## Table of Contents

Information Ranking in Real-Time for Summarizing Emergency Calls  
*Jae Kwan Kim, Myon Woong Park, Laehyun Kim, and Keonsoo Lee*  
1  

Customer Involvement in Scaled Agile Framework Implementations  
*Jos Trienekens, Hatta Bagis Himawan, and Jan van Moll*  
3  

Monitoring of Health-Recovery Processes with Control Charts  
*Olgierd Hryniewicz and Katarzyna Kaczmarek-Majer*  
6  

USAMED Learning Object - Usability in Digital Educational Materials for Seniors: Planning, Development and Implementation  
*Tassia Priscila Fagundes Grande, Leticia Rocha Machado, Ana Luisa Fonseca, Larissa Camargo Justin, Sibele Pedroso Loss, and Patricia Alejandra Behar*  
12  

Medical Sign Language Dictionary with 3D Animation Viewer  
*Yuji Nagashima and Keiko Watanabe*  
19  

Evaluation of Gaze-Depth Prediction Using Support Vector Machines  
*Choonsung Shin, Youngho Lee, Youngmin Kim, Jisoo Hong, Sung-Hee Hong, and Hoonjong Kang*  
21  

Text Location Algorithm Based on Graph-Cut Model with Unary and Binary Features  
*Fengqin Yu and Yaya Liu*  
23  

Workload Adaptive I/O Fairness Scheme for Modern Cloud Storage  
*Kisung Jin, Sangmin Lee, Hongyeon Kim, and Youngkyun Kim*  
26  

A Novel Location Estimation Method based on an Apollonian Circle with Robust Filtering  
*Byung Jin Lee, Byung Hoon Lee, and Kyung Seok Kim*  
33  

Booters and Certificates: An Overview of TLS in the DDoS-as-a-Service Landscape  
*Benjamin Kuhnert, Jessica Steinberger, Harald Baier, Anna Sperotto, and Aiko Pras*  
37  

Lucene Based Block Indexing Technology on Large Email Data  
*Chunyao Song, Yao Ge, Peng Nie, and Xiaojie Yuan*  
45  

An Efficient Reachability Queries Approach for Large Graph Based on Cluster Structure  
*Yale Chai, Yao Ge, Chunyao Song, and Peng Nie*  
51  

TOPSIS Assisted Selections of the Best Suited Universities for College Applications in Mainland China  
*Shan Lu and Jie Wang*  
54