



A framework for developing SMS and web-based application to provide value-added services to the university Community

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Mobile telecommunication and the Internet have done a significant impact on the world population. According to literature, a clear separation can be identified of those who have access to the Internet and those do not have access to the Internet. One thing common for both these groups is that they use mobile phones for communication purposes and for instance to connect with their friends using advance features provided by their network operators. In addition to use mobile phones primarily as a mode of communication, they are increasingly used for providing information services using Short Message Service (SMS). In this paper, we study how a combination of SMS and web-based service portfolio can be used to provide value added services to the university community. In this paper, we discuss a). an approach that can be used to elicit services to be provisioned as SMS and web-based services, and b). developing grammar to simplify processing SMS-based service requests.

Key words: Goal modeling, business modeling, SMS application, Service-type grammar