

The Car Repair Assistant

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1 Introduction

Cars are probably the most important vehicle of our century. Where most people would use cars only for transport some have turned their car in a hobby. For these hobbyist performing minor upgrades and repairs on there cars is about as important as driving the car.

Unfortunately its is sometimes difficult to find the right information to perform these repairs and upgrades. For this problem we developed the car repair assistant. The car repair assistant is a knowledge system that helps with the identification and repair of various problems a car might have.

Because car repair is a very wide problem area we have narrowed it down to only the electrical system. Most of our models nevertheless assume the complete car repair assistant. It are the domain specific models that only consider the electrical system of the car.

2 Context model

This section contains the tables OM-1, OM-2, OM-5, TM-1, TM-2, AM-1. Since our problem is based on a single person that repairs his car in its own time there is no organization. This makes organizational structures or flows quite impossible to create. Nevertheless, most parts of the forms that concern the organizational model are still relevant.

2.1 Organizational model

Organization Model	Problems and Opportunities Worksheet OM-1
PROBLEMS AND OPPORTUNITIES	Hobbyists currently experience problems with the availability of documentation, reasoning about complex, partly unknown technical systems and gaps in their own knowledge.
ORGANIZATIONAL CONTEXT	<p>The goal of the hobbyist is to repair his or her car. He wants to have fun and learn about cars. He might also save money because he does not have to go to a garage or he might be better than a garage in repairing his car because he has more specific knowledge about his car.</p> <p>The car needs to be in a good enough shape to pass the APK. Other users of the car require the car to be available. External factors like work and family restrict the time and resources available to repair in ways that are uncontrollable or unexpected.</p>
SOLUTIONS	<p>Possible solutions are:</p> <ul style="list-style-type: none"> • An information retrieval system to find documentation about car repair and specific cars on the Internet. • A knowledge system holding knowledge about car repair, reasoning about that knowledge and using it to assist the hobbyist in repairing his car. • Educating the car hobbyist about car repair.
Organization Model	Variant Aspects Worksheet OM-2
STRUCTURE	The organizational structure is simple. The car hobbyist is working alone.
PROCESS	There is the process of repairing a car.
PEOPLE	The car hobbyist might occasionally have an assistant if he perform a task that requires it. Like checking whether the headlights are working.
RESOURCES	Repair manuals, technical description of a specific car, general technical description of car. Tools.
KNOWLEDGE	The car hobbyist uses knowledge about how to repair a car, knowledge about how cars work in general and knowledge about how a specific car works.
Culture & power	Car repair happens in the social environment of his or her family.

Organization Model	Checklist for Feasibility Decision Document: Worksheet OM-5
BUSINESS FEASIBILITY	<p>We expect that: car repairs are performed more quickly, car repairs with a higher difficulty can be performed and the hobbyist learns more while repairing his car. The car hobbyist spends less time on thinking about repairs and performing repairs that don't result in a repaired car. Depending on the hobbyist this might increase or decrease his fun in repairing the car.</p> <p>We don't know how much time might be saved, or how much more a hobbyist might learn.</p> <p>The hobbyist does need to have computer to run the knowledge system on. That computer also needs an interface that is usable with greasy hands.</p> <p>This compare favourably with the other solutions. The hobbyist would be prepared to spend money on a knowledge system, while the time needed for further education is not available, and a knowledge retrieval system would not have the same benefits.</p> <p>There is no need for organizational changes. The hobbyist still works on his own while repairing the car.</p>
TECHNICAL FEASIBILITY	<p>The system needs to perform diagnosis with causal reasoning. That can be done with a knowledge system. There is no need to reason with the knowledge about how to repair a car, this can be represented in text form to the user.</p> <p>The system needs to run on a PC sized computer. It should respond in seconds to response of the user. The system has minutes of reasoning time when the hobbyist is performing repairs.</p> <p>The system is successful if it can guide a car repair hobbyist in common repairs to the electrical system of one specific car. It also needs to be modular and modifiable enough, so that it's clear it can be extended to more special repairs, repairing more kinds of car and repairing non-electrical faults.</p>
Project feasibility	<p>The project is feasible. We have access to an expert on car repair and a car hobbyist.</p>

2.2 Task and agent models

Task Model	Task Analysis Worksheet TM-1
TASK	Car diagnoses task
ORGANIZATION	This task is not part of an organization and is executed by a hobbyist.
GOAL AND VALUE	To find the cause of an observed problem. Once the cause is known it might be possible to repair the problem or bring the car to a garage so they can fix the problem.
DEPENDENCY AND FLOW	<i>Input tasks:</i> None <i>Output tasks:</i> Car repair task
OBJECTS HANDLED	<i>Input objects:</i> An observed problem, type of car. <i>Output objects:</i> Cause(s) of the observed problem. <i>Internal objects:</i> General car knowledge, specific car knowledge
TIMING AND CONTROL	The task is performed only when a problem is observed, which is expected to be very infrequent. The task might take from about 15 min to a few hours. <i>preconditions</i> There must be an observed problem. <i>postconditions</i> One or more causes for the observed problem are reported or the system reports it could not find the problem. <i>constraints</i> The system needs access to the car knowledge of the specified car.
AGENTS	The hobbyist, the car diagnoses system
KNOWLEDGE AND COMPETENCE	The hobbyist needs to be able to perform certain tests, interpret the results correctly and give them to the car diagnoses system.
RESOURCES	The task will consume the time of the person performing it. In addition, depending on the problem being diagnosed, some measuring equipment and/or spare parts might be needed.
QUALITY AND PERFORMANCE	The quality measure will be that the identified cause is the real cause of the problem. The performance will be measured by the time it takes to diagnose the problem.

Task Model	Task Analysis Worksheet TM-1
TASK	Car repair task
ORGANIZATION	This task is not part of an organization and is executed by a hobbyist.
GOAL AND VALUE	To repair the observed cause. If successful then the car functions properly again, saving repair costs
DEPENDENCY AND FLOW	<i>Input tasks:</i> Car diagnoses task <i>Output tasks:</i> None
OBJECTS HANDLED	<i>Input objects:</i> A cause for a problem, type of car. <i>Output objects:</i> Confirmation if the task was successful <i>Internal objects:</i> General car knowledge, specific car knowledge, repair knowledge
TIMING AND CONTROL	The task is performed only when a problem is observed, which is expected to be very infrequent. The task might take from about 15 min to a few hours. <i>preconditions</i> A cause for a problem must be identified <i>postconditions</i> The problem is either fixed or it is known that the repair failed <i>constraints</i> The system needs access to the car knowledge of the specified car.
AGENTS	The hobbyist
KNOWLEDGE AND COMPETENCE	The hobbyist needs to be able to preform the necessary repairs
RESOURCES	The task will consume the time of the person performing it. In addition, depending on the repair, some tools and/or parts might be needed.
QUALITY AND PERFORMANCE	The quality measure will be that the problem is fixed by taking away the cause. The performance will be measured by the time it takes to perform the repair.

Task Model		Knowledge Item Worksheet TM-2	
NAME	EXPLANATION	Component knowledge Knowledge about what the individual components do. Knowing that the battery provides power and that if the battery is connected to lights then the lights will work is component knowledge. This knowledge does not include how the components are wired in a car.	
POSSESSED BY	USED IN	Car mechanics, some hobbyists, manufacturers Car diagnoses, car repair Cars	
DOMAIN			
Nature of the knowledge		Bottleneck / to be improved?	
Formal, rigorous	X		
Empirical, quantitative	X		
Heuristic, rules of thumb			
Highly specialized, domain-specific			
Experience-based			
Action-based			
Incomplete			
Uncertain, may be incorrect			
Quickly changing			
Hard to verify			
Tacit, hard to transfer			
Form of the knowledge			
Mind	X		
Paper	X		
Electronic	X		
Action skill			
Other			
Availability of knowledge			
Limitations in time			
Limitations in space			
Limitations in access			
Limitations in quality			
Limitations in form			

Task Model		Knowledge Item Worksheet TM-2	
NAME	General car knowledge		
EXPLANATION	Knowledge about the overall layout of cars in general. This knowledge will include the fact that car usually have a battery and that this battery is usually connected to the lights in one way or an other.		
POSSESSED BY	Car mechanics, most hobbyists		
USED IN	Car diagnoses		
DOMAIN	Cars		
Nature of the knowledge		Bottleneck / to be improved?	
Formal, rigorous			
Empirical, quantitative			
Heuristic, rules of thumb	X		
Highly specialized, domain-specific			
Experience-based	X		
Action-based			
Incomplete	X	X	
Uncertain, may be incorrect	X	X	
Quickly changing			
Hard to verify			
Tacit, hard to transfer			
Form of the knowledge			
Mind	X		
Paper	X		
Electronic	X		
Action skill			
Other			
Availability of knowledge			
Limitations in time			
Limitations in space			
Limitations in access			
Limitations in quality	X	X	
Limitations in form			

Task Model		Knowledge Item Worksheet TM-2	
NAME	Specific car knowledge		
EXPLANATION	Knowledge about the exact layout of a specific car. This knowledge includes exactly what components are connected to what but it does not include what to components actually do.		
POSSESSED BY	Some car mechanics, some hobbyists, manufacturers		
USED IN	Car diagnoses		
DOMAIN	Cars		
Nature of the knowledge		Bottleneck / to be improved?	
Formal, rigorous	X		
Empirical, quantitative	X		
Heuristic, rules of thumb			
Highly specialized, domain-specific	X		
Experience-based			
Action-based			
Incomplete			
Uncertain, may be incorrect			
Quickly changing			
Hard to verify			
Tacit, hard to transfer			
Form of the knowledge			
Mind	X		
Paper	X		
Electronic	X		
Action skill			
Other			
Availability of knowledge			
Limitations in time			
Limitations in space			
Limitations in access	X	X	
Limitations in quality			
Limitations in form			

Task Model		Knowledge Item Worksheet TM-2	
NAME	Car Repair Knowledge		
EXPLANATION	Knowledge about the best way to perform tasks that include finding, reaching and replacing parts. This knowledge also includes the way to handle tools like a wrench in the car repair domain.		
POSSESSED BY	Car mechanics, some hobbyists		
USED IN	Car diagnoses, car repair		
DOMAIN	Cars		
Nature of the knowledge		Bottleneck / to be improved?	
Formal, rigorous	X		
Empirical, quantitative			
Heuristic, rules of thumb	X	X	
Highly specialized, domain-specific			
Experience-based	X	X	
Action-based	X	X	
Incomplete			
Uncertain, may be incorrect			
Quickly changing			
Hard to verify			
Tacit, hard to transfer	X	X	
Form of the knowledge			
Mind	X		
Paper	X		
Electronic	X		
Action skill	X		
Other			
Availability of knowledge			
Limitations in time			
Limitations in space			
Limitations in access			
Limitations in quality			
Limitations in form	X	X	

Agent Model	Agent Worksheet AM-1
NAME	<i>Hobbyist</i>
ORGANIZATION	The agent is the human person physically executing the diagnoses. Usually the owner of the car.
INVOLVED IN	Car diagnoses, car repair
COMMUNICATES WITH	The car diagnoses system
KNOWLEDGE	Some very basic car knowledge
OTHER COMPETENCES	Able to perform simple tests and repairs
RESPONSIBILITIES AND CONSTRAINTS	<p>The agent has the responsibility to make sure its car works correctly, without the risk of suddenly failing</p> <p>The agent might have the responsibility to make sure its car works at a certain time point because someone else wants to use it.</p> <p>The agent might be constrained by warranty voids when handling certain parts himself</p>

3 Knowledge model

3.1 Domain knowledge

In our context analysis we identified four different kinds of knowledge shown in tables TM-2. This knowledge is all domain knowledge but they are represented in different ways in our model. The general car knowledge would be a car template, a concept that is part of our domain schema. Because we did not implement the ability for our system to reason with car templates we do not have an instantiation of such a template.

A simplified instantiation of specific car knowledge is shown in figures 3, 4 and 5. These figures show exactly which components exist and how they are connected in our example car. A part of this knowledge is also present in our knowledge base since the components since the mappings between component states and observables can be different for every car. There exist many different cars and every car would have its own scheme. Modeling them is beyond the scope of this project.

Component knowledge is contained in our knowledge base. These are the rules that state exactly what happens when two components are connected. Note that these rules do not specify specific components and they are thus independent of the actual car.

Car repair knowledge is not present in our model. This is because our system does not use car repair knowledge for reasoning. Adding car repair knowledge could enhance the system by enabling it to propose observables that are easy to observe first.

3.1.1 Domain schema

The domain schema shown in figure 1 shows that a car ‘consists of’ electrical parts and that these parts can be of several types. Connections are special because they are electrical components that connect other components. The rule types shown in figure 2 define the rules that exist between these concepts.

3.1.2 Knowledge base

Below is a general overview of our knowledge base. Because all rules together create a single causal model all rules are contained in a single knowledge base. Not all rules are shown. Instead we show one instance of every kind of rule and explain how the other rules look. This is done because the complete knowledge base is very large.

The CAUSES-TO-WIRE rules state that if a device is generating or passing through power and this device is in a state that makes it unable to perform this function then all wires leading from it will not be powered. A separate rule exists for the combinations of each device type with every possible state that would make it unable to power the wire.

```
KNOWLEDGE-BASE causal-model;  
  USES:  
    Component-knowledge  
    Car-specific-knowledge  
  EXPRESSIONS:
```

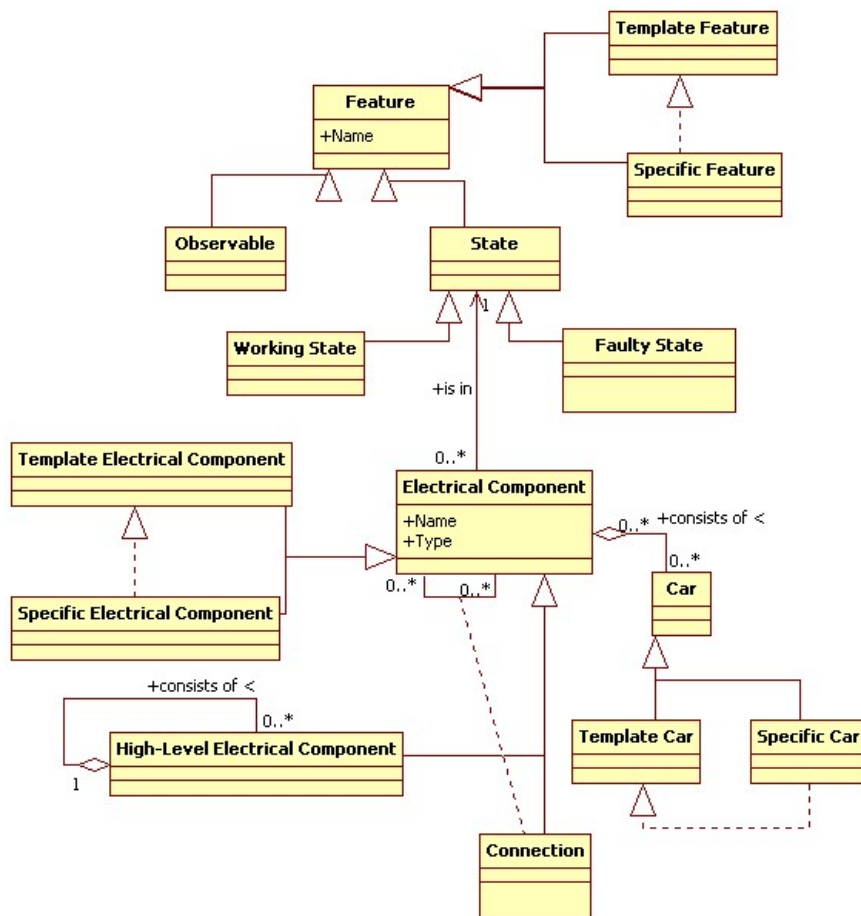


Figure 1: Domain schema for the car diagnoses task

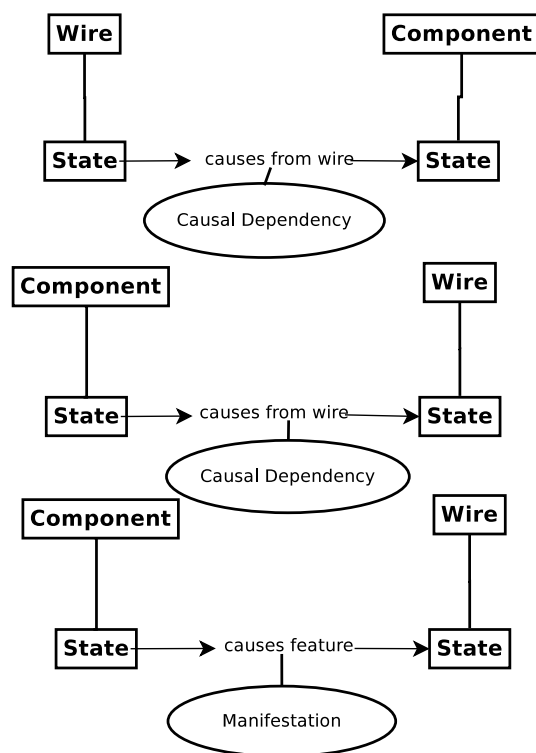


Figure 2: Rule types

```

A.state = empty
A.type = battery
B.type = connection
B.comp1 = A
CAUSES-TO-WIRE
B.state = no-power

```

The CAUSES-FROM-WIRE rules state that if all wires connected to a device are in a state that makes them unable to pass on power then this device will not be powered. A separate rule exists for the combination of every wire state that makes the wire unable to pass on power and every device type.

```

A.state = empty
A.type = battery
B.type = connection
B.comp1 = A
CAUSES-FROM-WIRE
B.state = no-power

```

The CAUSES-FEATURE rules map states of actual devices to observables. A separate rule exists for the combination of every device with all of its possible states that cause an observable. Note that these rules are not general and are dependent on the car. Thus these rules represent specific car knowledge.

```

A.name = head-light-left
A.state = no-power
CAUSES-FEATURE
observable = head-light-left-no-light
END KNOWLEDGE-BASE causal-model;

```

3.1.3 Example of a car

Figures 3, 4 and 5 show a graphical representation of an example car according to our model. This car consists of several electrical components. Normal electrical components are shown as objects in boxes with underlined text. Connections are, although they are objects as well, represented by arrows that show which components they connect. High level electrical components are shown as large boxes that contain other electrical components. Although they are represented in these diagrams they are not used in the reasoning process.

Note that the car is incomplete. It lacks, for example rear lights. The representation is based on a general notion of how cars work but it is not a (partial) representation of an existing car.

3.2 Inference knowledge

The inference model is shown in figure 6. This inference model is almost the same as the template shown in the CommonKADS book. The first difference is an additional interaction with the user ‘obtain possible selection’. This interaction was added because our user would greatly like to influence the reasoning process by proposing his own hypothesis. The second difference is the added transfer function ‘try to repair’. This is added because the user has to try to

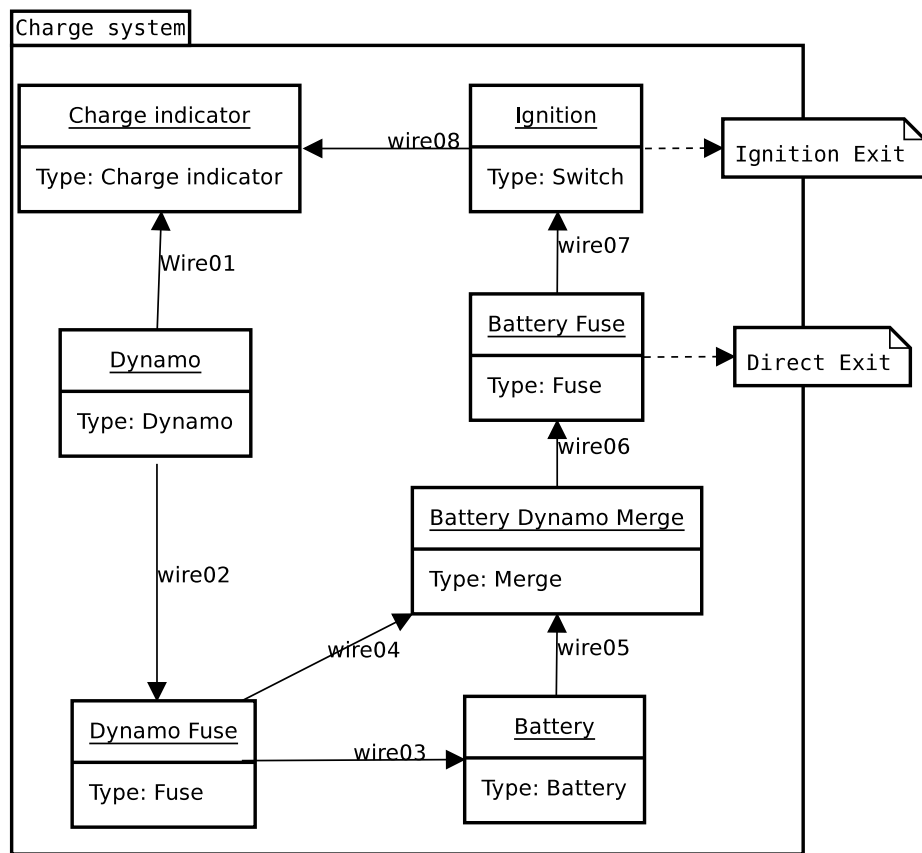


Figure 3: The charge system of our example car

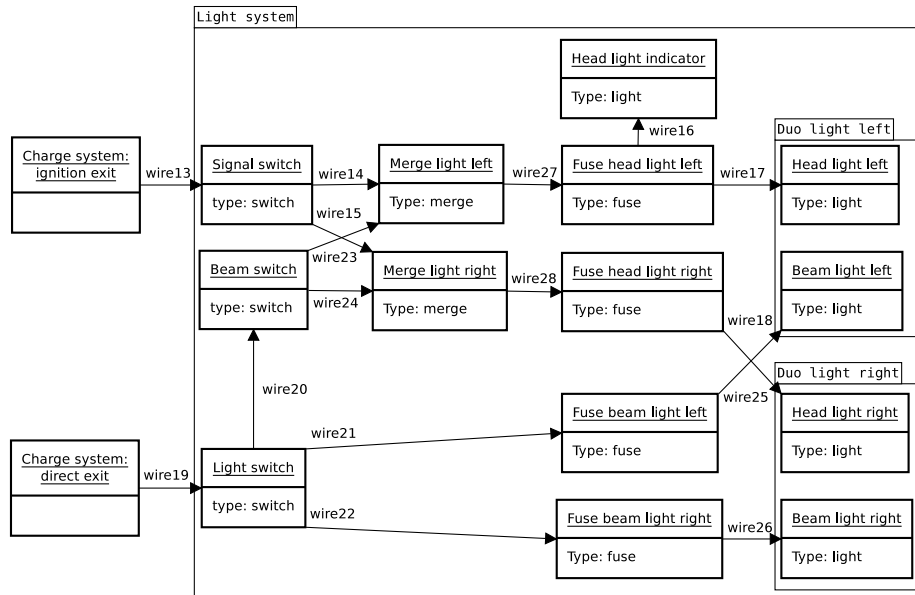


Figure 4: The light system of our example car

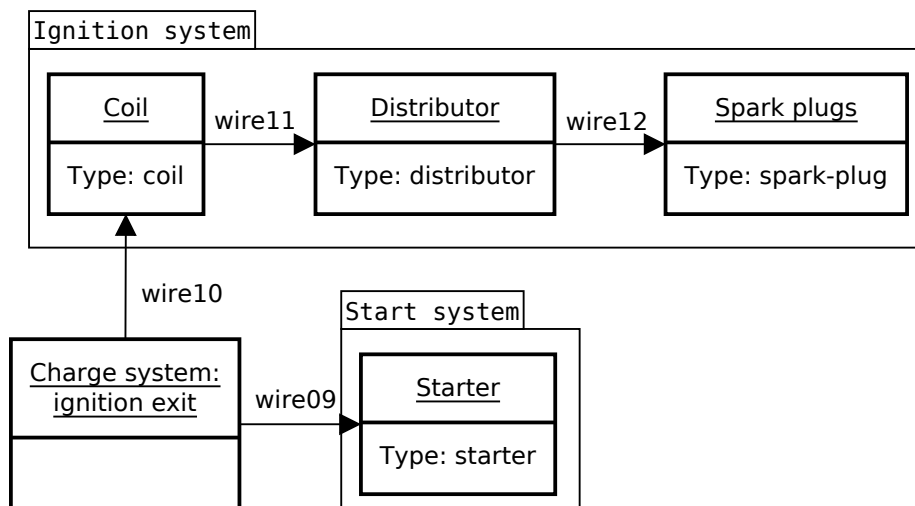


Figure 5: The start and the ignition system of our example car

repair his car to finally confirm an hypothesis. The model is annotated with a simple example of how the system could work.

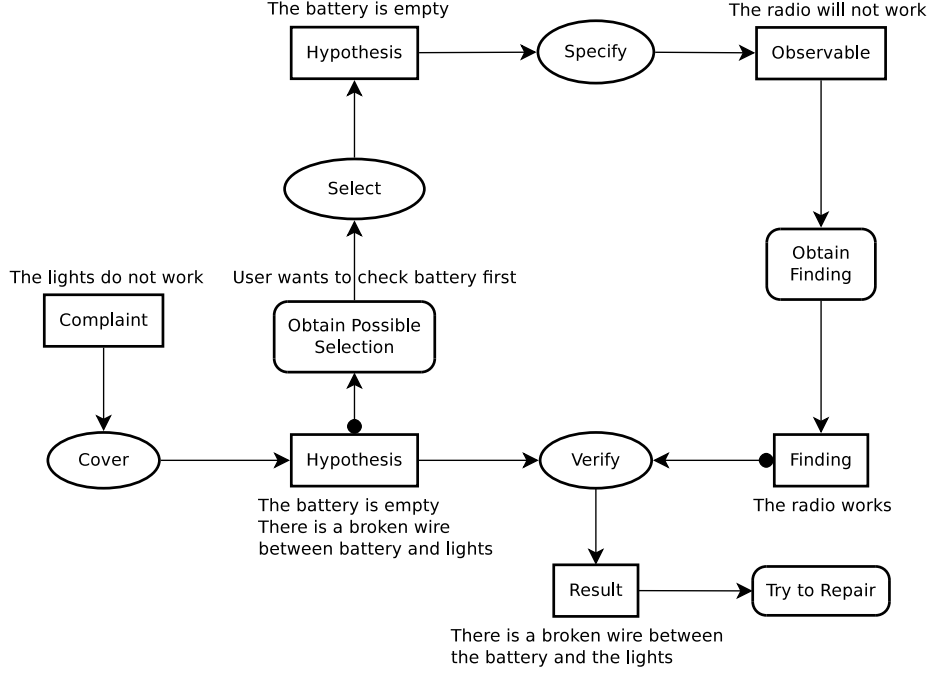


Figure 6: Annotated inference model

3.3 Task knowledge

In our context analysis we identified to major task shown in the TM-1 tables. For this project we decided to focus only on the diagnoses task. The task model of the diagnoses task is shown in figure 8. The task model shows that the diagnoses task consists of the inference and interactions of the template diagnoses task plus the ‘obtain possible selection’ and ‘try to repair’ transfer functions. ‘Obtain possible selection’ is used for improved user interaction about hypothesis. ‘Try to repair’ is used to to ask the user to repair the car and confirm or reject an hypothesis.

The task method we use to solve this task is in figure 9 and 7. Our method is inspired by the causal-covering method of CommonKADS. A major improvement is that we ask the user to repair his car directly if we cannot find any observables for an hypothesis. If we waited until it made all possible observations for all hypothesis we would focus to much on unlikely hypothesis. It’s much better to ask the user to repair a likely fault.

Now we further specify the inferences and transfer functions.

Cover finds all components and combination of components that could possibly cause the problem. This list of hypothesis is called the differential.

Select selects a good hypothesis to test from a list of hypothesis.

Specify finds a good observable to be observed for an hypothesis.

Verify updates the differential by removing hypothesis that are not anymore possible.

Obtain Possible Selection asks the user to select a hypothesis from the differential. The user can also keep the hypothesis found by the select inference.

Obtain Finding works with the user to do an observation of an observable and report the resulting finding.

Try to Repair asks the user to verify an hypothesis by trying to repair the car.

```

TASK diagnosis
  ROLES:
    INPUT:
      complaint: "Finding that initiates the diagnostic process";
    OUTPUT:
      faults: "The faults that could have caused the complaint";
      evidence: "The evidence gathered during diagnosis";
  END TASK diagnosis;

TASK-METHOD augmented-causal-covering
  REALIZES: diagnosis
  DECOMPOSITION:
    INFERENCES: cover, select, specify, verify;
    TRANSFER-FUNCTIONS: obtain-possible-selection, obtain-finding,
      try-to-repair;
  ROLES:
    INTERMEDIATE:
      differential: "candidate solutions";
      hypothesis: "candidate solution";
      observable: "something that can be observed";
      finding: "the resulting information of an observation";
      repair-succesfull: "boolean indication result of the repair";
  CONTROL-STRUCTURE:
    cover(complaint -> differential);
    repair-succesfull := false;
    REPEAT WHILE NOT differential.size == 0 AND NOT repair-succesfull
      select(differential -> hypothesis);
      obtain-possible-selection(differential + hypothesis -> hypothesis);
      specify(hypothesis -> observable);
      IF "observables left" THEN
        obtain(observable -> finding);
        evidence := finding ADD evidence;
        verify(evidence + differential -> differential);
      ELSE
        try-to-repair(hypothesis -> repair-succesfull);
        IF NOT repair-succesfull THEN
          differential SUBTRACT hypothesis;
        END IF
      END IF
    END WHILE
    faults := differential;
  END TASK-METHOD

```

Figure 7: The task method for our diagnosis task.

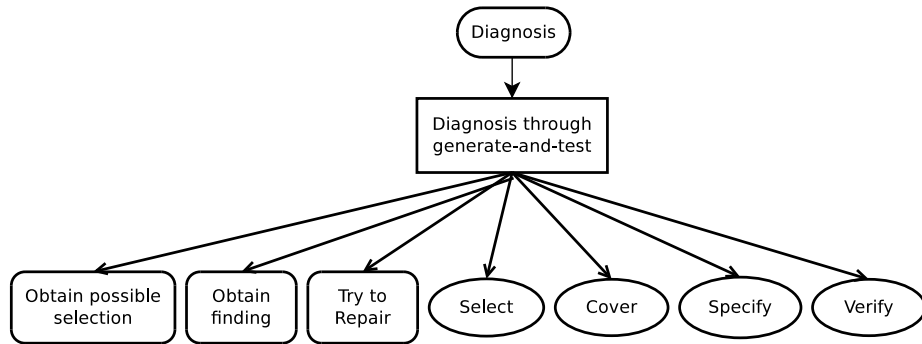


Figure 8: Task-decomposition diagram for the diagnoses task

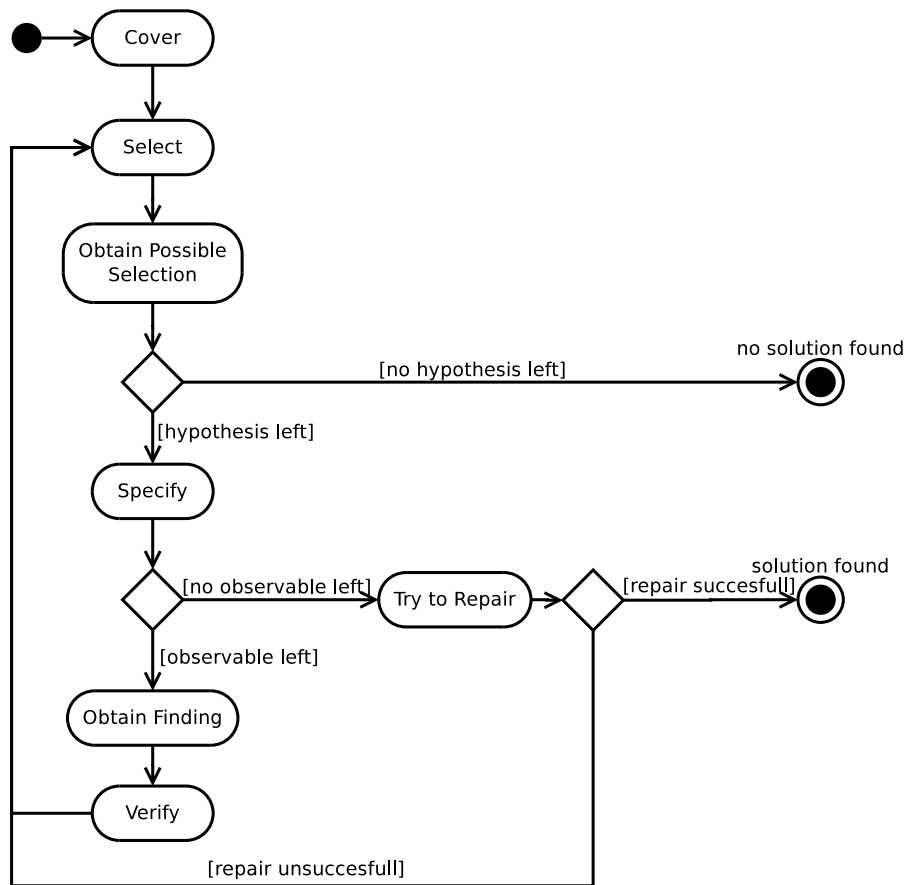


Figure 9: The task method for our diagnosis task.

4 Communication model

Since our system is highly interactive the communication model is very important. Figure 10 shows all the transaction that exist between the system and the user. Most transaction are pretty straight forward consisting of just some data being send from one to the other. The negotiate observable transaction is more complex and it therefore has its own flow control shown in figure 12. More details about these transactions are shown in tables TM-1 and TM-2.

4.1 CRA communication plan

The control flow of the communication is shown in the communication plan (figure 11). Because communication is so important in our system this plan is almost identical to the control flow of the CRA itself.

As can be seen there is the need for a complaint at the start of the plan. Once this need is satisfied the state of the system will run in circles alternating between needing hypothesis, needing observables, found covering observations and observed observation until there are either no hypothesis or no observables left. At that point the plan is finished, either successful or unsuccessful.

4.2 CRA transactions

Communication model	Transaction Description Worksheet CM-1
TRANSACTION IDENTIFIER/NAME	<i>Transaction 1: Report complaint</i>
INFORMATION OBJECT	Transferring a complaint between the <i>find complaint</i> and <i>cover complaint</i> task.
AGENTS INVOLVED	<i>Car repair assistant</i> : receiving the complaint; <i>Hobbyist</i> : sending the complaint
COMMUNICATION PLAN	CRA communication plan
CONSTRAINTS	Before the transaction the car repair assistant must be ready to reiceve complaints
INFORMATION EXCHANGE SPECIFICATION	See worksheet CM-2 below.

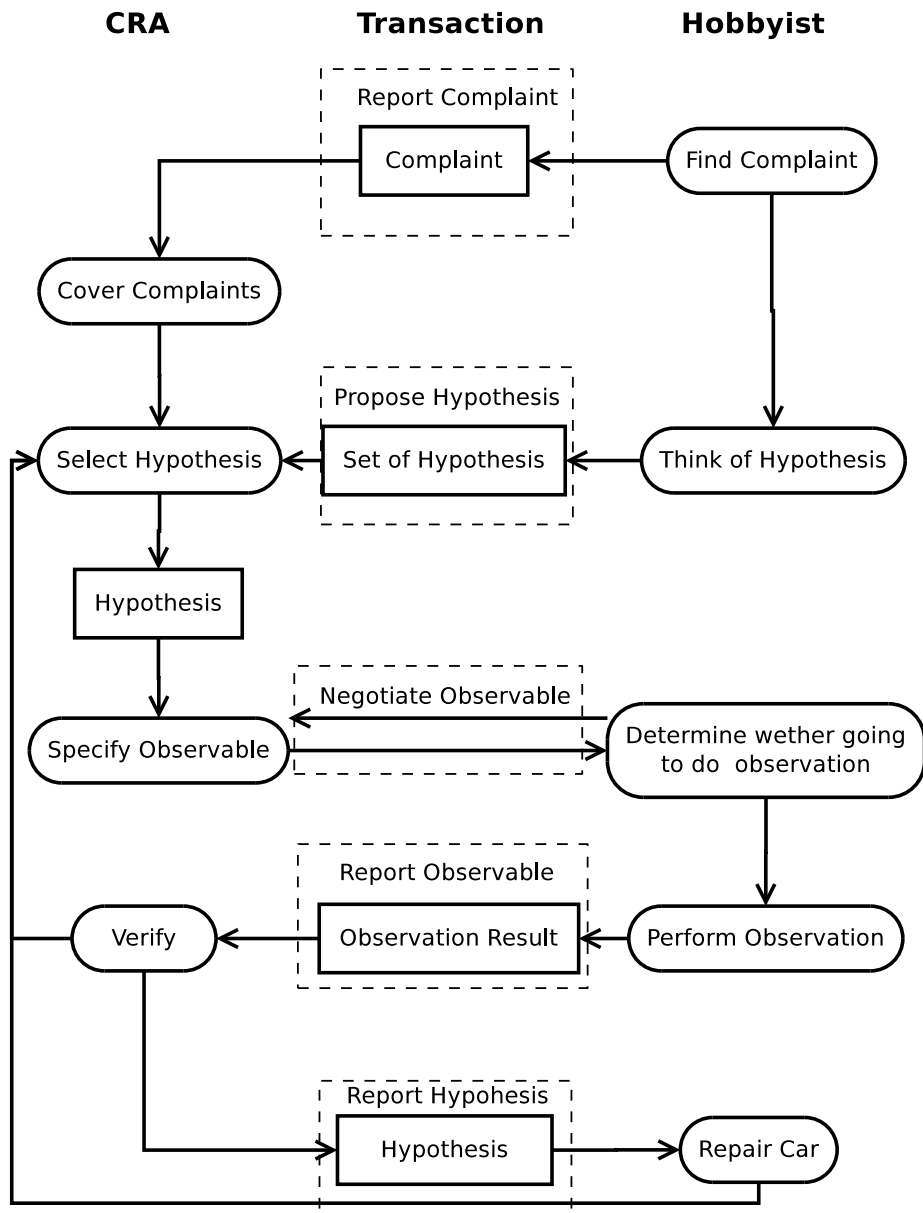


Figure 10: Dialogue diagram of the diagnoses task

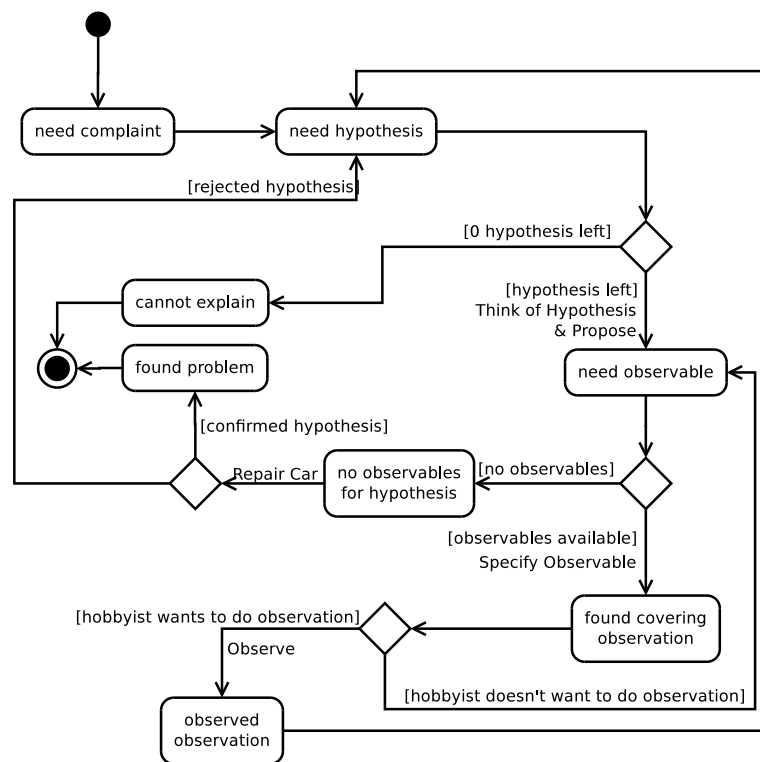


Figure 11: The communication plan of the diagnoses task.

Communication model	Transaction Description Worksheet CM-1
TRANSACTION IDENTIFIER/NAME	<i>Transaction 2: Propose hypothesis</i>
INFORMATION OBJECT	Transferring sets of hypothesis between the <i>propose hypothesis</i> and <i>select hypothesis</i> task.
AGENTS INVOLVED	<i>Hobbyist</i> : receiving the set of proposed hypothesis, sending a set of hypothesis (might be an empty set); <i>Car repair assistant</i> : sending a set of proposed hypothesis; receiving a set of hypothesis
COMMUNICATION PLAN	CRA communication plan
CONSTRAINTS	Before the transaction the car repair assistant must have a set of hypothesis ready. As a post condition one hypothesis has to be selected.
INFORMATION EXCHANGE SPECIFICATION	See worksheet CM-2 below.
Communication model	Transaction Description Worksheet CM-1
TRANSACTION IDENTIFIER/NAME	<i>Transaction 3: Negotiate observable</i>
INFORMATION OBJECT	Transferring observation instructions between the <i>specify observable</i> and <i>determine whether going to do observation</i> task.
AGENTS INVOLVED	<i>Car repair assistant</i> : sending observation instructions; <i>Hobbyist</i> : receiving observation instructions
COMMUNICATION PLAN	CRA communication plan
CONSTRAINTS	Before the transaction the car repair assistant must have a set of observables ready. As a post condition one observable must be excepted.
INFORMATION EXCHANGE SPECIFICATION	See worksheet CM-2 below.

Communication model	Transaction Description Worksheet CM-1
TRANSACTION IDENTIFIER/NAME	<i>Transaction 4: Report observable</i>
INFORMATION OBJECT	Transferring observation result between the <i>perform observation</i> and <i>verify</i> task.
AGENTS INVOLVED	<i>Hobbyist</i> : sending observation result; <i>Car repair assistant</i> : receiving observation result
COMMUNICATION PLAN	CRA communication plan
CONSTRAINTS	Before the transaction the hobbyist must have carried out the observation instructions and remembered there results.
INFORMATION EXCHANGE SPECIFICATION	See worksheet CM-2 below.
Communication model	Transaction Description Worksheet CM-1
TRANSACTION IDENTIFIER/NAME	<i>Transaction 5: Report hypothesis</i>
INFORMATION OBJECT	Transferring hypothesis result between the <i>verify</i> and <i>repair car</i> task.
AGENTS INVOLVED	<i>Car repair assistant</i> : sending hypothesis; <i>Hobbyist</i> : receiving hypothesis
COMMUNICATION PLAN	CRA communication plan
CONSTRAINTS	Before the transaction the car repair assistant must have either no observations left or he has one or less hypothesis left.
INFORMATION EXCHANGE SPECIFICATION	See worksheet CM-2 below.

Communication model	Information Exchange Specification Worksheet CM-2
TRANSACTION	<i>Transaction 1: Report complaint</i>
AGENTS INVOLVED	1. Sender (Hobbyist): Initiate repair 2. Receiver (Car repair assistant): Initiate repair 3. Sender (Car repair assistant): List of complaints 4. Receiver (Hobbyist): List of complaints 5. Sender (Hobbyist): Complaint 6. Receiver (Car repair assistant): Complaint
INFORMATION ITEMS	
INITIATE REPAIR	1. Role : A core information object. 2. Form : A signal indicating the start of a repair process 3. Medium : By starting the program using an icon or command
LIST OF COMPLAINTS	1. Role : A support information object. 2. Form : A list of strings 3. Medium : As menu items
COMPLAINT	1. Role : A core information object. 2. Form : An identifier 3. Medium : As a selection within a menu
MESSAGE SPECIFICATIONS	
INITIATION-MESSAGE	Communication type : ORDER Content : Initiate repair From : Hobbyist To : Car repair assistant
COMPLAINTS-LIST-MESSAGE	Communication type : REQUIRE Content : List of complaints and the request to chose one From : Car repair assistant To : Hobbyist
COMPLAINT-MESSAGE	Communication type : AGREE/REPORT Content : Complaint From : Hobbyist To : Car repair assistant

Communication model	Information Exchange Specification Worksheet CM-2
TRANSACTION	<i>Transaction 2: Propose hypothesis</i>
AGENTS INVOLVED	1. Sender (Car repair assistant): List of hypothesis 2. Receiver (Hobbyist): List of hypothesis 3. Sender (Hobbyist): Hypothesis 4. Receiver (Car repair assistant): Hypothesis
INFORMATION ITEMS	
LIST OF HYPOTHESIS	1. Role : A support information object. 2. Form : A list of strings 3. Medium : As menu items
HYPOTHESIS	1. Role : A core information object. 2. Form : An identifier 3. Medium : As a selection within a menu
MESSAGE SPECIFICATIONS	
HYPOTHESIS-LIST-MESSAGE	Communication type : REQUIRE Content : List of hypothesis and the request to chose one From : Car repair assistant To : Hobbyist
HYPOTHESIS-MESSAGE	Communication type : AGREE/REPORT Content : Hypothesis From : Hobbyist To : Car repair assistant
NO-HYPOTHESIS-MESSAGE	Communication type : REJECT-ta Content : rejection From : Hobbyist To : Car repair assistant

Communication model	Information Exchange Specification Worksheet CM-2
TRANSACTION	Transaction 3: Negotiate Observable
AGENTS INVOLVED	1. Sender CRA send a request for an observation, and an explanation of that observation 2. Receiver : The hobbyist receives the request for an observation, and an explanation.
INFORMATION ITEMS	
	There are two information objects, the name of the observation to be done, and an explanation of that observation. 1. Role : The name of the observation is core, while the explanation is support. 2. Form : The name of the observation is a string. The explanation is canned rich text. 3. Medium : The name of the observation can be selected in a menu. The explanation can be shown in a text box.
MESSAGE SPECIFICATIONS	
1. REQUEST-OBSERVATION 2. OFFER-OBSERVATION 3. DO-OBSERVATION 4. REJECT-OBSERVATION-REQUEST 5. REJECT-OBSERVATION-OFFER	Communication type : REQUEST Content : Request for some observation From : CRA To : The hobbyist Communication type : OFFER Content : The Hobbyist wants to do a certain observation From : The hobbyist To : CRA Communication type : ORDER Content : explanation and observation the hobbyist needs to make From : CRA To : The hobbyist Communication type : REJECT-ta Content : Don't want to do this observation From : The hobbyist To : CRA Communication type : REJECT-td Content : Explanation why that observation is not needed From : CRA To : The hobbyist
CONTROL OVER MESSAGES	See figure 12.

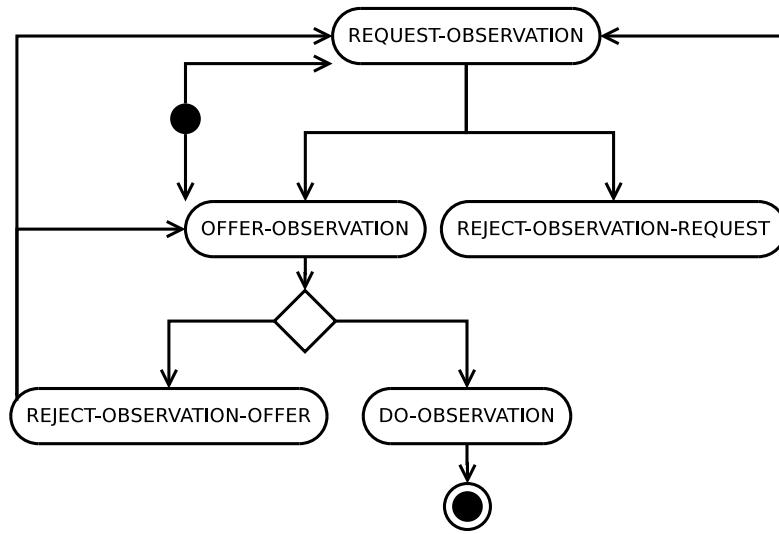


Figure 12: Control flow of the negotiate observable transaction

Communication model	Information Exchange Specification Worksheet CM-2
TRANSACTION	<i>Transaction 4: Report observable</i>
AGENTS INVOLVED	1. Sender (Car repair assistant): Observation result options 2. Receiver (Hobbyist): Observation result options 3. Sender (Hobbyist): Observation result 4. Receiver (Car repair assistant): Observation result
INFORMATION ITEMS	
OBSERVATION RESULT OPTIONS	1. Role : A support information object. 2. Form : List of strings 3. Medium : Varies, it might be a menu or it might be a free form with suggestions noted separately
OBSERVATION RESULT	1. Role : A core information object. 2. Form : Varies, it might be a identifier, a number or a string. 3. Medium : Varies, it might be selection in a menu or it might be typed in a field.
MESSAGE SPECIFICATIONS	
OPTION-MESSAGE	Communication type : ASK Content : Observation result options and the request to provide the actual observation result From : Car repair assistant To : Hobbyist
OBSERVATION-MESSAGE	Communication type : REPLY Content : The observation result From : Hobbyist To : Car repair assistant

Communication model	Information Exchange Specification Worksheet CM-2
TRANSACTION	<i>Transaction 5: Report hypothesis</i>
AGENTS INVOLVED	1. Sender (Car repair assistant): Hypothesis 2. Sender (Car repair assistant): Hypothesis argumentation 3. Sender (Car repair assistant): Repair plan 4. Receiver (Hobbyist): Hypothesis 5. Receiver (Hobbyist): Hypothesis argumentation 6. Receiver (Hobbyist): Repair plan
INFORMATION ITEMS	
HYPOTHESIS	1. Role : A core information object. 2. Form : A string stating the hypothesis 3. Medium : Displayed in the main window
HYPOTHESIS ARGUMENTATION	1. Role : A support information object. 2. Form : A list of strings each stating one reasoning step 3. Medium : Displayed in the main window
REPAIR PLAN	1. Role : A support information object. 2. Form : A text, possibly with images 3. Medium : Displayed in the main window
MESSAGE SPECIFICATIONS	
HYPOTHESIS-MESSAGE	Communication type : REPORT Content : The hypothesis, the hypotheses argumentation and the repair plan (plan depending on car repair information) Reference : car repair information From : Hobbyist To : Car repair assistant

5 Design Model

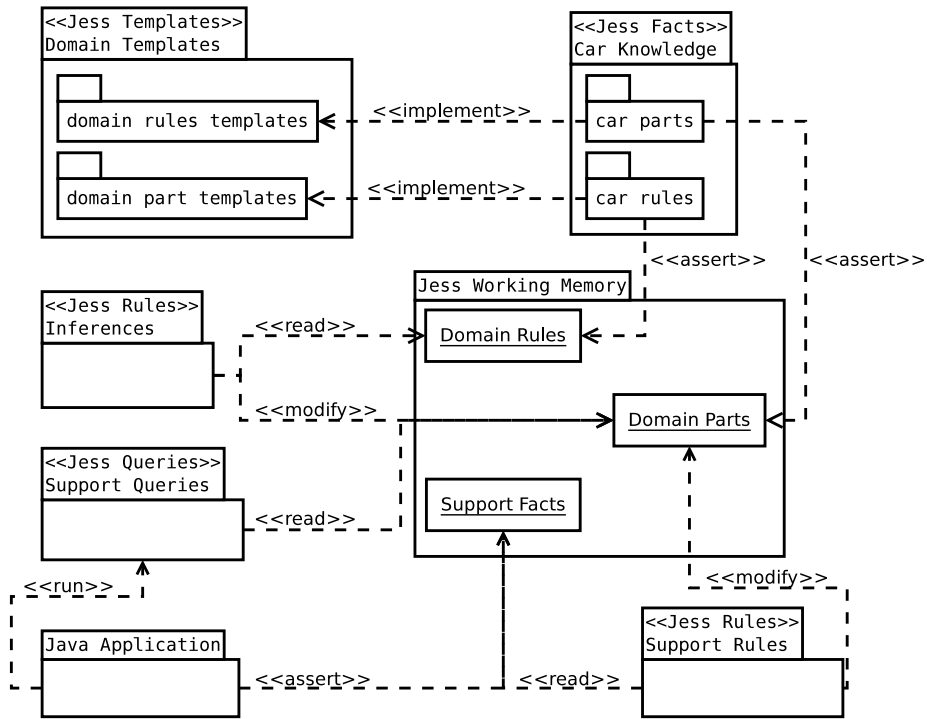


Figure 13: The designmodel of our system

6 Conclusion

6.1 The process

The process of creating the knowledge based system went well in general.

There was a problem with, unsurprisingly, the contact with our expert. Although the expert, a student car technician, was chosen because he was more easily accessible than the average car mechanic it was still difficult to get an appointment. Because of this the initial domain schema was eventually created without the help of the expert. Also, since we initially waited for an appointment there was a great delay in our project. The information that was eventually obtained through our expert could be added rather nicely to our domain knowledge, but this ordering undoubtedly influenced the final model.

We used most of the models and methods of CommonKADS during the project. The organization and agent model is useful to define the boundary and context of the system. As the environment of the system is very small, it only works together with the car hobbyist, we quickly finished those. With the task model we could better define and narrow down the task of the system. The knowledge model and the communication model are very useful. They form the foundation of our implementation.

The knowledge model makes clear what rules and inferences should be used by the system. It also created problems which have disappeared when we implemented it. We struggled with the difference between inferences and rules types, designing a rule type for the cover inference separately from a rule type for the verify and specify step. This proved unnecessary when we implemented the rules.

The CRA needs to work together with the car hobbyist. Communication is essential for the system. The communication model is great to model this. Creating this model was time-consuming, but proved worthwhile.

We did try to make a design model based on the model view controller paradigm. It was very unclear how this should be done. With little time left and good preceding models we decided to just start the implementation based on the knowledge and communication model. We implemented the causal rules and component knowledge from the knowledge model in Jess. These rules were used in the inferences that we also implemented in Jess. The control of the program is based on the communication plan and dialog diagram of the communication model and implemented in Java.

6.2 The final result

The Car Repair Assistant performs its tasks reasonably well. It gives all possible causes and it will slowly reduce the number of possible causes by querying the user about various observables. The user can also steer this process by giving suggestion about which causes should be examined next. The system is also very flexible and using it with an other car, or even an other electrical system is very simple. Nevertheless, there are a lot of possible improvements.

First, the Car Repair Assistant does not reason well over so called merges. These merges are places where two wires power a single component. When reasoning, if there exists an observation of a working component, and this component is powered only by a merge then there is the conclusion that the merge

can not be unpowered. However, the system can not assign truth values for the connections powering the merge because either one might still be unpowered. As a result these hypothesis remain in the list of possible hypothesis. This makes the reasoning process much less powerful.

An other important point that could be improved upon is the method that the CRA uses to suggest hypothesis and observables. Right now it just choses one without any preferences. It would be a lot better if these would be selected based upon the ease of obtaining the observations or based upon the information gain.

A last obvious point of improvement would be in the interface. This system would be much more practical if it worked with a transparent picture of a car that depicted all the components and there locations. This would make the tool a lot easier to use for the users.

Unfortunately there was little time to create the implementation of the final Car Repair Assistant. This is part due to the delay at the start of our project and part due to the fact that two months is not very long to create a fully functional knowledge system.