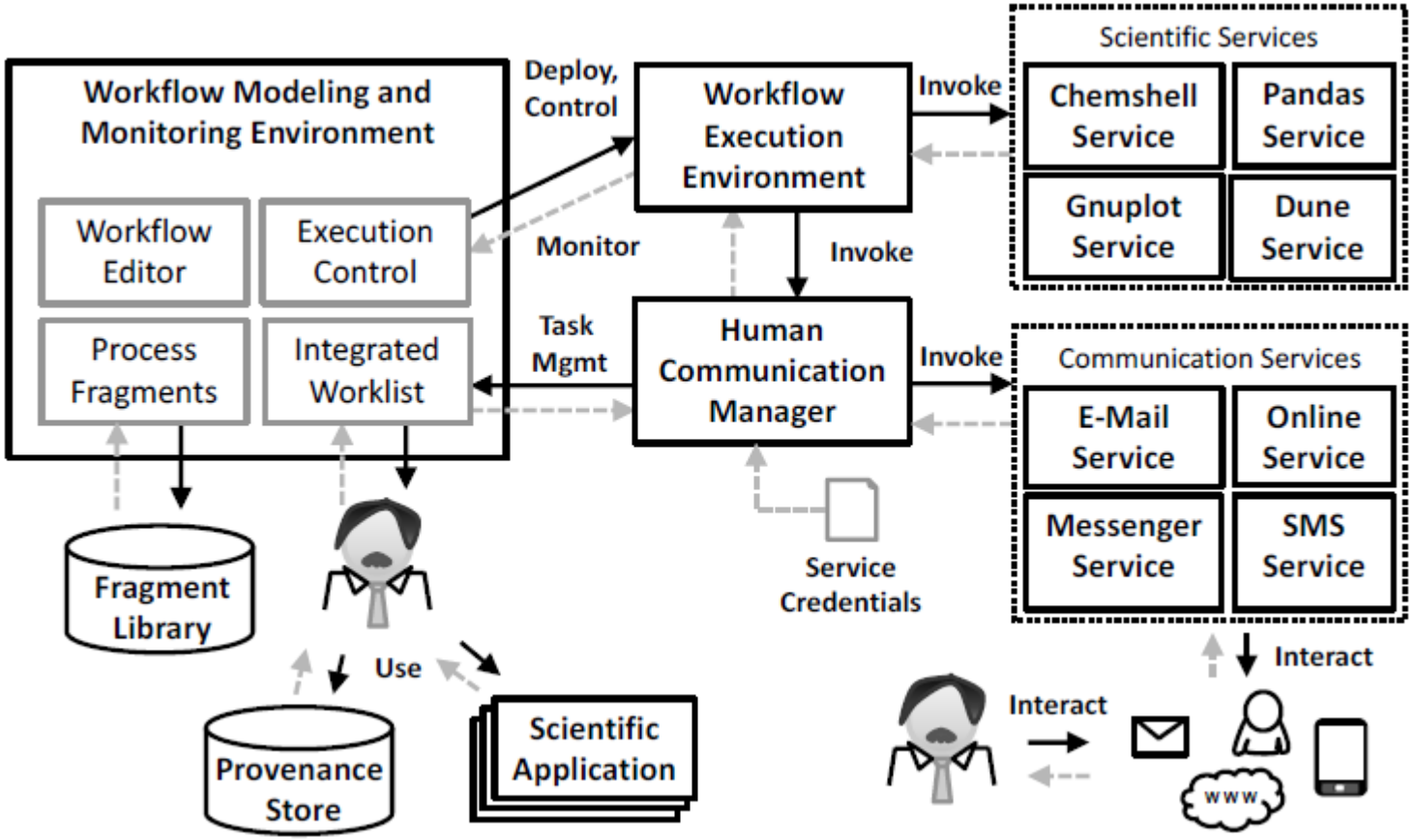
# Automan approach

```
import edu.umass.cs.automan.adapters.MTurk._

object SimpleProgram extends App {
  val a = MTurkAdapter { mt =>
    mt.access_key_id = "XXXX"
    mt.secret_access_key = "XXXX"
  }

  def which_one() = a.RadioButtonQuestion { q =>
    q.budget = 8.00
    q.text = "Which one of these does not belong?"
    q.options = List(
      a.Option('oscar, "Oscar the Grouch"),
      a.Option('kermit, "Kermit the Frog"),
      a.Option('spongebob, "Spongebob Squarepants"),
      a.Option('cookie, "Cookie Monster"),
      a.Option('count, "The Count")
    )
  }

  println("The answer is " + which_one()())
}
```



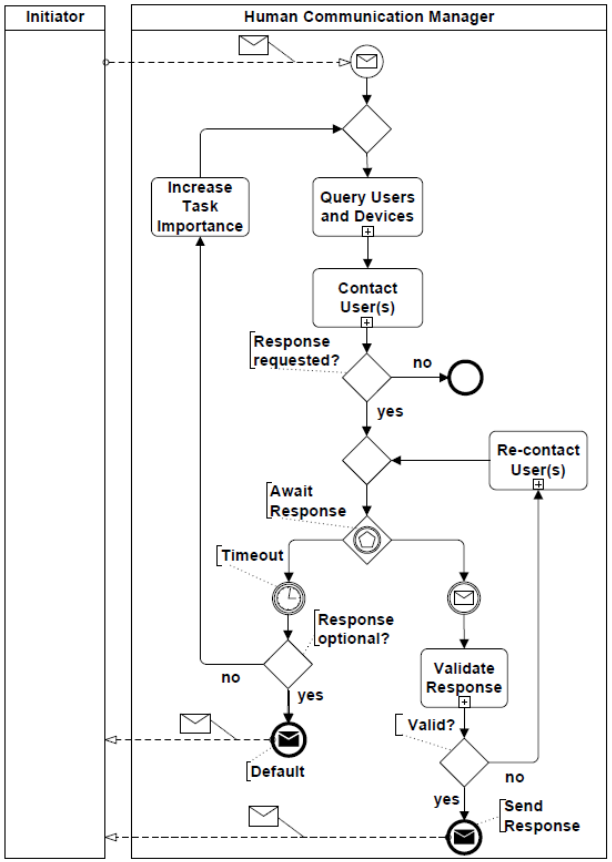

Source: Daniel W. Barowy, Charlie Curtsinger, Emery D. Berger, Andrew McGregor: **AutoMan: a platform for integrating human-based and digital computation**. OOPSLA 2012: 639-654

# SW4H approach (1)




Karastoyanova, Dimka; Dentsas, Dimitrios; Schumm, David; Sonntag, Mirko; Sun, Lina; Vukojevic, Karolina: Service-based Integration of Human Users in Workflow-driven Scientific Experiments. In: Proceedings of the 8th IEEE International Conference on eScience (eScience 2012

# SW4H approach (2)



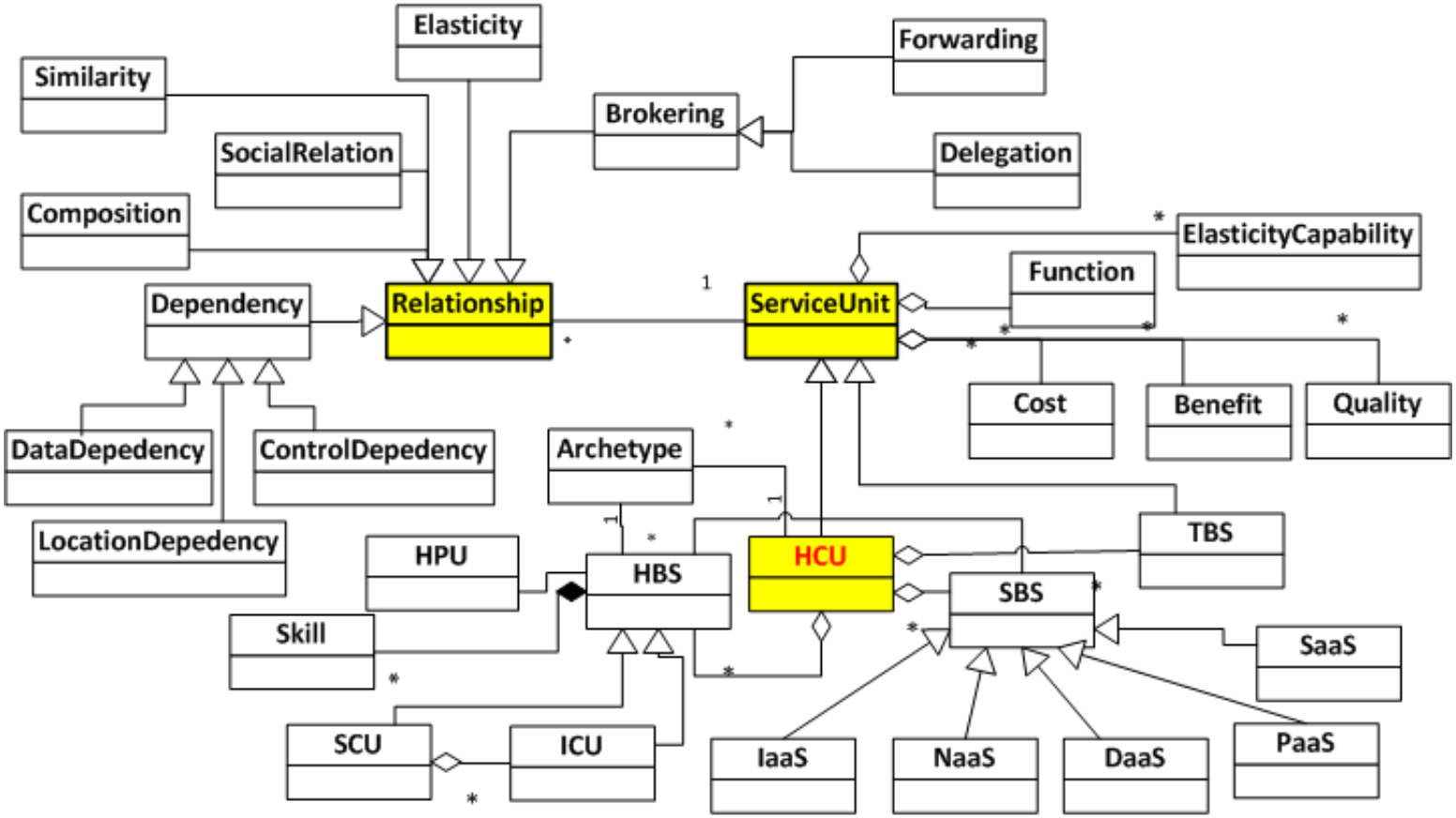

- Similar concepts in collaborative working environments but integrated into workflows
- Do not discuss about where and how to select human units

Karastoyanova, Dimka; Dentsas, Dimitrios; Schumm, David; Sonntag, Mirko; Sun, Lina; Vukojevic, Karolina: Service-based Integration of Human Users in Workflow-driven Scientific Experiments. In: Proceedings of the 8th IEEE International Conference on eScience (eScience 2012

# Viecom - Hybrid compute units

Hybrid compute unit (HCU): a set of service units includes software-based services, human-based services and things-based services *that can be provisioned, deployed and utilized as a collective* on-demand based on different quality, pricing and incentive models.

# Hybrid compute unit design – fundamental elements

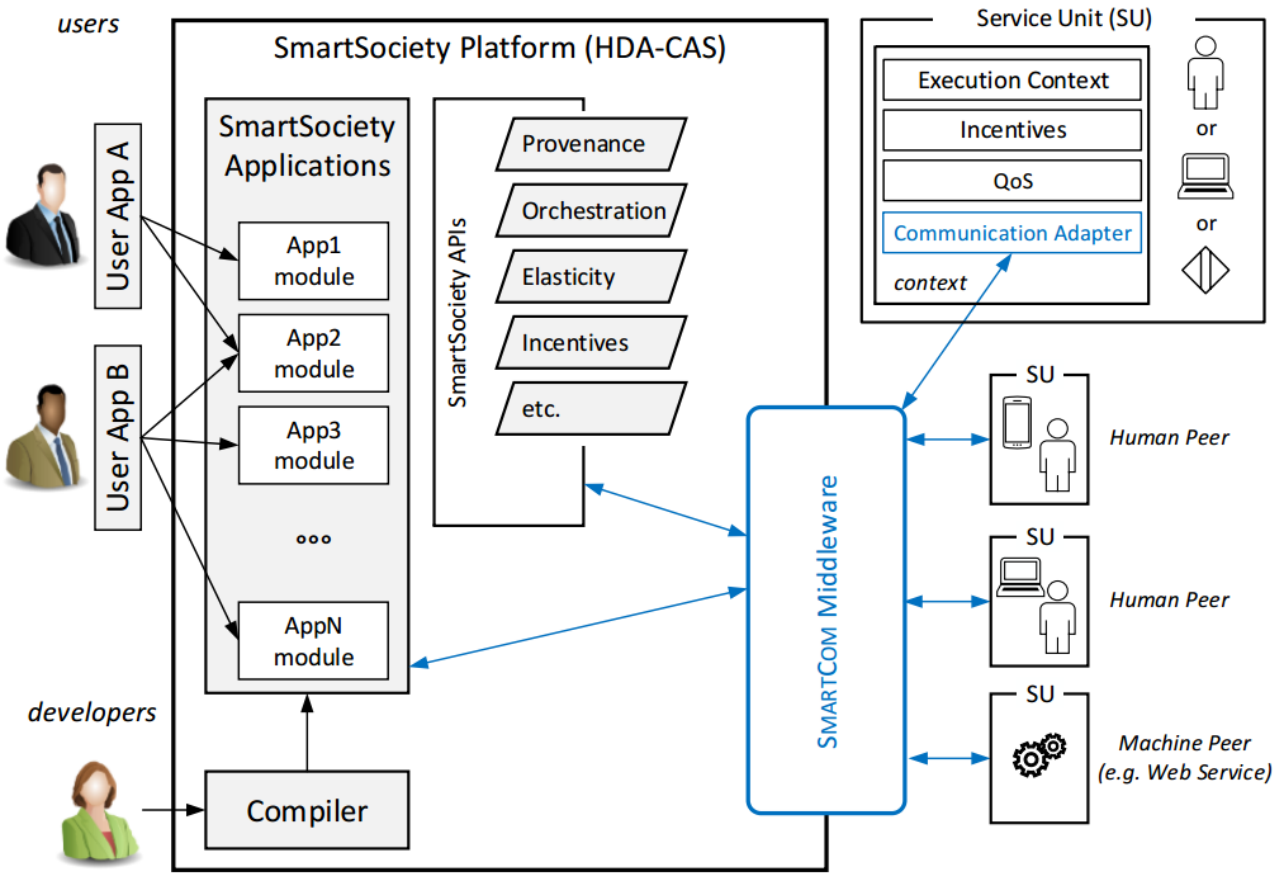



Hong-Linh Truong, Hoa Khanh Dam, Aditya Ghose, Schahram Dustdar "Augmenting Complex Problem Solving with Hybrid Compute Units",9th International Workshop on Engineering Service-Oriented Application (WESOA's 2013), In conjunction with ICSOC 2013, Dec 2, 2013, Berlin, Germany, (c)Springer-Verlag

# Hybrid compute unit design -- Relationships

| Relationship Type | HBS | SBS | TBS | HCU |
|---|---|---|---|---|
| Similarity | Yes | Yes | Yes | Yes |
| Composition | Yes | Yes | Yes | Yes |
| Data Dependency | Yes | Yes | Yes | Yes |
| Control Dependency | Yes | Yes | Yes | Yes |
| Location Dependency | Yes | Yes | Yes | Yes |
| Forwarding | Yes | Yes | No | Yes |
| Delegation | Yes | Yes | No | Yes |
| Social Relation | Yes | No | No | Yes |
| Elasticity | Yes | Yes | No | Yes |

# Highlights: Virtualizing Communication

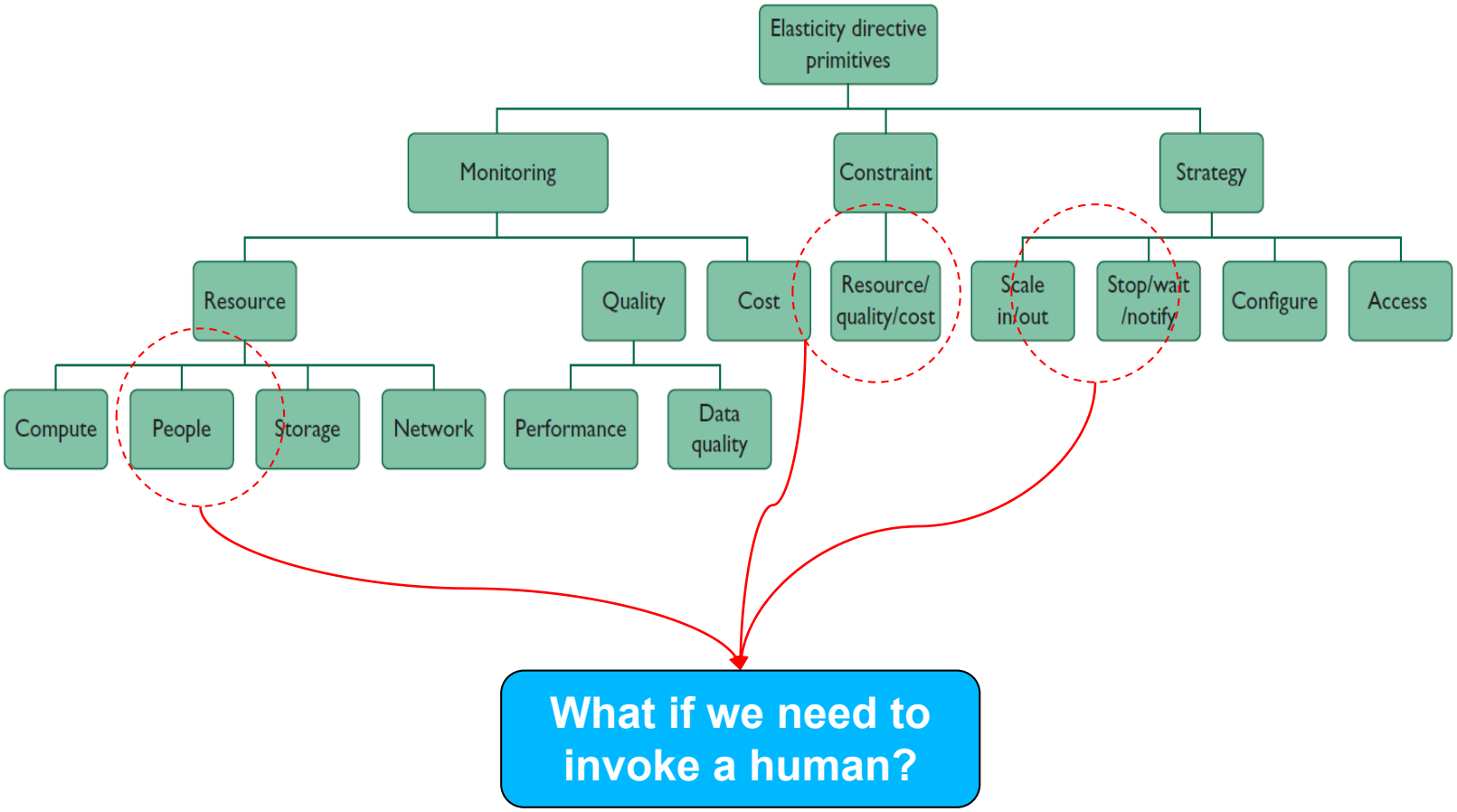



- Extensible architecture
  - Adapters for: email, Dropbox, REST, Android
- Integrated with WP4,6,8;
  API access for WP5,2
- Open source and documentation:
  - https://github.com/tuwiendsg/SmartCom


P. Zeppezauer, O. Scekic, H.-L. Truong and S. Dustdar, "Virtualizing Communication for Hybrid and Diversity-Aware Collective Adaptive Systems," *10th International Workshop on Engineering Service-Oriented Applications (WESOA'14@ICSOC)*, Paris, 2014.

Zeppezauer, Virtualizing Communication for Hybrid and Diversity-aware Collective Adaptive Systems, Master thesis, Dec 2014.

# Specifying and controling elasticity of human-based services



# SYBL extension

## Notification description

```
Notification := notificationID:NOTIFY Role WHEN ComplexCondition
                        : notify(NotificationType, message)
Role := ROLE(Responsability1, Responsability2), Role |
        ROLE (Responsability1, Responsability2)|
        RoleX, Role | RoleX
NotificationType := NOTIFICATION | ERROR | WARNING
```

## Notification directive example

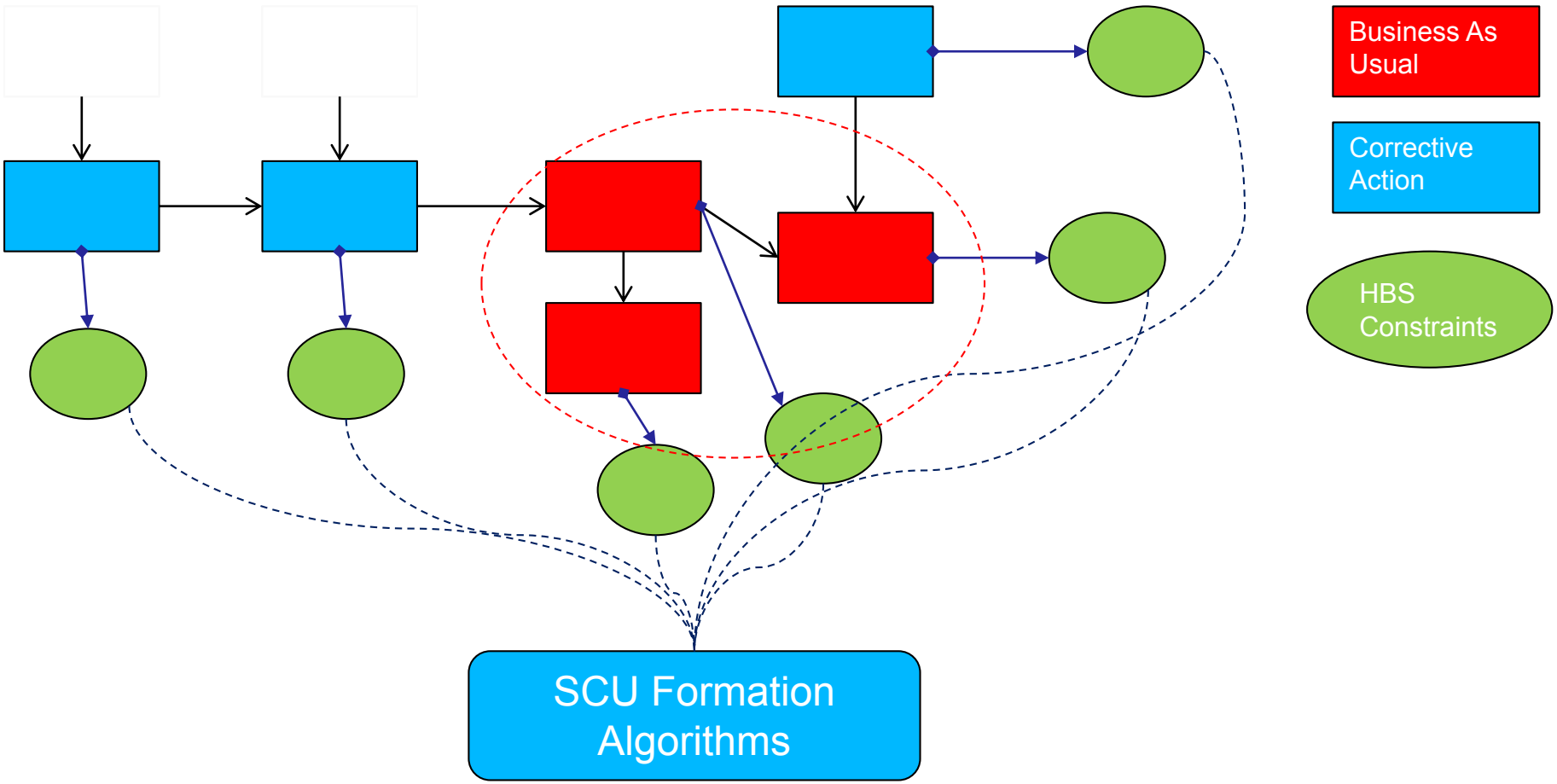
```
No1:NOTIFY OperationsManager WHEN responseTime > 1.2 s :
  notify(WARNING, "Response time exceeds 1.2 s")
```

Georgiana Copil, Hong Linh Truong, Schahram Dustdar: Supporting Cloud Service Operation Management for Elasticity. ICSOC 2015: 123-138

# Selecting human units

- Do not select at all
  - Let human units bid the tasks
    - E.g., in crowdsourcing platforms
- Static/fix mapping
  - E.g., using static information for human-task mapping
- Simple selection techniques
  - Using the requirement of the task to find the suitable human units based on their capabilities
- Complex selection techniques
  - Utilizing complex dependency graphs to find suitable human units

# Selecting SCU based on task graphs




Hong Linh Truong, Schahram Dustdar, Kamal Bhattacharya: Programming Hybrid Services in the Cloud. ICSOC 2012: 96-110

# Placement techniques for human units

- Usually at design time the developer/designer decides
  - Where to put human units
  - Where some triggers should be put in order to invoke human units if needed
- At runtime
  - Find suitable human units
  - Invoke human units
- Placement of human units
  - Application-specific
  - Needs automatic algorithms and supporting tools

# Exercises

- Read mentioned papers
- Analyze pros and cons of existing frameworks for data analytics
- Survey existing algorithms for matching human units to data analytics tasks
- Examine requirements for locating places for human units and implement some algorithms
- Examine monitoring techniques for cloud of human compute units

# Thanks for your attention

Hong-Linh Truong
Distributed Systems Group, TU Wien
truong@dsg.tuwien.ac.at
http://dsg.tuwien.ac.at/staff/truong