



Online/physical evidence

2



Customer actions

1

facility manager
checks room
states

receives information
about empty
room with no
schedule and
lights on

remotely locks
door/windows
and turns
lights off

receives
confirmation
with new
states

LINE OF INTERACTION



Front of stage interactions

3

provide UI

answer request by
sending room information
(sensor data/
actors' states)

acknowledge
updated
states

LINE OF VISIBILITY



Back of stage interactions

permanent
computation
and provisioning
of sensor data

compute request
(read and update)
and send response

LINE OF INTERNAL INTERACTION



Support processes & systems

maintain infrastructure
(hubs, sensors and
actors, servers, networks)