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EXPECTATIONS FOR ASSESSMENT OF NON FUNCTIONAL REQUIREMENTS OF WEB SERVICES

IOAN ALFRED LETIA, ANCA MARGINEAN
TECHNICAL UNIVERSITY OF CLUJ-NAPOCA
DEPARTMENT OF COMPUTER SCIENCE
BARITIU 28 400391 CLUJ-NAPOCA, ROMANIA
LETIA@CS-GW.UTCLUJ.RO, ANCA.MARGINEAN@CS.UTCLUJ.RO

ABSTRACT. The difference between what is expected from a service and what it is perceived as a response underlies the estimation of the quality of that service; therefore, we propose an expectations based approach for assessment of the quality of web services. The usage of services (either software or more specifically web services) rises from some functional requirements, while its quality derives from the degree of confirmation/disregard of client's expectations, either functional or non functional. Taken from Dolce ontology, roles, agents, descriptions, and situations constitute the main concepts of our proposed semantic representation.