Phd course on

Formal modelling and analysis of interactive systems

Part 3 Formal Analysis and Cognitive Models

Temporal Logic, Formal Analysis of Human Behaviour

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- 7. References

Modal and Temporal Logic

p = the train is late q = there are taxis at the station r = John is late for his meeting

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if the train is late and there are not taxis at the station then John is late for his meeting

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the train is late $\land \neg$ there are taxis at the station

p = the train is late q = there are taxis at the station r = John is late for his meeting

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the train is late

 \wedge ¬ there are taxis at the station \rightarrow John is late for his meeting

p = the train is late q = there are taxis at the station r = John is late for his meeting

if the train is late and there are not taxis at the station then John is late for his meeting

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 \wedge ¬ there are taxis at the station \rightarrow John is late for his meeting

$$p \land \neg q \to r$$

p = it is raining q = Jane has her umbrella with her r = Jane gets wet

if it is raining and Jane has not her umbrella with her then Jane gets wet

it is raining $\land \neg$ Jane has her umbrella with her \rightarrow Jane gets wet

$$p \land \neg q \to r$$



Every child is younger than its mother



Every child is younger than its mother

is a child is younger than is mother of



Every child is younger than its mother

$$C(x) = x$$
 is a child
is younger than
is mother of

Every child is younger than its mother

$$C(x) = x$$
 is a child
 $Y(x,y) = x$ is younger than y
is mother of

Every child is younger than its mother

C(x) = x is a child Y(x,y) = x is younger than yM(x,y) = x is mother of y

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 \forall — universal quantifiers

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 \forall — universal quantifiers \exists — existential quantifiers

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 \forall — universal quantifiers \exists — existential quantifiers

 $\forall x \forall y (C(x) \land M(y, x) \to Y(x, y))$

Prop vs Pred Logic

- Propositional Logic
 - decidability
 - limited expressiveness

Prop vs Pred Logic

- Propositional Logic
 - decidability
 - limited expressiveness
- Predicate Logic
 - undecidability
 - good expressiveness



Every niece is younger than her uncle



Every niece is younger than her uncle not necessarily true in all families possibly not true in all families



Every niece is younger than her uncle not necessarily true in all families possibly not true in all families

 $\Box f$ expresses that f is necessary



Every niece is younger than her uncle not necessarily true in all families possibly not true in all families

 $\Box f$ expresses that f is necessary $\Diamond f$ expresses that f is possible



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Property: $\neg \Diamond f = \Box \neg f$



Every niece is younger than her uncle not necessarily true in all families possibly not true in all families

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Expressiveness: between Prop and Pred Logic



Every niece is younger than her uncle not necessarily true in all families possibly not true in all families

 $\Box f$ expresses that f is necessary $\Diamond f$ expresses that f is possible

Property: $\neg \Diamond f = \Box \neg f$

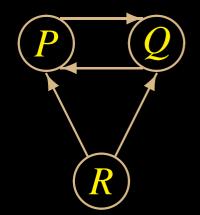
Expressiveness: between Prop and Pred Logic Decidable!

 $\langle \mathcal{W}, \mathcal{R}, \mathcal{L}
angle$

- $\mathcal W$ is a set of worlds
- $\mathcal{R} \subseteq \mathcal{W} \times \mathcal{W}$ is the accessibility relation
- $\mathcal{L}: \mathcal{W} \longrightarrow 2^{AP}$ is the labelling function

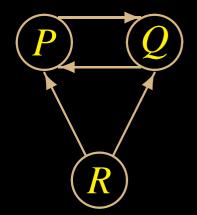
 $\langle \overline{\mathcal{W},\mathcal{R}},L
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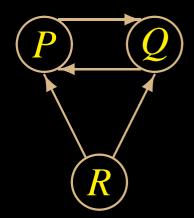
- $\mathcal W$ is a set of worlds
- $\mathcal{R} \subseteq \mathcal{W} \times \mathcal{W}$ is the accessibility relation
- $\mathcal{L}: \mathcal{W} \longrightarrow 2^{AP}$ is the labelling function $\mathcal{L}(R) = \{f, g\}$



 $\langle \overline{\mathcal{W}}, \mathcal{R}, \mathcal{L}
angle$

such that

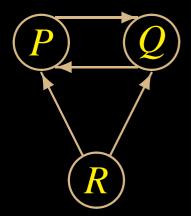
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- $\mathcal W$ is a set of worlds
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$$\begin{aligned} \mathcal{L}(R) &= \{f, g\} \\ \mathcal{L}(P) &= \{f\} \\ \mathcal{L}(Q) &= \{f, h\} \end{aligned}$$

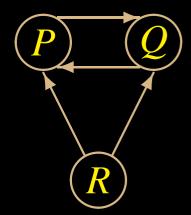


 $\langle \mathcal{W}, \mathcal{R}, \mathcal{L}
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such that

- $\ensuremath{\mathcal{W}}$ is a set of worlds
- $\mathcal{R} \subseteq \mathcal{W} \times \mathcal{W}$ is the accessibility relation
- $\mathcal{L}: \mathcal{W} \longrightarrow 2^{AP}$ is the labelling function

 $\mathcal{L}(R) = \{f, g\}$ $\mathcal{L}(P) = \{f\}$ $\mathcal{L}(Q) = \{f, h\}$ $\diamond g \text{ and } \Box f \text{ are valid}$



 $\langle \overline{\mathcal{W},\mathcal{R}},L
angle$

- $\ensuremath{\mathcal{W}}$ is a set of worlds
- $\mathcal{R} \subseteq \mathcal{W} \times \mathcal{W}$ is the accessibility relation
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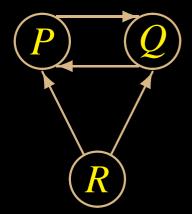
$$\mathcal{L}(R) = \{f, g\}$$

$$\mathcal{L}(P) = \{f\}$$

$$\mathcal{L}(Q) = \{f, h\}$$

$$\diamond g \text{ and } \Box f \text{ are valid}$$

$$\Box g \text{ and } \Box h \text{ are not valid}$$





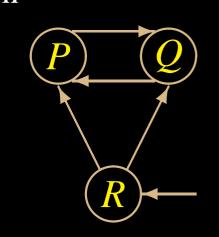
Transition System

$$\langle S, \rightarrow, s_0 \rangle$$

such that

- *S* is a set of states
- $\rightarrow \subseteq S \times S$ is the transition relation
- $s_0 \in S$ is the initial state

Labelling function: $\mathcal{L} : S \longrightarrow 2^{AP}$ $\mathcal{L}(R) = \{f, g\}$ $\mathcal{L}(P) = \{f\}$ $\mathcal{L}(Q) = \{f, h\}$ $\diamond g \text{ and } \Box f \text{ are valid}$ $\Box g \text{ and } \Box h \text{ are not valid}$



Temporal Logic of Actions Labelled Transition System

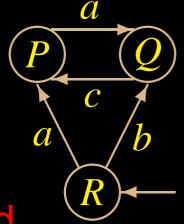
$$\langle S, L, \rightarrow, s_0 \rangle$$

such that

- S is a set of states
- L is a set of labels
- $\rightarrow \subseteq S \times \mathcal{L} \times S$ is the transition relation
- $s_0 \in S$ is the initial state

AP = L

 $\diamond a$ and $\diamond c$ are valid $\diamond b$, $\Box a$, $\Box b$ and $\Box c$ are not valid



Liner Time Logic (LTL) Linear Time:

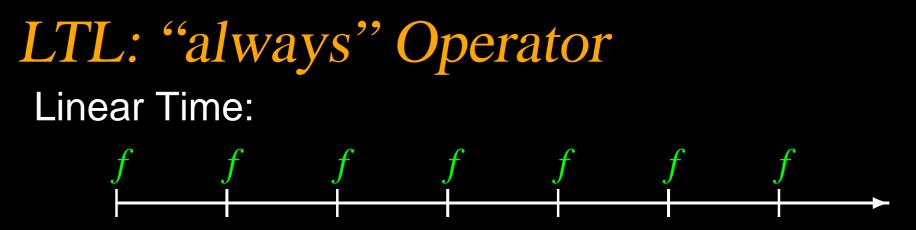


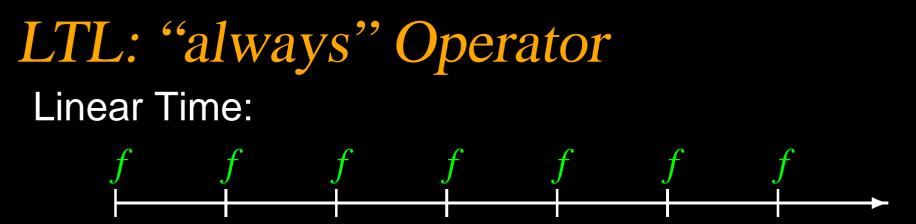
LTL: "always" Operator Linear Time:

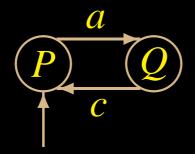


 $\Box f$ expresses that f is always true in the future

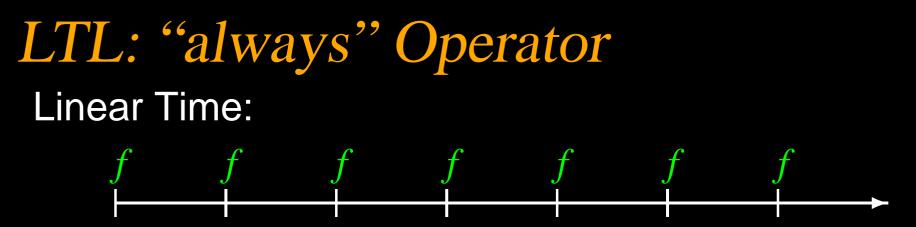
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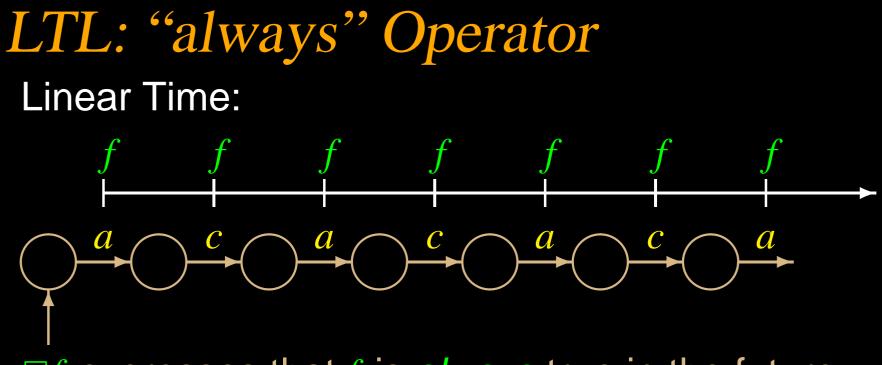




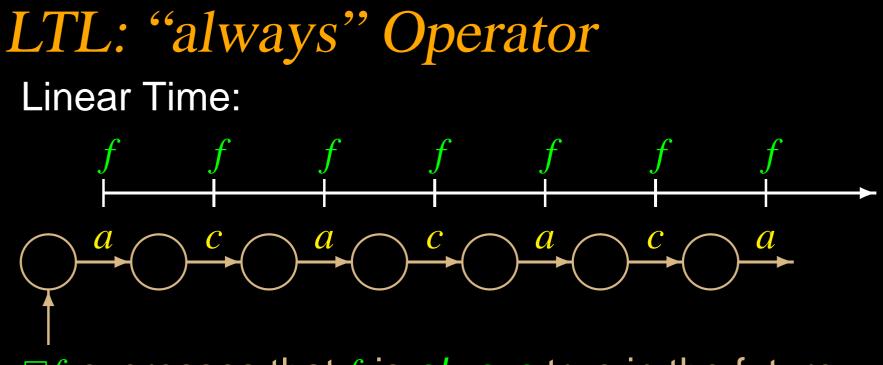
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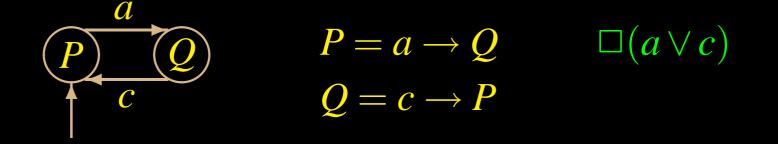


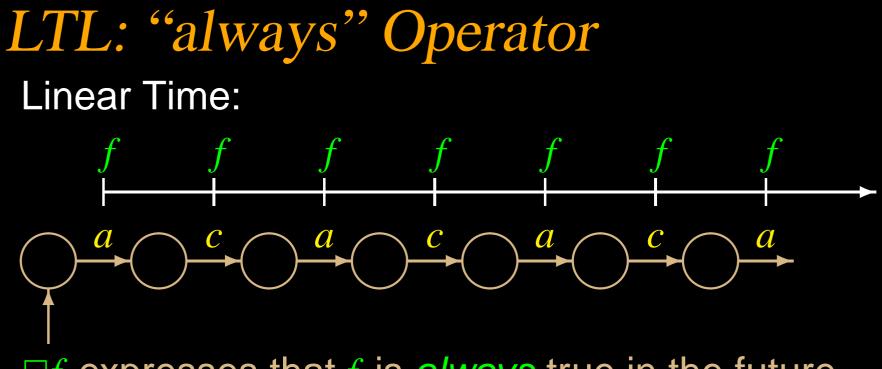


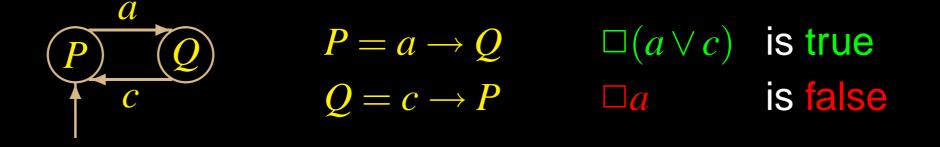






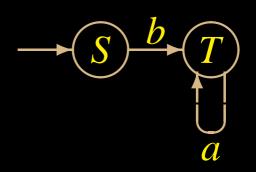




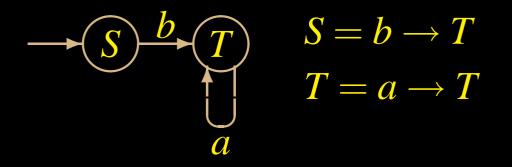


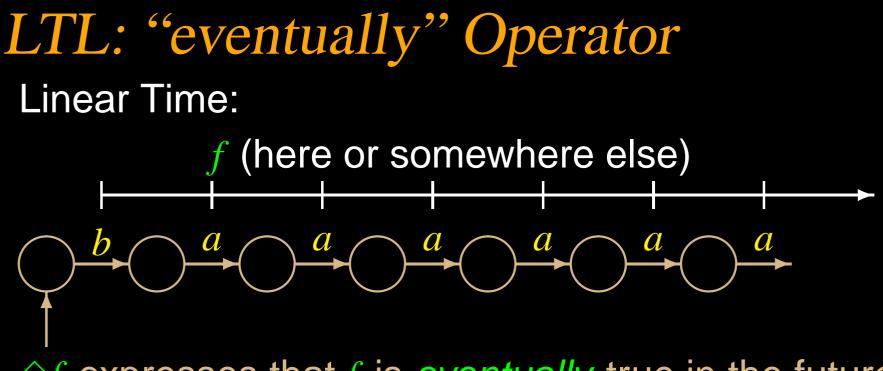


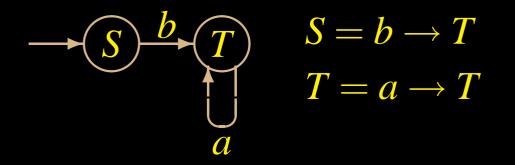


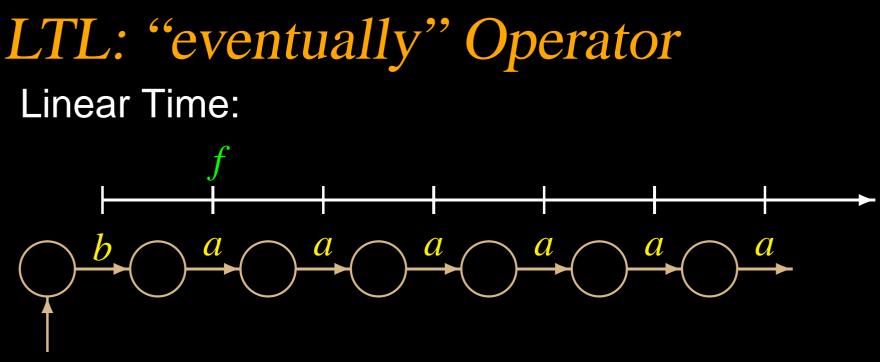


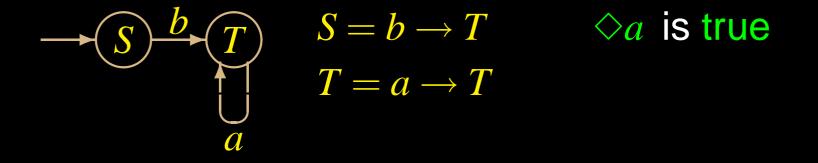


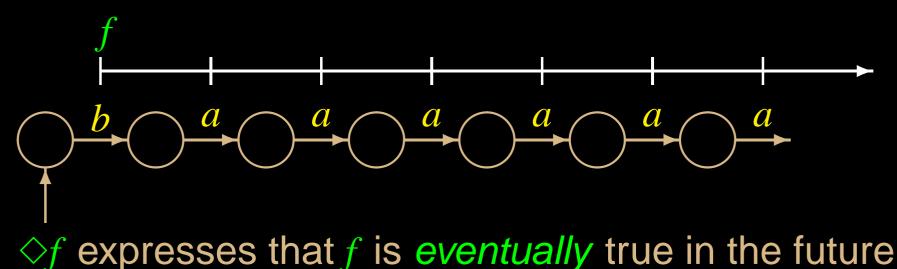




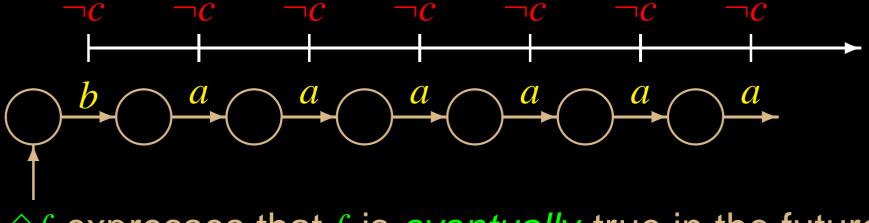


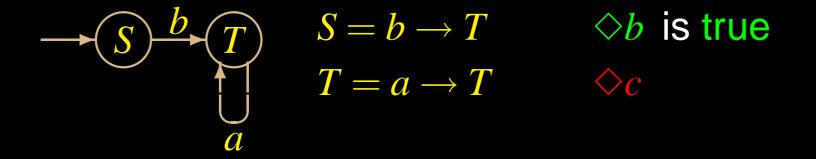


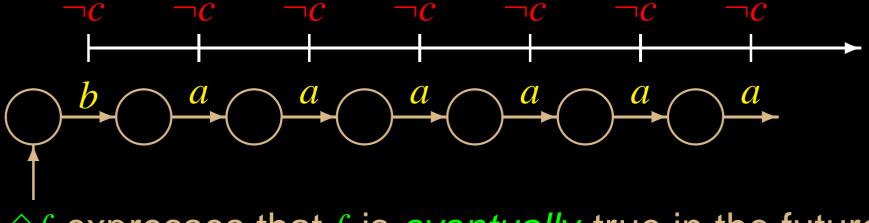


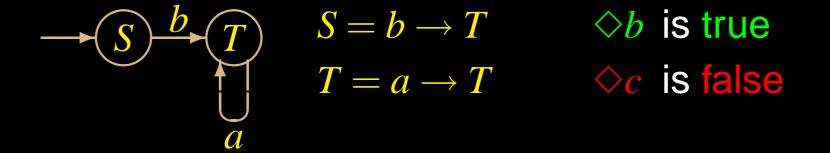


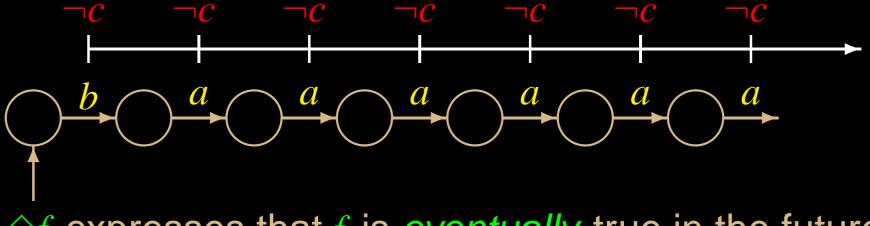
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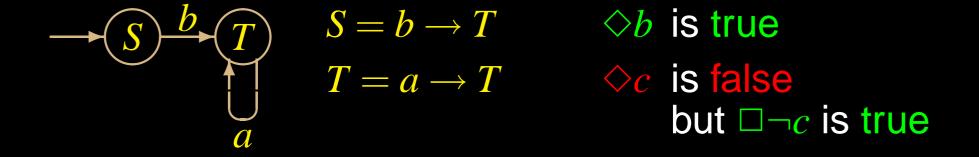


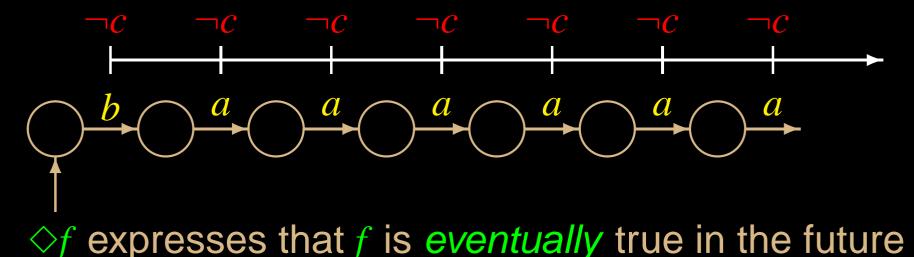


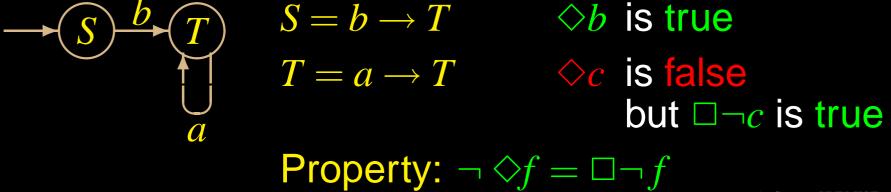




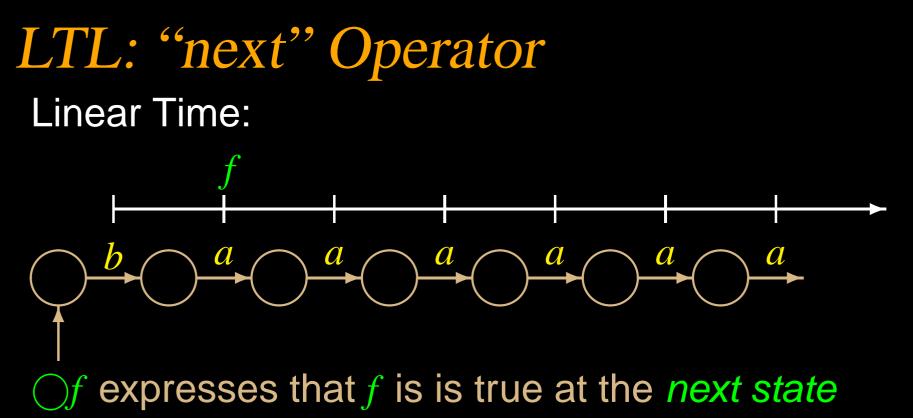


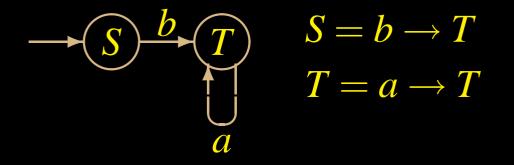


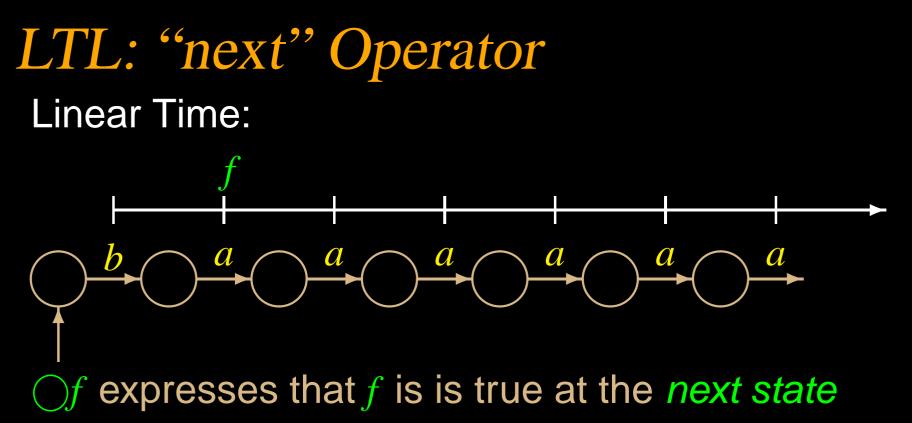




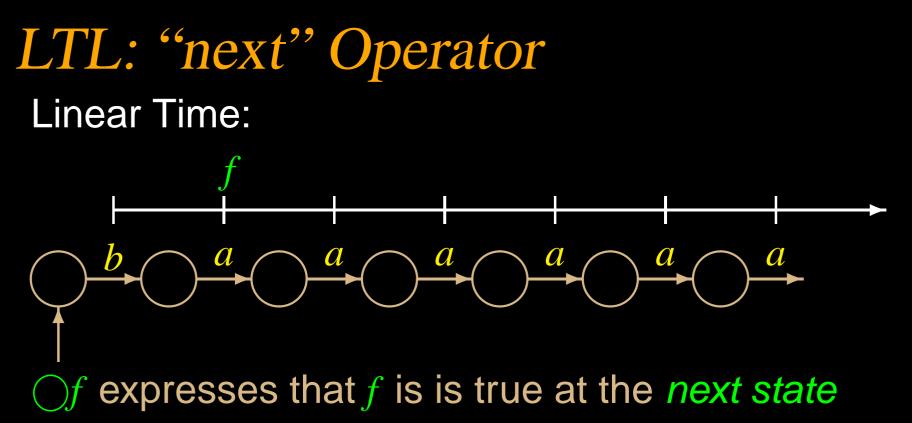
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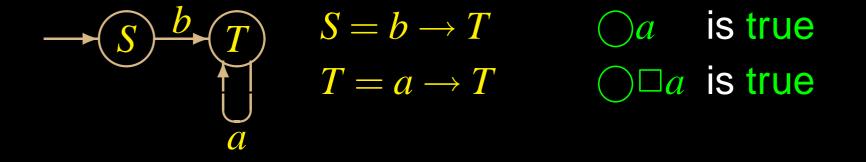


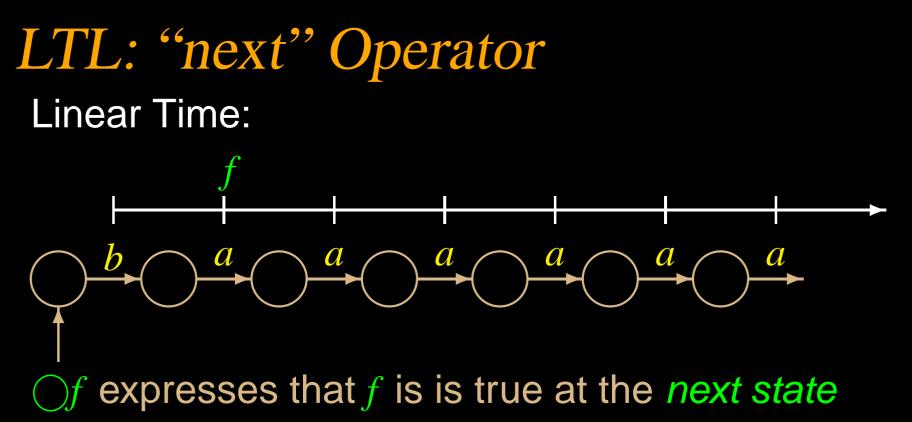




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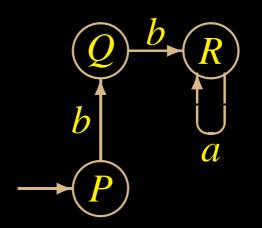
LTL: "strong until" Operator Linear Time: f f g (somewhere)

$f \mathcal{U}g$ expresses that f is *always* true *until* g is true

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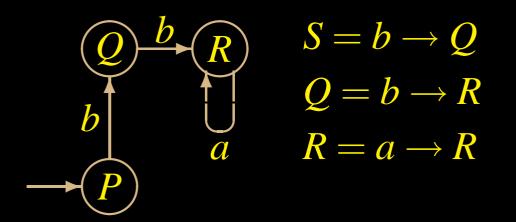
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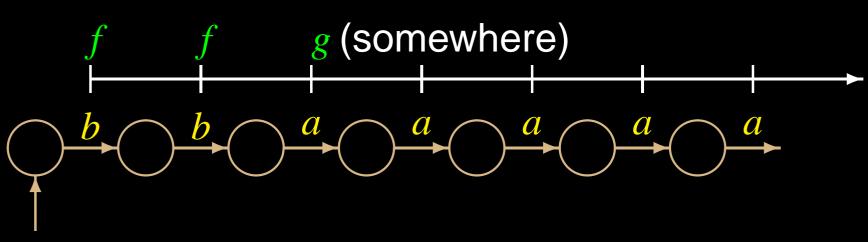


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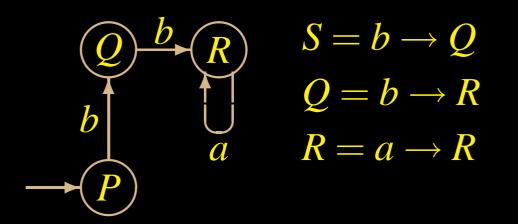
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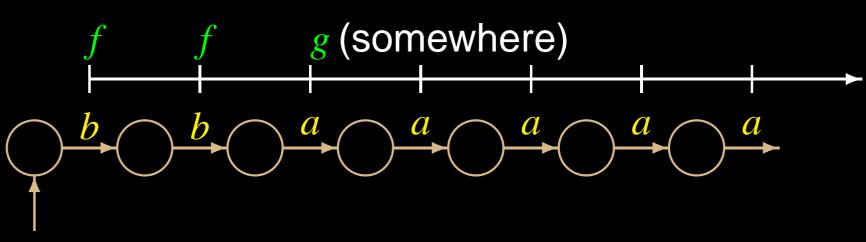
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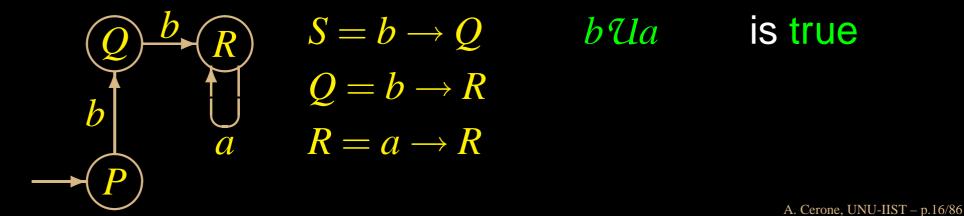
f Ug expresses that f is *always* true *until* g is true



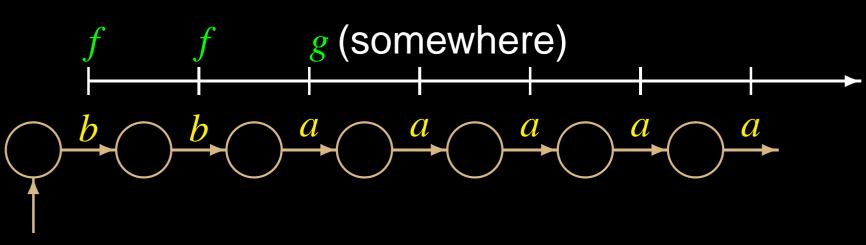
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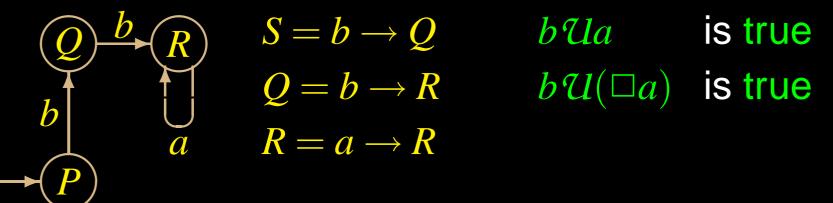
 $f \mathcal{U}g$ expresses that f is always true until g is true

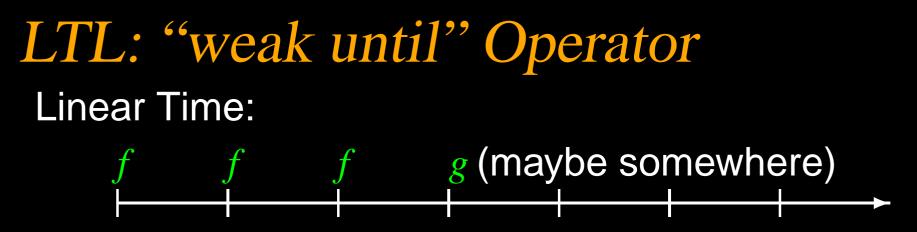


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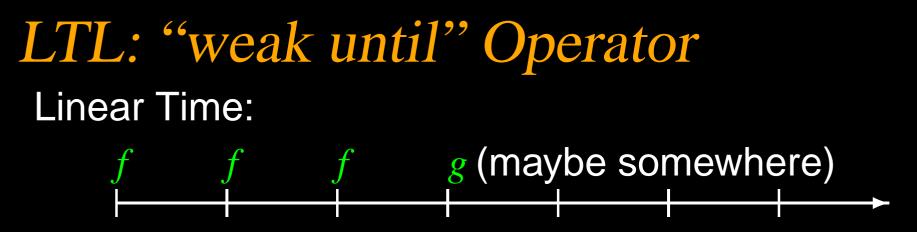


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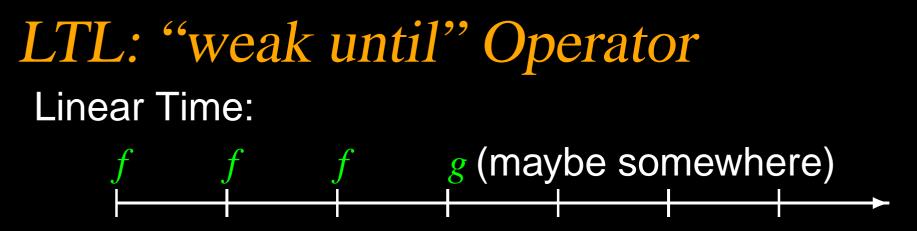


 $f \mathcal{W}g$ expresses that f is *always* true either *forever* or *until* g is true

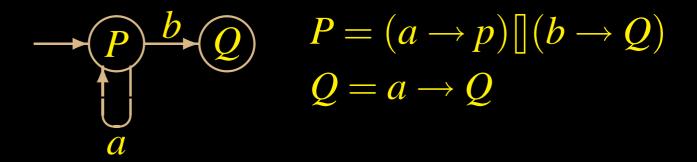


 $f \mathcal{W}g$ expresses that f is *always* true either *forever* or *until* g is true

$$\xrightarrow{P} \xrightarrow{b} Q$$

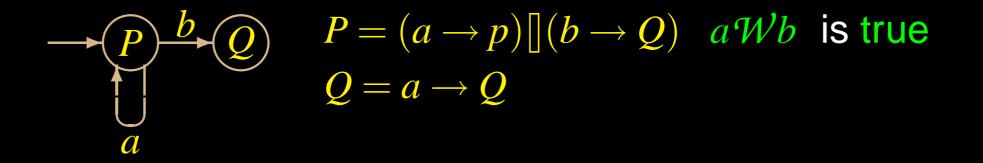


f Wg expresses that f is *always* true either *forever* or *until* g is true



LTL: "weak until" Operator Linear Time: f f f g (maybe somewhere)a a b b

f Wg expresses that f is *always* true either *forever* or *until* g is true

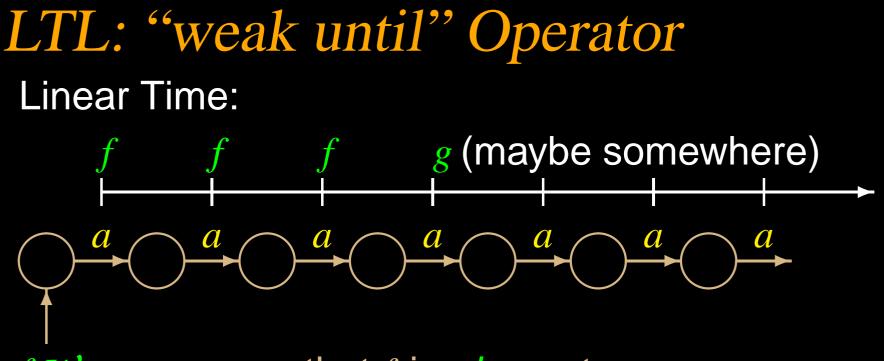


LTL: "weak until" Operator Linear Time: f f f g (maybe somewhere)a a b b

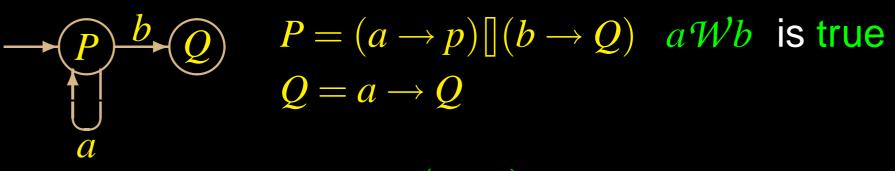
 $f \mathcal{W}g$ expresses that f is *always* true either *forever* or *until* g is true

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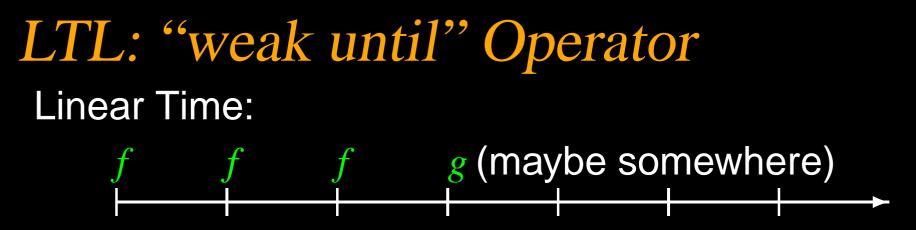
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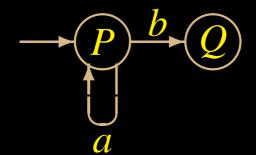
 $f \mathcal{W}g$ expresses that f is *always* true either *forever* or *until* g is true



 $(a\mathcal{U}b)$ $\Box a$



 $f \mathcal{W}g$ expresses that f is *always* true either *forever* or *until* g is true



$$P = (a \to p) [](b \to Q) \quad a \mathcal{W}b \text{ is true}$$
$$Q = a \to Q$$

Property: $(a \mathcal{U}b) \lor \Box a = a \mathcal{W}b$

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- □f expresses that f is always true in the future
- \$\log_f\$ expresses that f is eventually true in the future

- **If** expresses that *f* is *always* true in the future
- \$\log_f\$ expresses that f is eventually true in the future
- *f* expresses that *f* is true at the *next state*

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- *fUg* expresses that *f* is *always* true *until g* is true (strong until)

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- *fUg* expresses that *f* is *always* true *until g* is true (strong until)
- f Wg expresses that f is always true either forever or until g is true (weak until)

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- \$\langle f\$ expresses that f\$ is eventually true in the future
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- *fWg* expresses that *f* is *always* true either forever or until *g* is true (weak until)

Properties: $\neg \Diamond f = \Box \neg f$

- **If** expresses that *f* is *always* true in the future
- \$\langle f\$ expresses that f\$ is eventually true in the future
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- *fUg* expresses that *f* is *always* true *until g* is true (strong until)
- f Wg expresses that f is always true either forever or until g is true (weak until)

Properties: $\neg \diamond f = \Box \neg f$ $f \mathcal{W}g = (\Box f) \lor (f \mathcal{U}g)$

Computation Tree Logic (CTL)

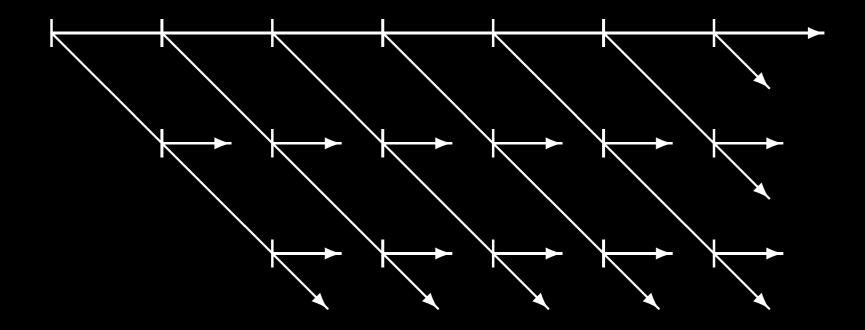
branching-time logic

- \implies different paths in the future
- \implies future is not determined

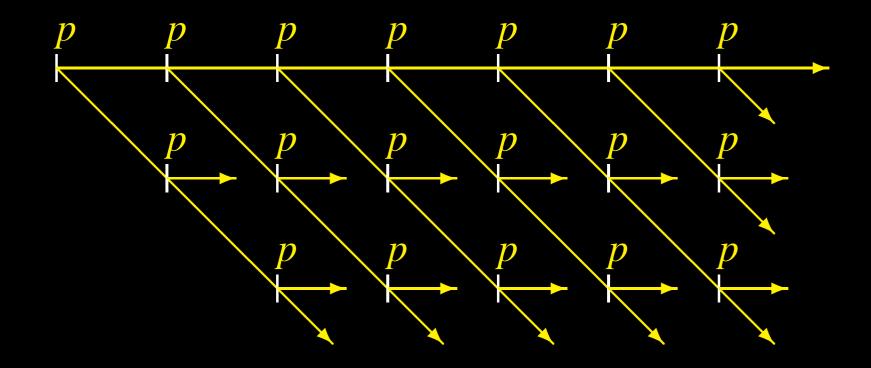
Computation Tree Logic (CTL)

- branching-time logic
 - \implies different paths in the future
 - \implies future is not determined
- each temporal operator is associated with a quantifier on path: ∀ or ∃

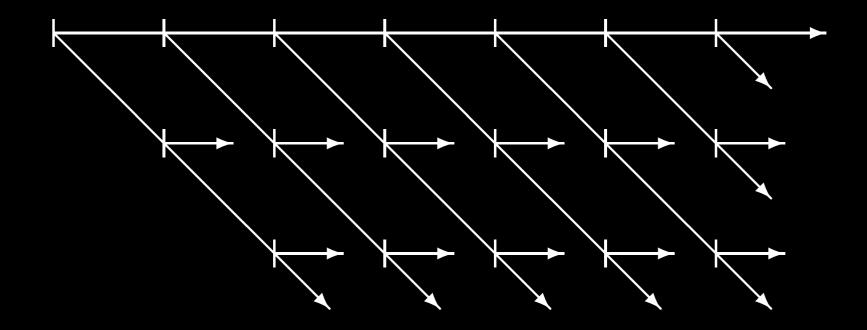
$\begin{array}{c} CTL: \forall \square \\ \forall \square p \end{array}$



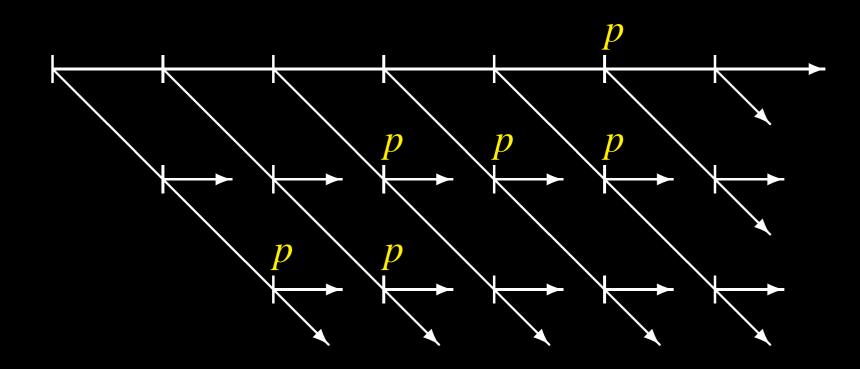
$\begin{array}{c} CTL: \forall \square \\ \forall \square p \end{array}$



$\begin{array}{c} CTL: \forall \diamondsuit \\ \forall \diamondsuit p \end{array}$



$\begin{array}{c} CTL: \forall \diamondsuit \\ \forall \diamondsuit p \end{array}$

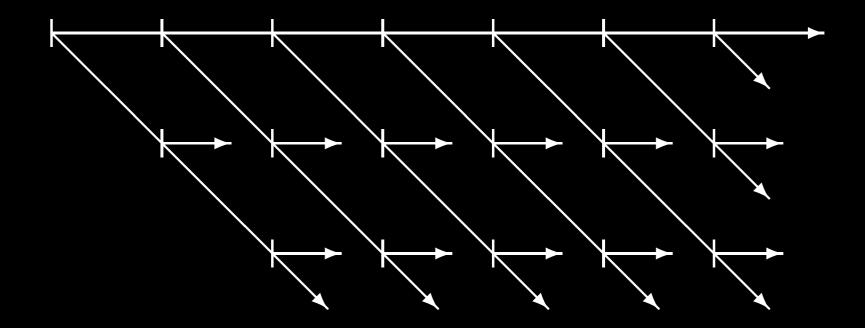


$CTL: \forall$

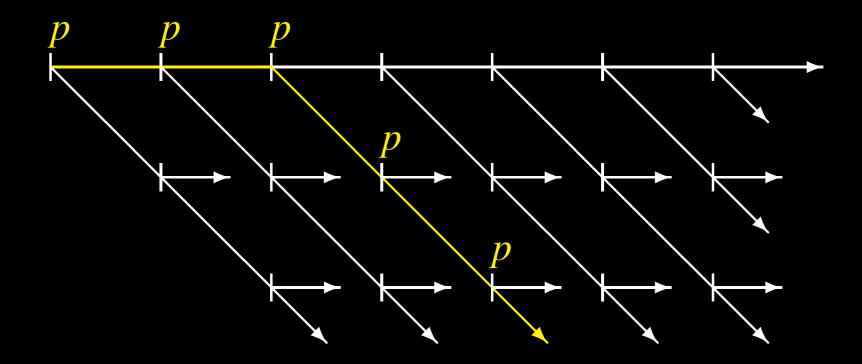
For all path

- f is always true: $\forall \Box f$
- f is eventually true: $\forall \diamond f$
- *f* is true at the *next state*: $\forall \bigcirc f$
- *f* is *always* true *until g* is true: $\forall (f \mathcal{U}g)$
- *f* is *always* true either *forever* or *until g* is true: $\forall (f \mathcal{W}g)$

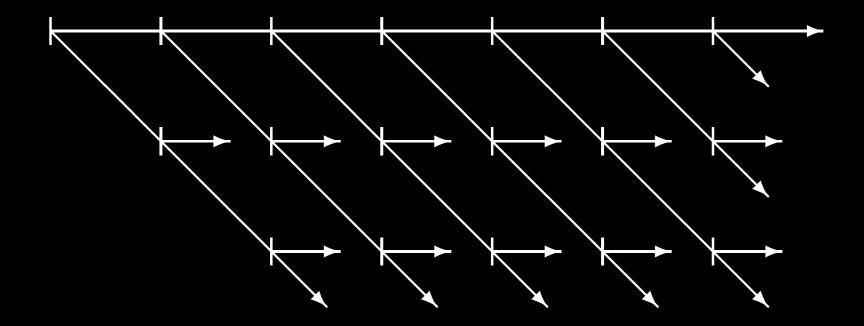
$CTL: \exists \Box$ $\exists \Box p$



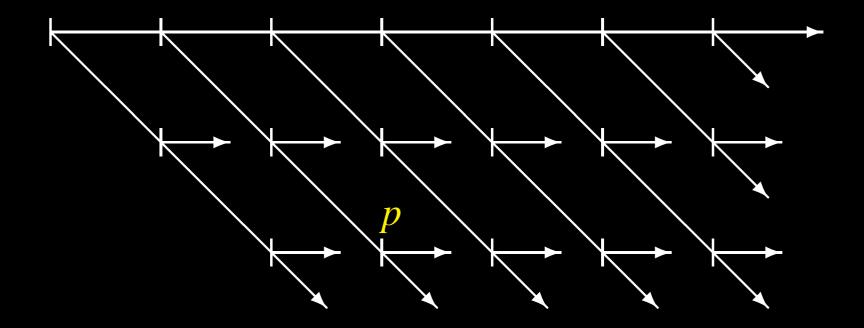
$CTL: \exists \Box$ $\exists \Box p$



$\begin{array}{c} CTL: \exists \diamondsuit \\ \exists \diamondsuit p \end{array}$



$\begin{array}{c} CTL: \exists \diamondsuit \\ \exists \diamondsuit p \end{array}$



$CTL: \exists$

There exists a path

- f is always true: $\exists \Box f$
- *f* is eventually true: $\exists \Diamond f$
- *f* is true at the *next state*: $\exists \bigcirc f$
- *f* is always true until *g* is true: $\exists (f \mathcal{U}g)$
- *f* is *always* true either *forever* or *until g* is true: $\exists (f \mathcal{W}g)$

$CTL: \exists$

There exists a path

- f is always true: $\exists \Box f$
- f is eventually true: $\exists \Diamond f$
- f is true at the *next state*: $\exists \bigcirc f$
- *f* is always true until *g* is true: $\exists (f \mathcal{U}g)$
- *f* is *always* true either *forever* or *until g* is true: $\exists (f \mathcal{W}g)$

Properties:

 $\neg \exists \Diamond f = \forall \Box \neg f \\ \exists (f \mathcal{W}g) = (\exists \Box f) \lor (\exists f \mathcal{U}g)$

• Path Formula = LTL Formula

• Path Formula = LTL Formula

• Path Formula \implies State Formula

- Path Formula = LTL Formula
- Path Formula \implies State Formula
- f State Formula $\implies \forall f$ State Formula

- Path Formula = LTL Formula
- Path Formula \implies State Formula
- f State Formula $\implies \forall f$ State Formula
- f State Formula $\implies \exists f$ State Formula

GCTL* in CWB-NC

- Atomic Formulae:
 - { p1,...,pn }

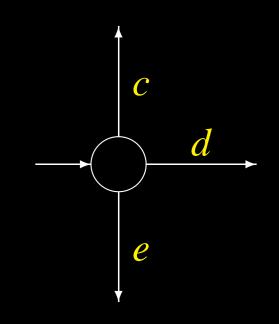
GCTL* in CWB-NC • Atomic Formulae:

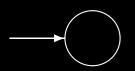
• { p1,...,pn }

GCTL* in CWB-NC • Atomic Formulae:

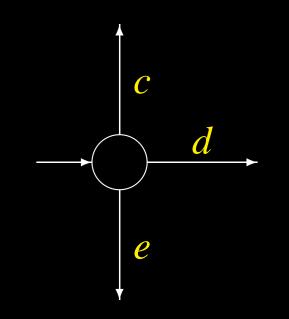
GCTL* in CWB-NC • Atomic Formulae:

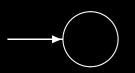
- { p1,...,pn }
- { -p1,...,pn } (deadlock-free: { -})
- \neg , \lor , \land : \sim , \land / , / \land
- *\f*: Ff
- *f*: Xf
- ∀*f*: Af
- ∃*f*: Ef

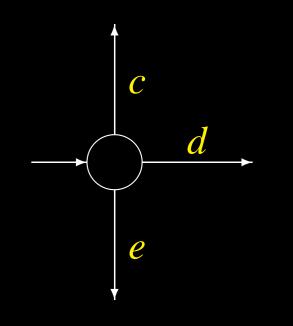


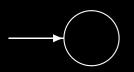


A. Cerone, UNU-IIST – p.28/86

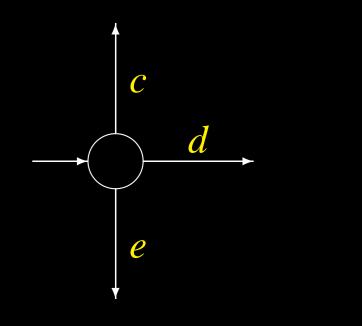


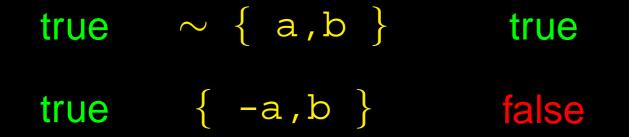


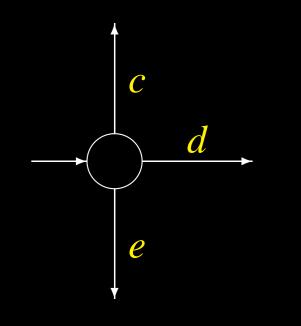


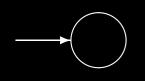


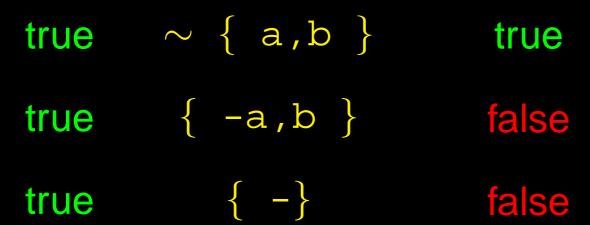
true ~ { a,b }
true { -a,b }







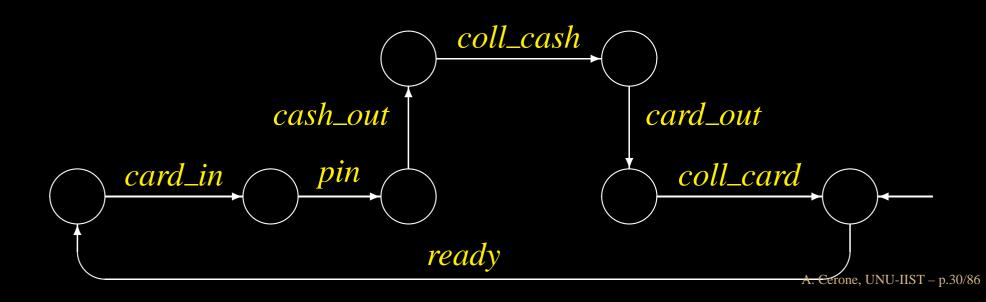




A. Cerone, UNU-IIST – p.28/86

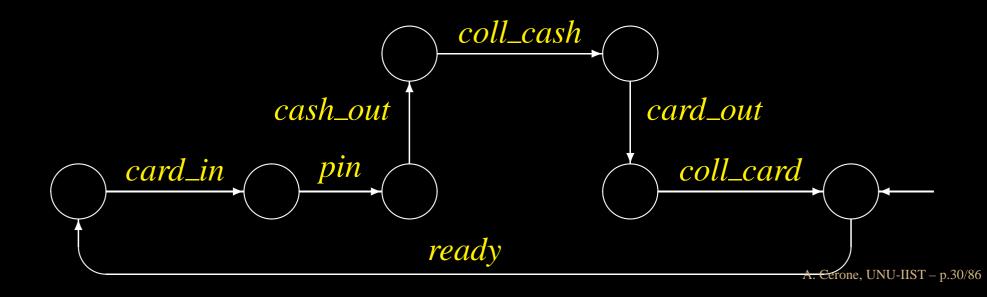
ATM Formal Specification

ATM Properties in LTL



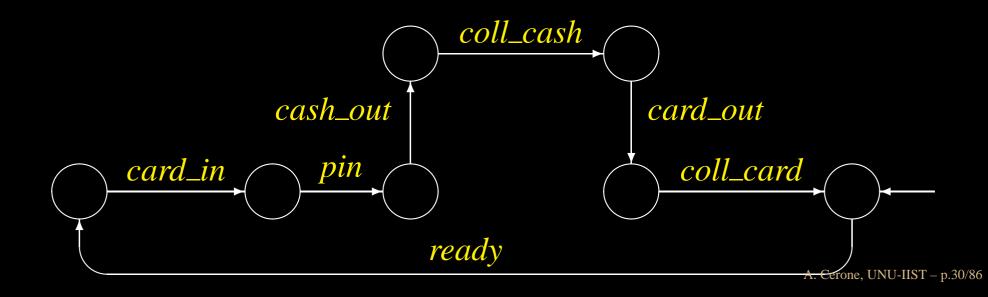
ATM Properties in LTL

Functional Correctness: The ATM machine will eventually deliver cash



ATM Properties in LTL

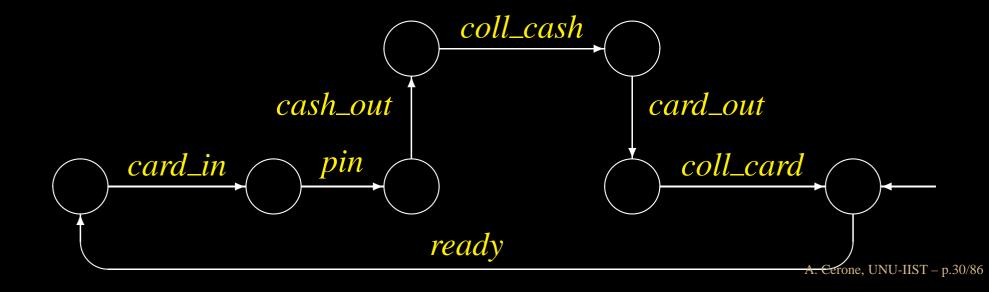
Functional Correctness: The ATM machine will eventually deliver cash \Box (*ready* \rightarrow \diamond *cash_out*)



ATM Properties in LTL

Functional Correctness: The ATM machine will eventually deliver cash \Box (*ready* \rightarrow \diamond *cash_out*)

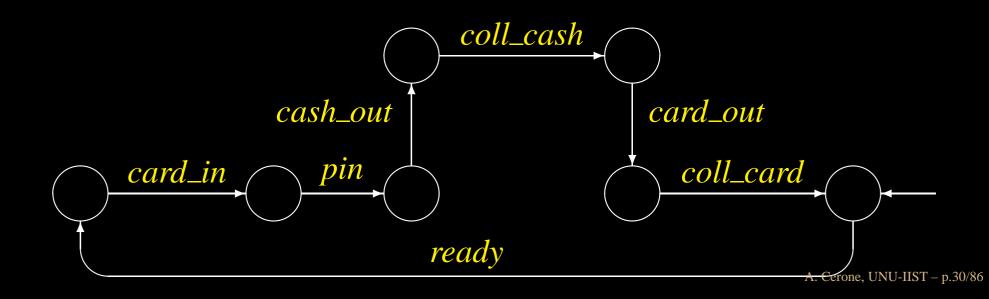
Safety: The ATM machine will eventually return the card



ATM Properties in LTL

Functional Correctness: The ATM machine will eventually deliver cash \Box (*ready* \rightarrow \diamond *cash_out*)

Safety: The ATM machine will eventually return the card $\Box(ready \rightarrow \Diamond card_out)$



ATM Properties in CTL*

Functional Correctness: The ATM machine will eventually deliver cash \Box (*ready* \rightarrow \diamond *cash_out*)

Safety: The ATM machine will eventually return the card $\Box(ready \rightarrow \diamondsuit card_out)$

Express the properties above in CTL*

ATM Properties in CTL*

Functional Correctness: The ATM machine will eventually deliver cash \Box (*ready* \rightarrow \diamond *cash_out*)

Safety: The ATM machine will eventually return the card $\Box(ready \rightarrow \Diamond card_out)$

Express the properties above in CTL* $\forall \Box (ready \rightarrow \Diamond cash_out)$

ATM Properties in CTL*

Functional Correctness: The ATM machine will eventually deliver cash \Box (*ready* \rightarrow \diamond *cash_out*)

Safety: The ATM machine will eventually return the card $\Box(ready \rightarrow \diamondsuit card_out)$

Express the properties above in CTL*

 $\forall \Box (ready \rightarrow \Diamond cash_out) \\ \forall \Box (ready \rightarrow \Diamond card_out)$

ATM Specification

Informal Specification

- An ATM machine requires a user to
 - insert a bank card
 - enter the right pin for that card

Then the machine

- delivers the cash to the user
- returns the bank card to the user
- waits that the user has collected cash and card before being ready for a new transaction.

cash_out requires (card_in and pin)

cash_out requires *card_in*

cash_out requires *card_in*

((not *cash_out*) until *card_in*)

cash_out requires *card_in*

((not *cash_out*) until *card_in*) after the machine is *ready*

cash_out requires *card_in*

((not *cash_out*) until *card_in*) after the machine is *ready*

 $\forall \Box (ready \rightarrow ((\neg cash_out) \mathcal{U} card_in))$

Missing Part

Informal Specification

An ATM machine requires a user to

- insert a bank card
- enter the right pin for that card
- Then the machine
 - delivers the cash to the user
 - returns the bank card to the user
 - waits that the user has collected cash and card before being ready for a new transaction.

ATM Spec: "allows" part

- bank card inserted
- right pin for that card entered

then

- cash delivered to the user before the machine is ready again
- card returned to the user before the machine is ready again
- the user has to collect the cash before the machine is ready again
- the user has to collect the card before the machine is ready again

- card returned to the user before the machine is ready again
- the user has to collect the cash before the machine is ready again
- the user has to collect the card before the machine is ready again

ATM Spec: "allows" part • if bank card inserted and later right pin for that card entered Or right pin for that card entered and later bank card inserted then cash delivered to the user before the machine is ready again

ATM Spec: "allows" part • if bank card inserted and later right pin for that card entered Oľ right pin for that card entered and later bank card inserted then cash delivered to the user before the machine is ready again $\forall \Box ((card_in \land ((\neg ready) \mathcal{U} pin))$ $\rightarrow ((\neg ready) \mathcal{U} cash_out)) \lor$ $(pin \land ((\neg cash_out) \mathcal{U} card_in))$

 $\rightarrow (\neg ready) \mathcal{U} cash_out)$

A. Cerone, UNU-IIST – p.36/86



card returned to the user before the machine is ready again



card returned to the user before the machine is ready again

 $\forall \Box (card_in \rightarrow ((\neg ready) \mathcal{U} card_out))$



• the user has to collect the cash before the machine is ready again



 the user has to collect the cash before the machine is ready again
 ∀□(cash_out → ((¬ready)U coll_cash))



 the user has to collect the cash before the machine is ready again
 ∀□(cash_out → ((¬ready)U coll_cash))

 the user has to collect the card before the machine is ready again



 the user has to collect the cash before the machine is ready again
 ∀□(cash_out → ((¬ready)U coll_cash))

 the user has to collect the card before the machine is ready again
 ∀□(card_out → ((¬ready) U coll_card))

Formal Analysis

Started from an Informal Specification

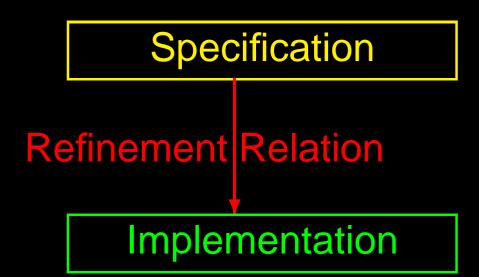
- Started from an Informal Specification
- $\bullet \Longrightarrow$ Formal Model
 - abstract form of Implementation

- Started from an Informal Specification
- → Formal Model
 - abstract form of Implementation
 - debugged using Simulation (Analysis)

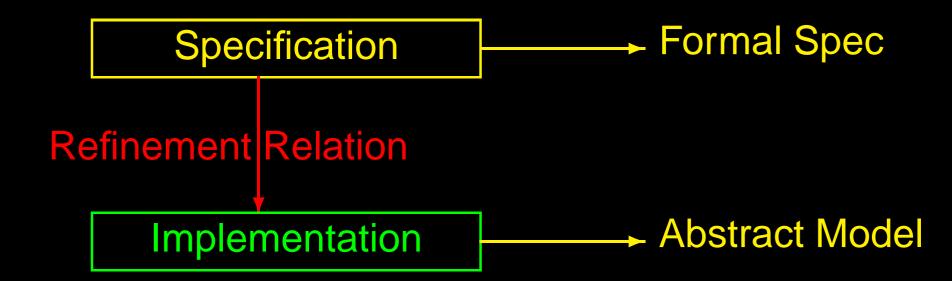
- Started from an Informal Specification
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- $\bullet \Longrightarrow$ Formal Specification
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 - unambiguous form of Specification
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 - Formal Verification of the Model against the Specification

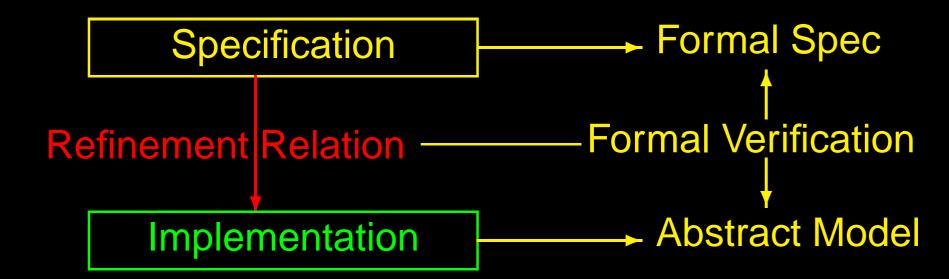
Formal Verification



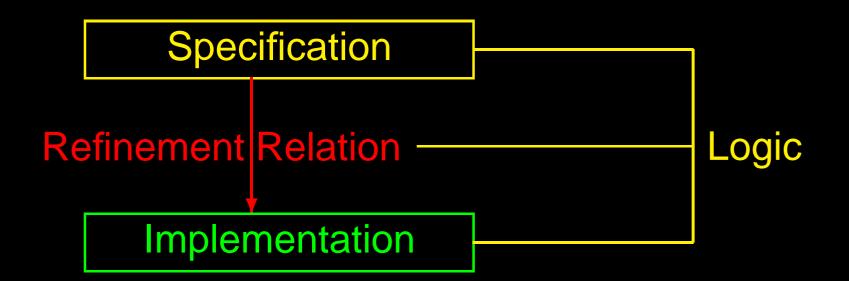
Formal Verification



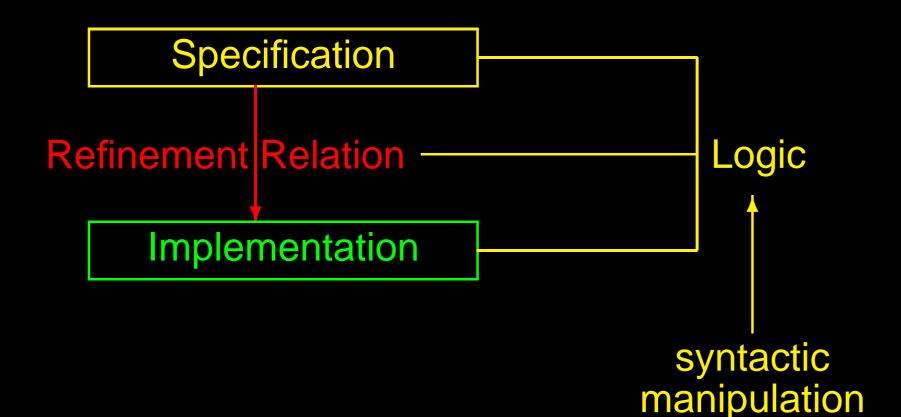
Formal Verification



Theorem-Proving



Theorem-Proving

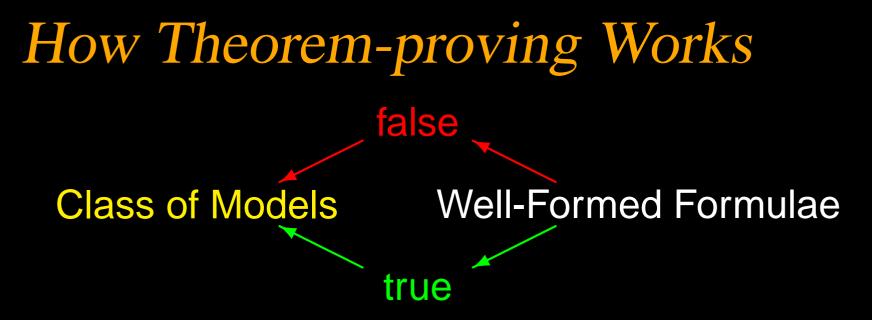


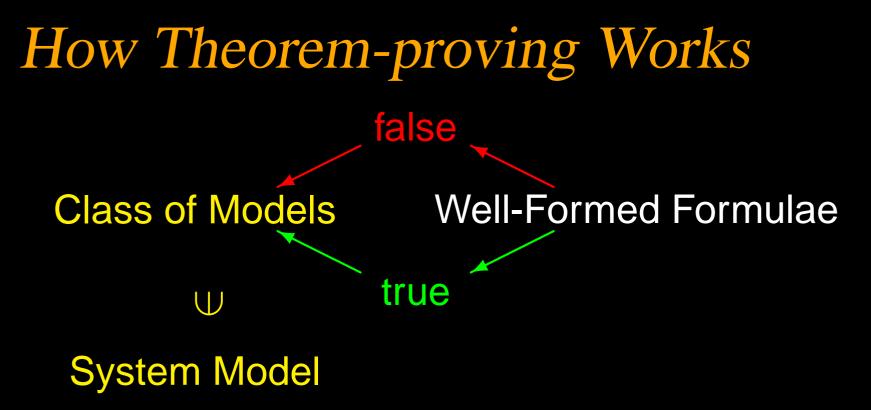
A. Cerone, UNU-IIST – p.41/86

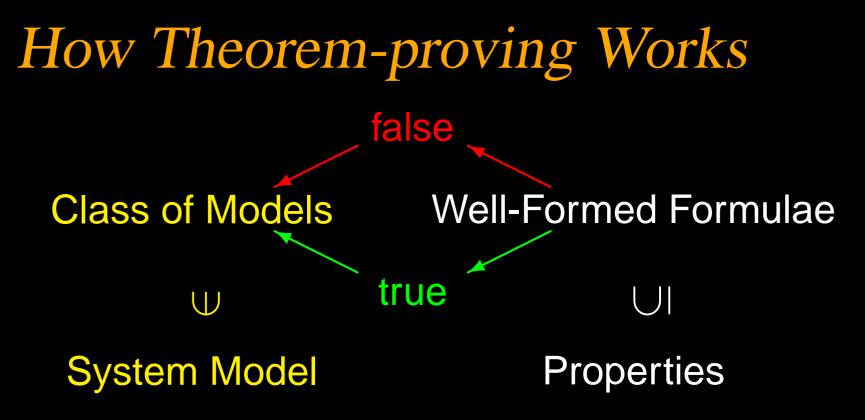
How Theorem-proving Works

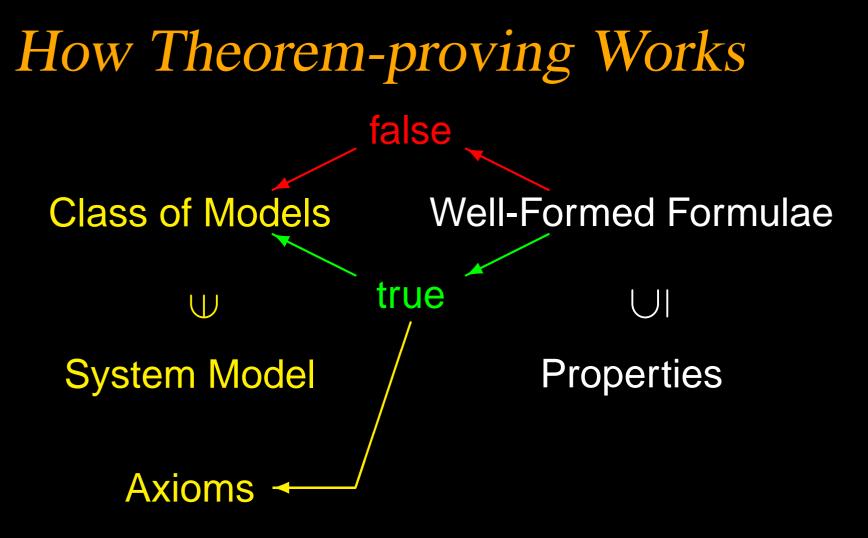
Well-Formed Formulae

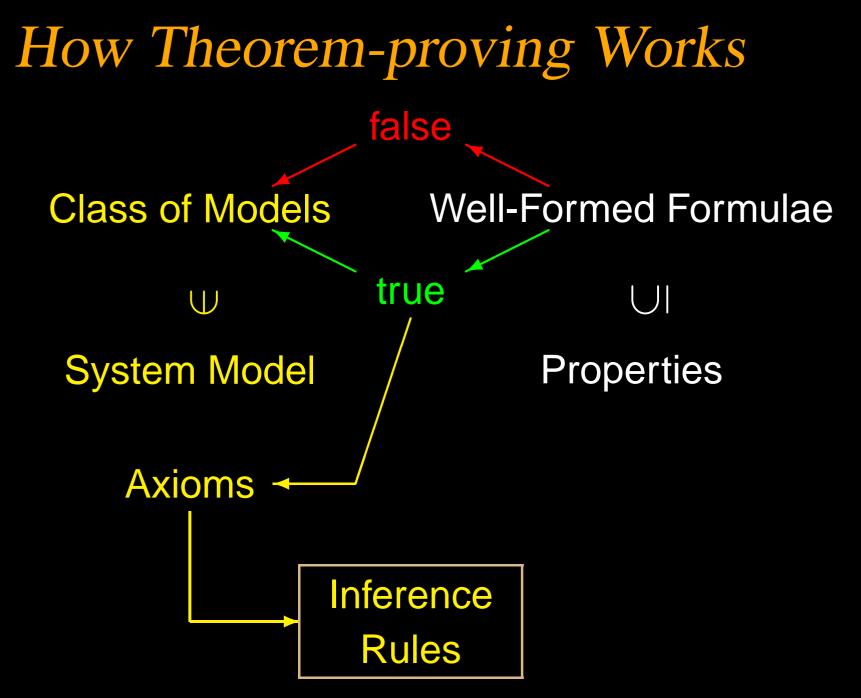
How Theorem-proving Works false Well-Formed Formulae true

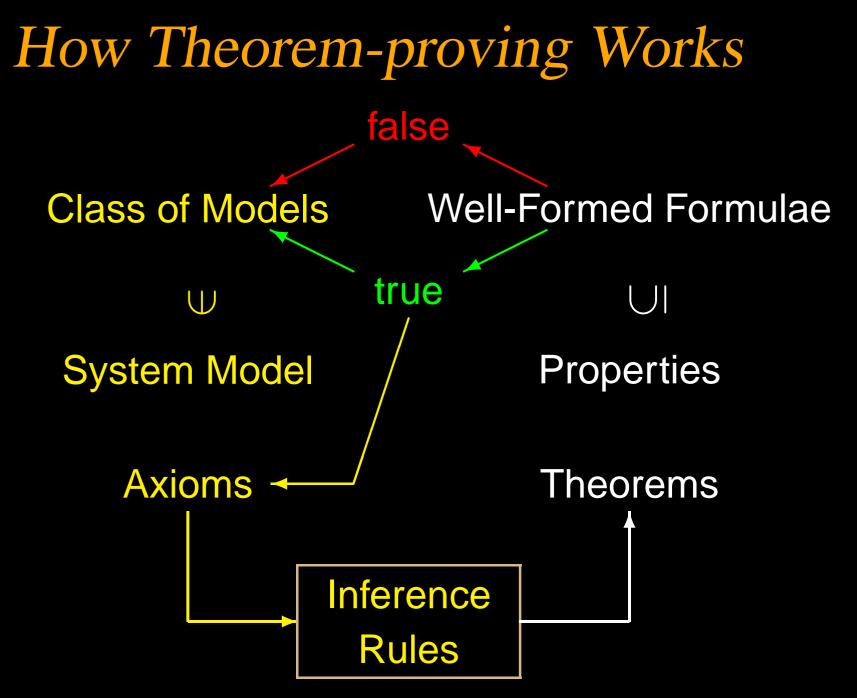


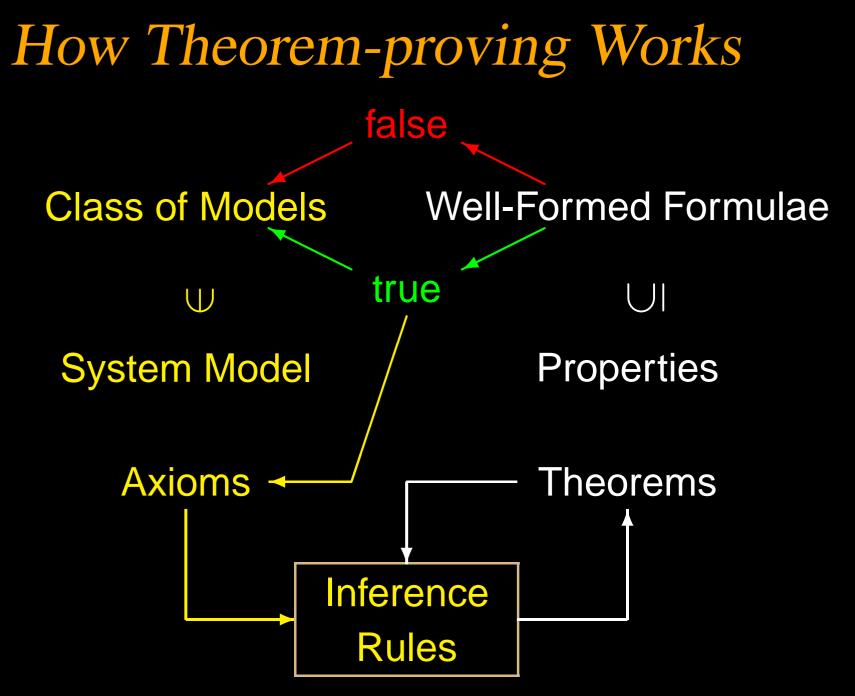


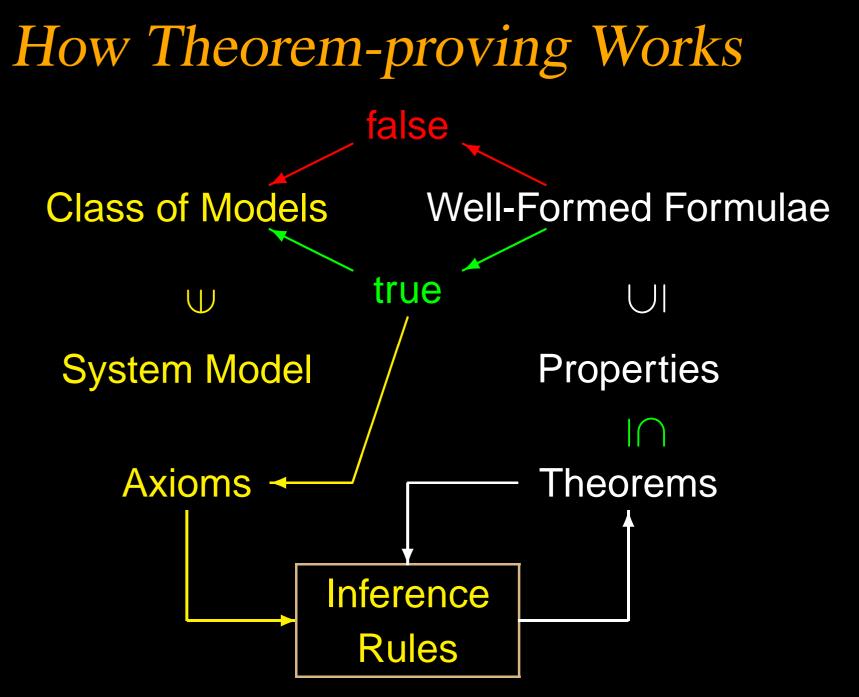




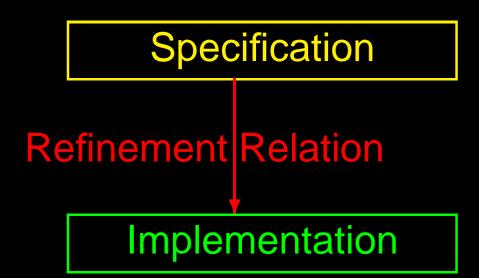




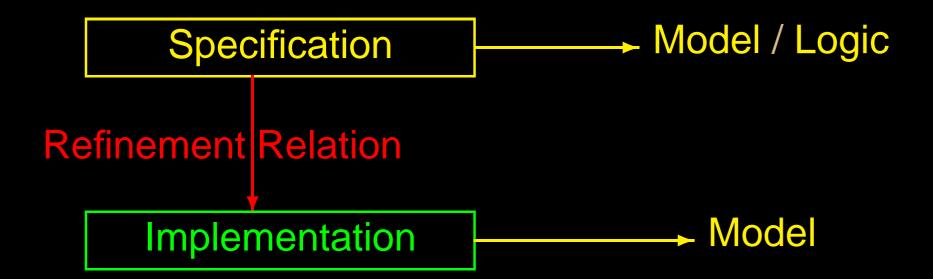




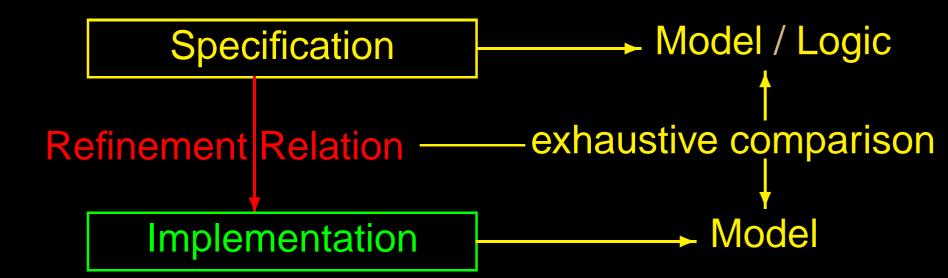
Model-Checking



Model-Checking



Model-Checking



Advantages

- Advantages
 - Maximum Modelling Expressivity

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 - Infinite State Systems

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 - Infinite State Systems
 - Complex data structure

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 - Tools difficult to use
 - No scalability
 - Does not allow debugging

Advantages

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 - Limited Expressivity
 - Finite State Systems
 - Limited data structure

History of Model-checking 1980s: Model-checking

A. Cerone, UNU-IIST – p.46/86

- 1980s: Model-checking
 - [Emerson and Clarke], [Sifakis]

- 1980s: Model-checking
 - [Emerson and Clarke], [Sifakis]
 - Hardware Verification

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 - [Emerson and Clarke], [Sifakis]
 - Hardware Verification
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- **1990s**:

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 - Abstraction

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 - State Explosion Problem
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 - Symbolic Model-checking [MacMillan]
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 - State Explosion Contained
 - Infinite Model-checking
 - Software Verification

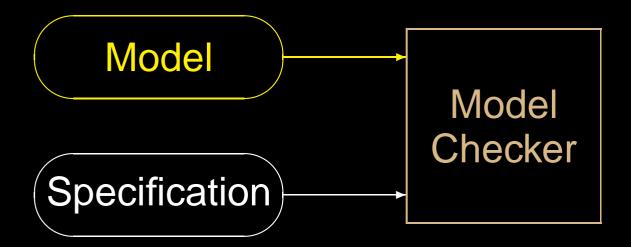


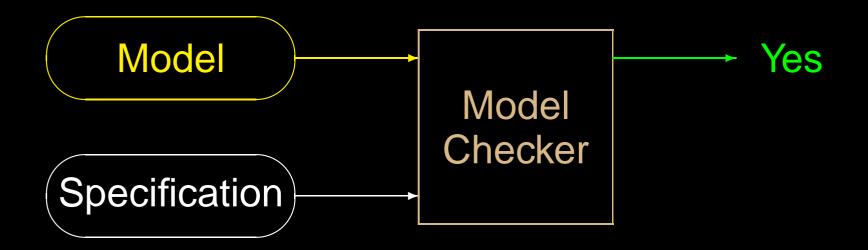


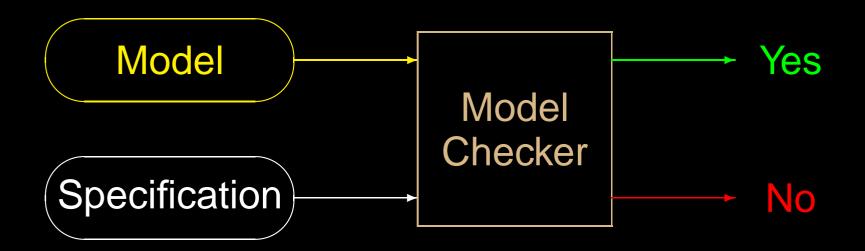


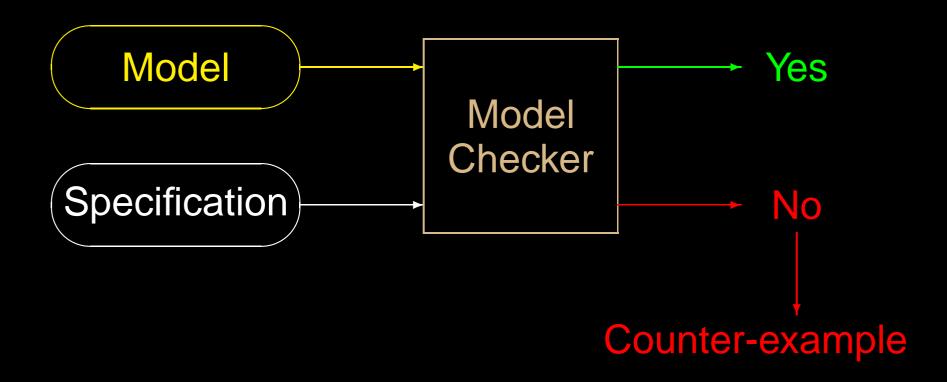
Model

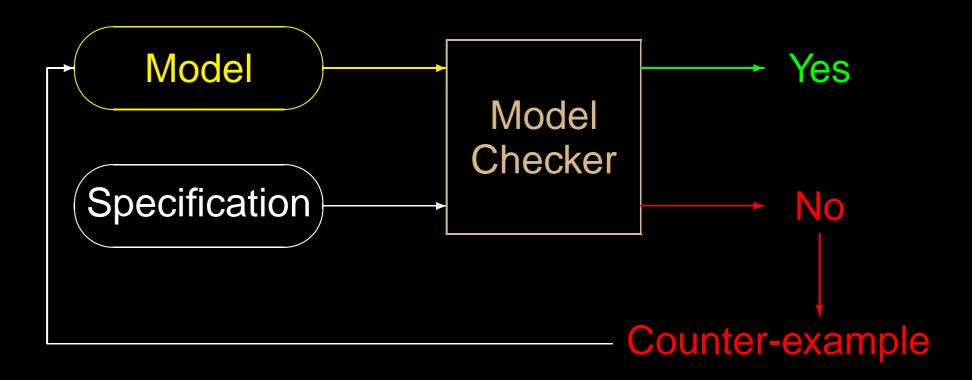


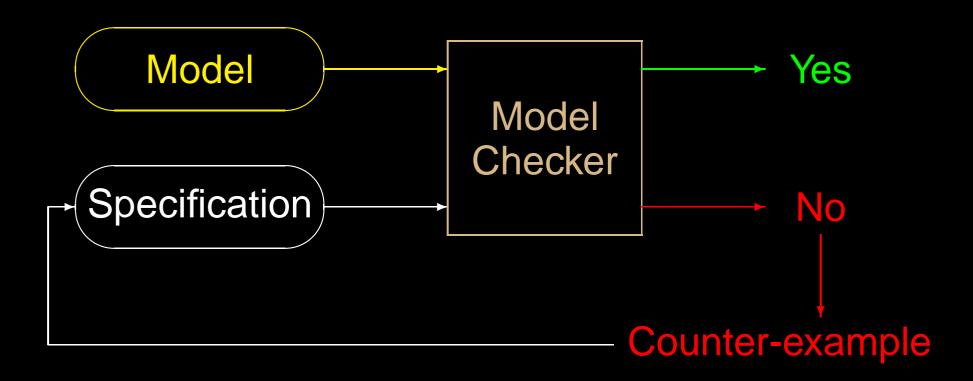












CWB-NC Concurrency Workbench of the New Century http://www.cs.sunysb.edu/ cwb/

CWB-NC Concurrency Workbench of the New Century http://www.cs.sunysb.edu/ cwb/

• SAL

Symbolic Analysis Laboratory http://sal.csl.sri.com/

CWB-NC

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http://www.cs.cmu.edu/ modelcheck/smv.html

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http://www.cs.cmu.edu/ modelcheck/smv.html

SPIN

http://spinroot.com/

• FDR

http://www.fsel.com/

Model-checking Demo

Analysis of Interactive Systems

Started from an Informal Specification

- Started from an Informal Specification
- $\bullet \Longrightarrow$ Formal Model
 - abstract form of Implementation

- Started from an Informal Specification
- $\bullet \Longrightarrow$ Formal Model
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 - debugged using Simulation (Analysis)

- Started from an Informal Specification
- $\bullet \Longrightarrow$ Formal Model
 - abstract form of Implementation
 - debugged using Simulation (Analysis)
- $\boldsymbol{\cdot} \Longrightarrow \textbf{Formal Specification}$
 - unambiguous form of Specification

- Started from an Informal Specification
- $\bullet \Longrightarrow$ Formal Model
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- $\bullet \Longrightarrow$ Formal Specification
 - unambiguous form of Specification
- Analysis
 - Formal Verification of the Model against the Specification

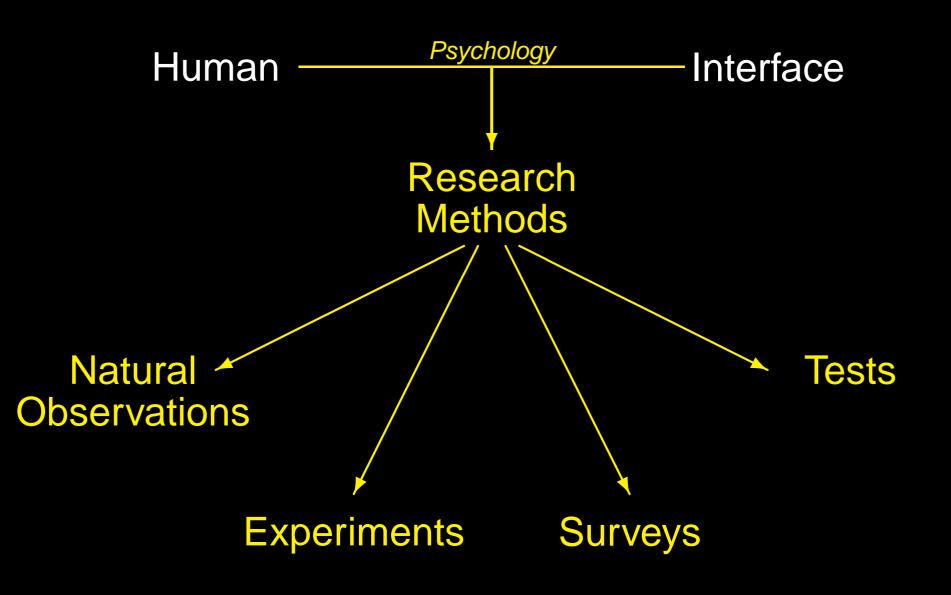
Verifying Interactive Systems

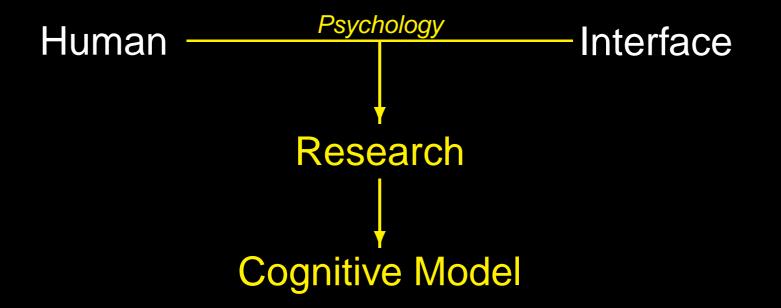
- Started from an Informal Specification
- $\bullet \Longrightarrow$ Formal Model

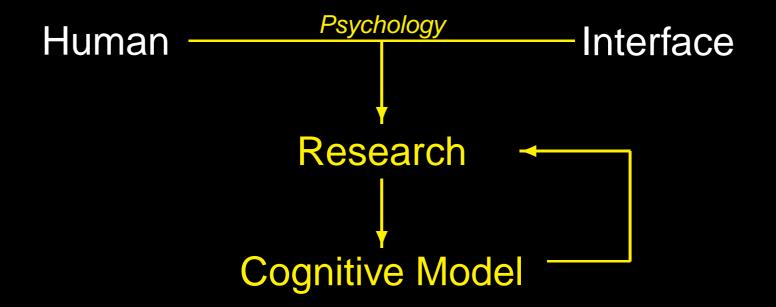
 - Human (User) = Cognitive Model
- $\bullet \Longrightarrow$ Formal Specification
 - unambiguous form of Task Specification
- Analysis
 - Formal Verification of the Interface in the presence of the Cognitive Model against the Specification

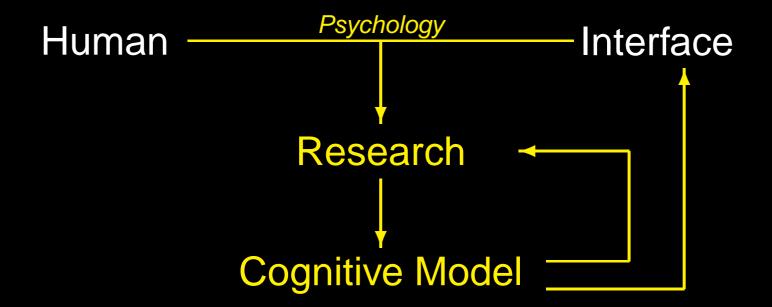
Human

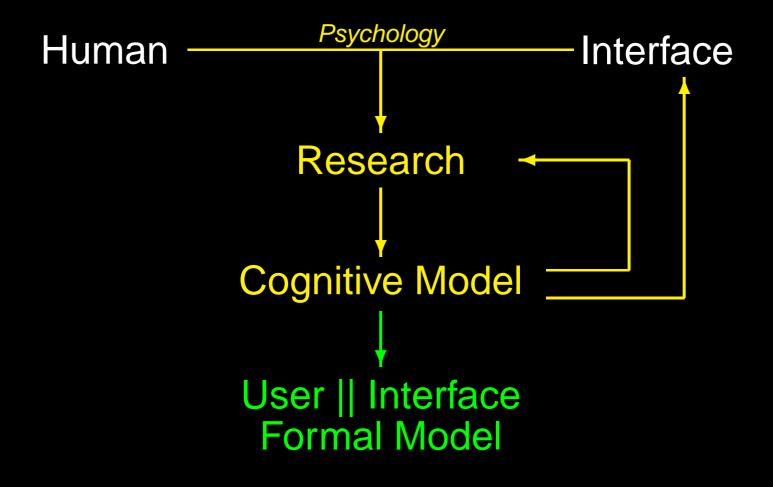
Interface

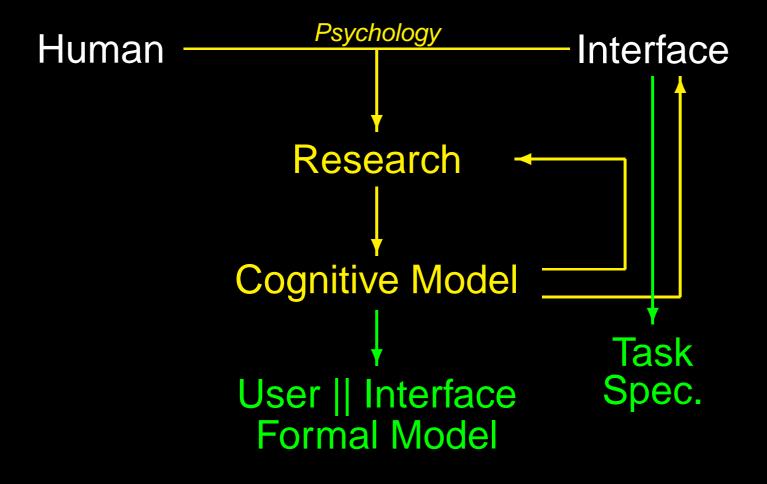


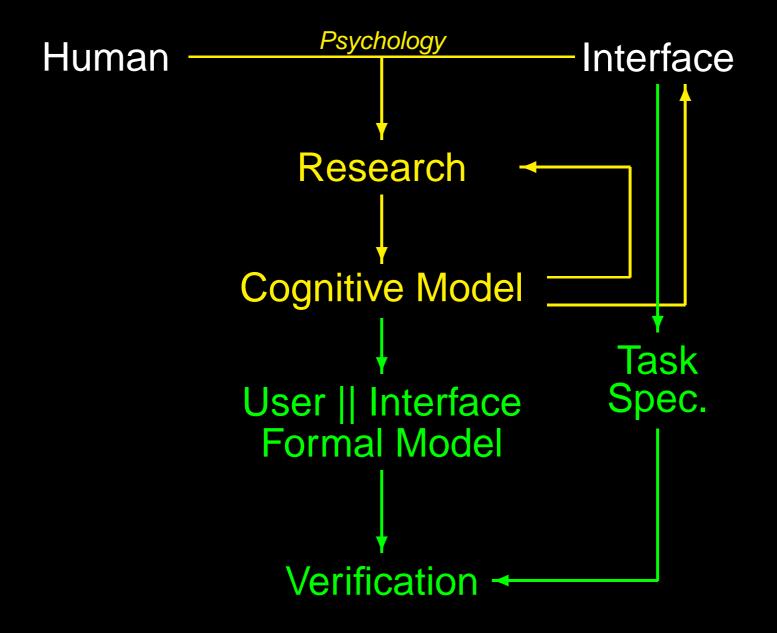


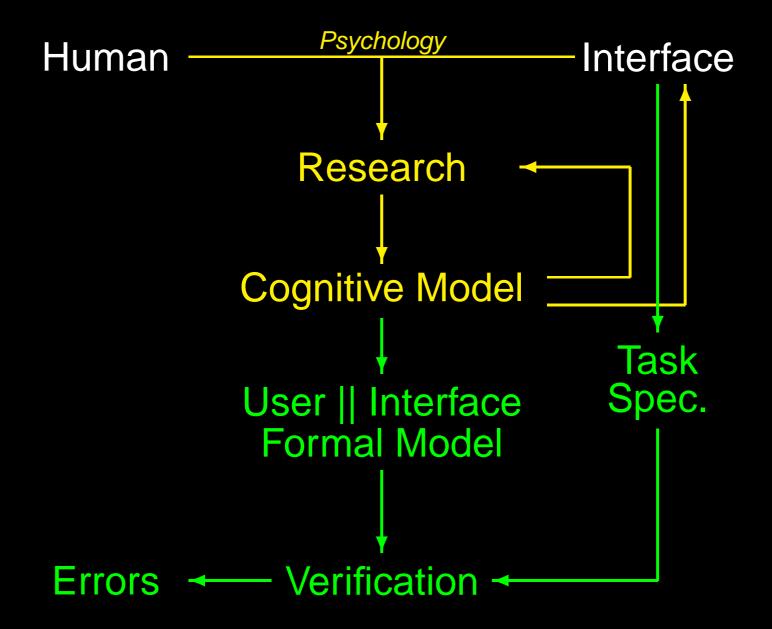


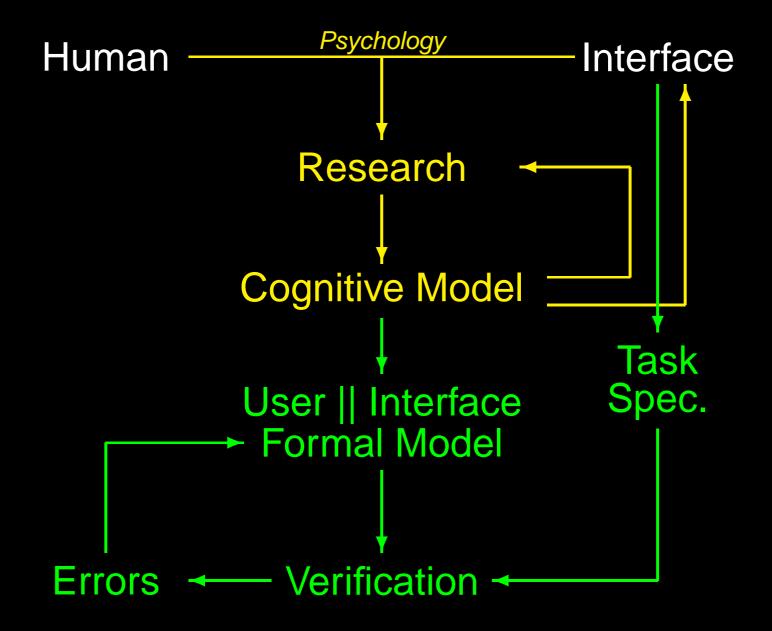


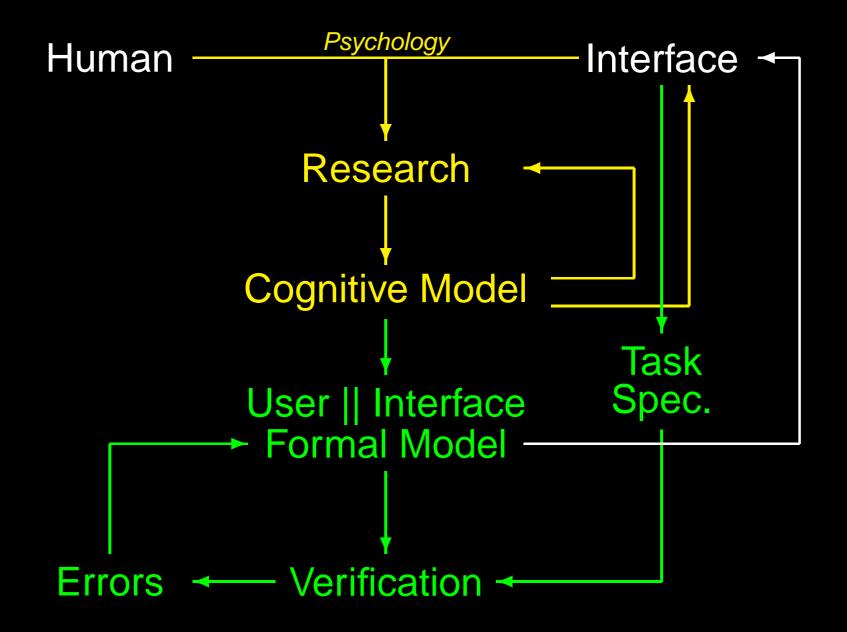












Model of Attention



selective attention (sensory memories => short-tem memory)

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attention versus automaticity

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- Models of Attention
 - Norman and Shallice's Model

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- attention versus automaticity
- Models of Attention
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 - most responses: fairly automatic control
 - routine of responses
 - clash between routine activities
 ⇒ contention scheduling
 - routine activities inappropriate
 ⇒ attention activated by Supervisory Activating System (SAS)

SAS becomes active whenever the routine selection of operations becomes inappropriate

SAS becomes active whenever the routine selection of operations becomes inappropriate \implies whenever an individual encounters:

required decision

SAS becomes active whenever the routine selection of operations becomes inappropriate \implies whenever an individual encounters:

- required decision
- expectation failure

SAS becomes active whenever the routine selection of operations becomes inappropriate

- \implies whenever an individual encounters:
 - required decision
 - expectation failure assessed as
 - danger

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based on experience / mental model

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based on experience / mental model

emotion

SAS becomes active whenever the routine selection of operations becomes inappropriate

 \implies whenever an individual encounters:

- required decision
- expectation failure assessed as
 - danger
 - novelty

based on experience / mental model

- emotion
 - temptation, anger, ...

SAS activation in ATM • required decision

required decision selections: kind of transaction, print balance

- required decision selections: kind of transaction, print balance
- danger

 required decision selections: kind of transaction, print balance

danger

card returned unexpectedly

 required decision selections: kind of transaction, print balance

danger

card returned unexpectedly

novelty

- required decision selections: kind of transaction, print balance
- danger

card returned unexpectedly

novelty

keyboard on the screen, cash given at earlier stage

- required decision selections: kind of transaction, print balance
- danger

card returned unexpectedly

novelty

keyboard on the screen, cash given at earlier stage

temptation

- required decision selections: kind of transaction, print balance
- danger

card returned unexpectedly

novelty

keyboard on the screen, cash given at earlier stage

temptation

message: enter a draw if you withdraw ...

- required decision selections: kind of transaction, print balance
- danger

card returned unexpectedly

novelty

keyboard on the screen, cash given at earlier stage

temptation

message: enter a draw if you withdraw ...

anger

- required decision selections: kind of transaction, print balance
- danger

card returned unexpectedly

novelty

keyboard on the screen, cash given at earlier stage

temptation

message: enter a draw if you withdraw ...

anger

message: no cash available

required decision
 choice operator

- required decision
 choice operator
- danger

- required decision
 choice operator
- danger

danger response = leave the interaction

- required decision
 choice operator
- danger

danger response = leave the interaction

novelty

- required decision
 choice operator
- danger

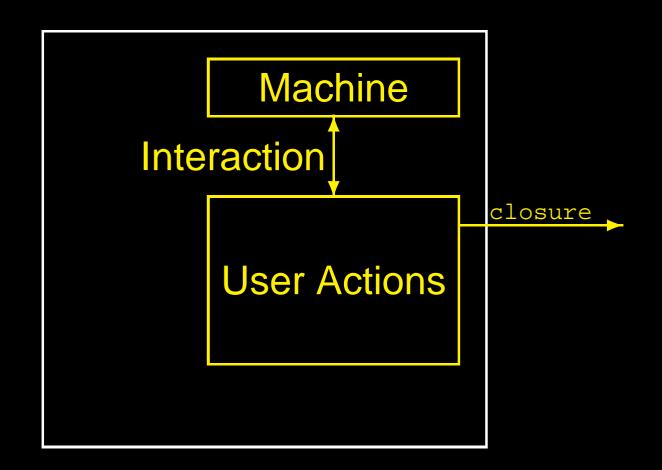
danger response = leave the interaction

novelty

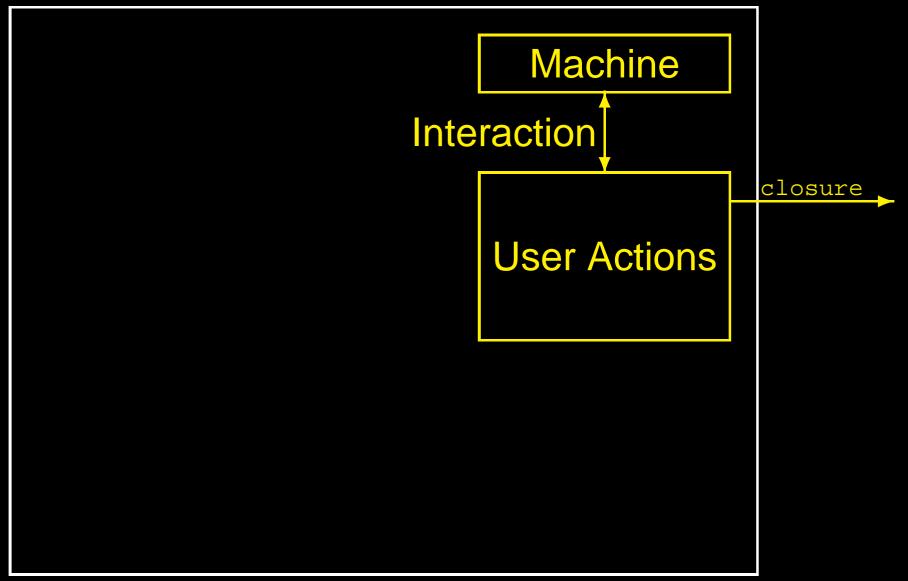
 \leftarrow depends on the specific situation

ATM Example Revisited

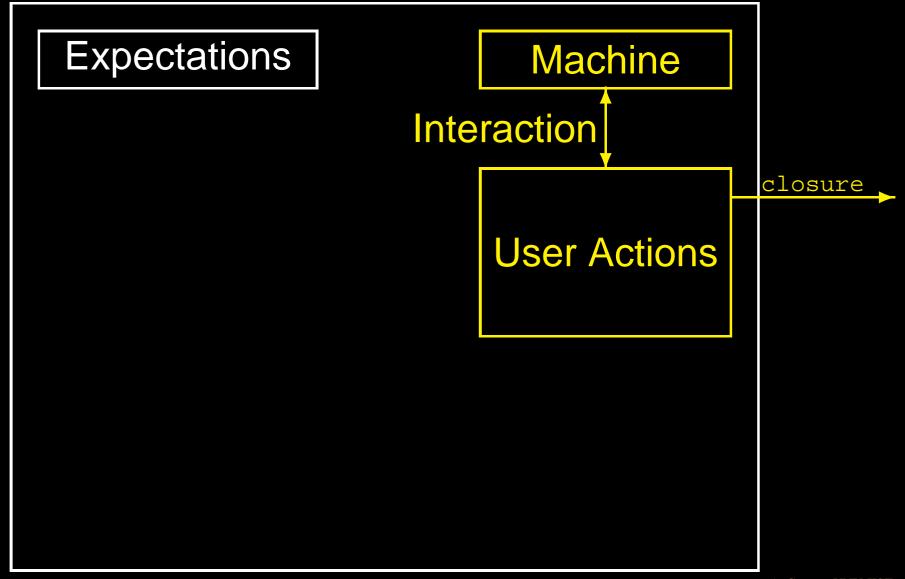
Interaction and Closure

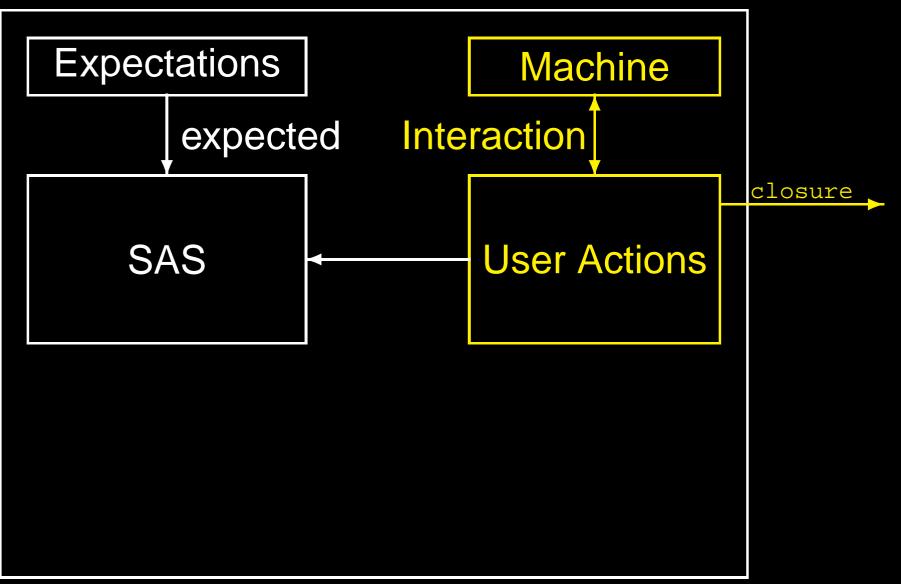


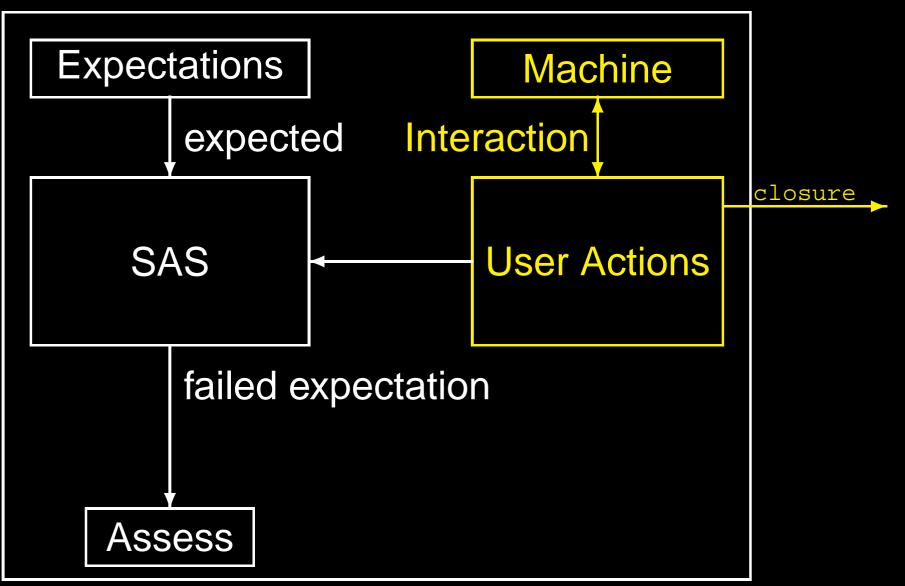
SAS in ATM

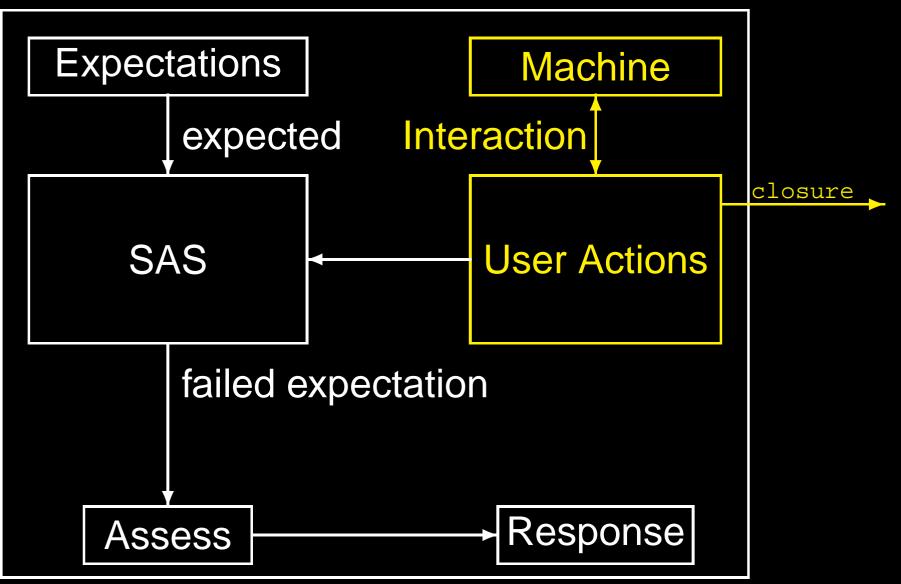


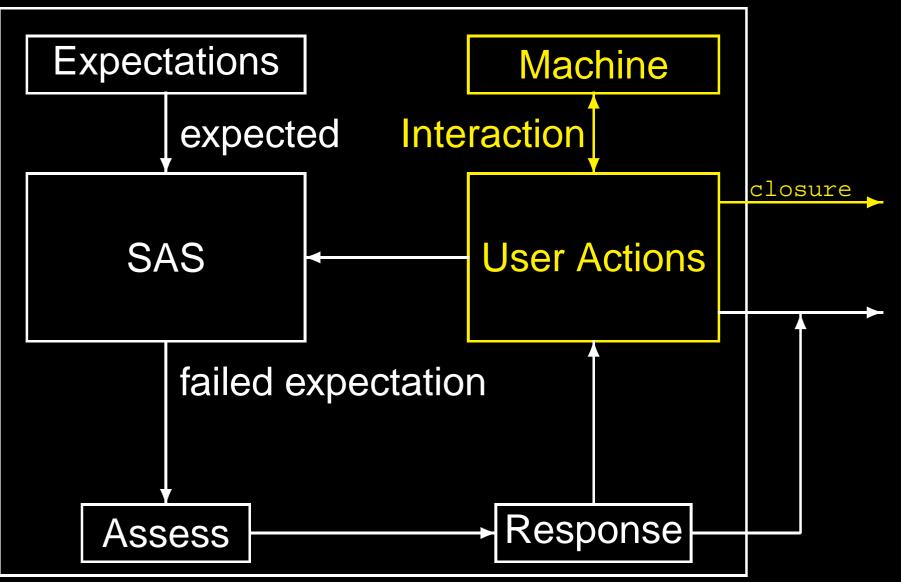
SAS in ATM











proc Danger =
danger -> leave_int -> Danger
[] closure -> leave_int -> Danger

proc Danger =
danger -> leave_int -> Danger
[] closure -> leave_int -> Danger
[] card_in Danger [] ...

proc Danger =
danger -> leave_int -> Danger
[] closure -> leave_int -> Danger
[] card_in Danger [] ...

The user will leave the interaction only in case of

- danger: user gives up achieving the goal
- closure: user has achieved the goal

proc Danger =
danger -> leave_int -> Danger
[] closure -> leave_int -> Danger
[] card_in Danger [] ...

The user will leave the interaction only in case of

- danger: user gives up achieving the goal
- closure: user has achieved the goal

We need to introduce a new action <code>leave_int</code> in the user model

Extended User Model — 1 Goal: collect cash proc CollCashStart = start_int -> CollCashToDo

Extended User Model — 1
Goal: collect cash
proc CollCashStart =
 start_int -> CollCashToDo
 cash_out -> CollCashStart

Extended User Model — 1 Goal: collect cash proc CollCashStart = start_int -> CollCashToDo cash_out -> CollCashStart proc CollCashToDo = leave_int -> CollCashStart [] cash_out -> coll_cash -> CollCashDone

Extended User Model — 1 Goal: collect cash proc CollCashStart = start_int -> CollCashToDo cash_out -> CollCashStart proc CollCashToDo = leave_int -> CollCashStart [] cash_out -> coll_cash -> CollCashDone proc CollCashDone = closure -> leave_int -> CollCashStart

Extended User Model — 2
Non-goal Action: collect card
proc CollCardStart =
 start_int -> CollCardToDo
 card_out -> CollCardStart

Extended User Model — 2 Non-goal Action: collect card proc CollCardStart = start_int -> CollCardToDo card_out -> CollCardStart proc CollCardToDo = leave_int -> CollCardStart [] closure -> CollCardToDo [] card_out -> coll_card -> CollCardDone

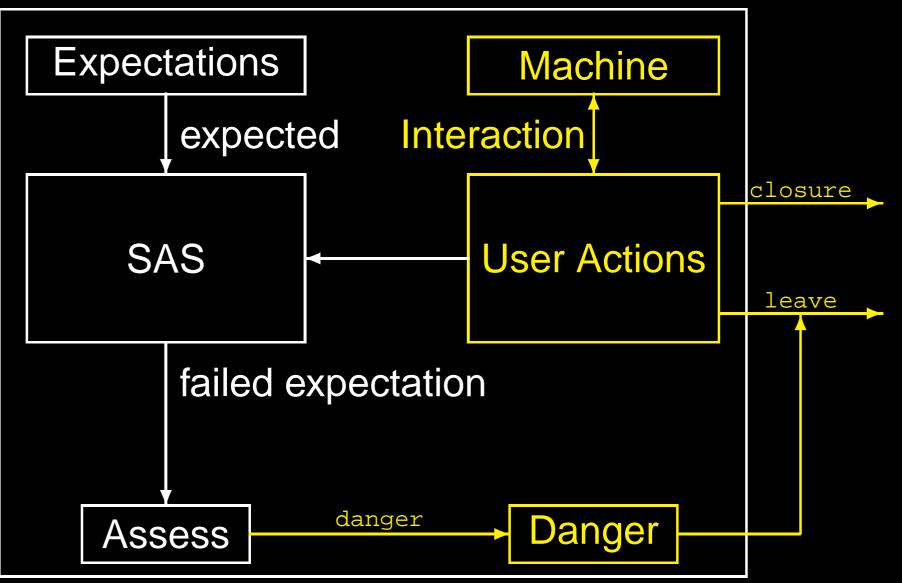
Extended User Model — 2 Non-goal Action: collect card proc CollCardStart = start_int -> CollCardToDo card_out -> CollCardStart proc CollCardToDo = leave_int -> CollCardStart [] closure -> CollCardToDo [] card_out -> coll_card -> CollCardDone proc CollCardDone = leave_int -> CollCardStart [] closure -> CollCardToDo

Extended User Model — 3
Non-goal Action: insert card
proc CardInStart =
 start_int -> CardToDo

Extended User Model — 3 Non-goal Action: insert card proc CardInStart = start_int -> CardToDo proc CardToDo = leave_int -> CardInStart [] closure -> CardToDo [] card_in -> CardInDone

Extended User Model — 3 Non-goal Action: insert card proc CardInStart = start_int -> CardToDo proc CardToDo = leave_int -> CardInStart [] closure -> CardToDo [] card_in -> CardInDone proc CardInDone = leave_int -> CardInStart [] closure -> CardInToDo

SAS in ATM: Danger



A. Cerone, UNU-IIST – p.66/86

Routine Expectations => automaticity

- Routine Expectations => automaticity
 - expect card_out
 - expect cash_out

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 - expect card_out
 - expect cash_out
- Expectations Failure activates SAS
 - cash_out when card_out expected
 - card_out when cash_out expected

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- Attention Response
 - assessment (danger or novelty)

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- Attention Response
 - assessment (danger or novelty)

action (leave_int or specific)
 based on experience / mental model

Routine Expectations in ATM

expect cash_out before card_out

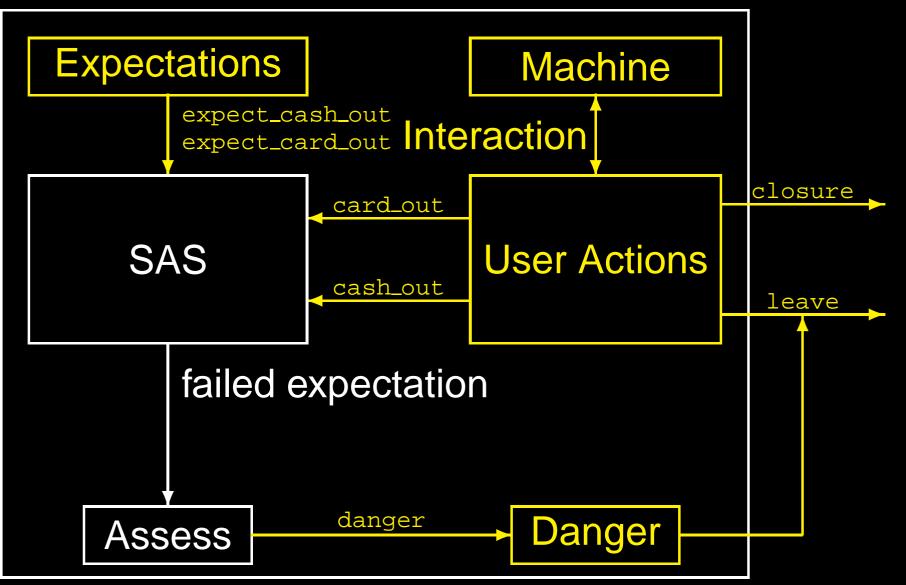
Routine Expectations in ATM
• expect cash_out before card_out
proc Expectations =
 pin -> expect_cash_out
 -> Expectations
[] coll_cash -> expect_card_out
 -> Expectations

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expect card_out before cash_out

Routine Expectations in ATM expect cash_out before card_out proc Expectations = pin -> expect_cash_out -> Expectations [] coll_cash -> expect_card_out -> Expectations expect card_out before cash_out proc Expectations = pin -> expect_card_out -> Expectations [] coll_card -> expect_cash_out -> Expectations

SAS in ATM: Expectations



A. Cerone, UNU-IIST – p.69/86

Expectations Failure in ATM

proc SAS = start_int -> Activation

[] card_out -> SAS

[] csh_out -> SAS

Card Expectations Failure

proc SAS = start_int -> Activation
 [] card_out -> SAS
 [] cash_out -> SAS

proc Activation = expect_card_out ->
 (card_out -> expect_met
 -> Activation
[] cash_out -> cash_no_card
 -> Activation
[] leave_int -> SAS)

Card Expectations Failure

proc SAS = start_int -> Activation
 [] card_out -> SAS
 [] cash_out -> SAS

proc Activation = expect_card_out ->
 (card_out -> expect_met
 -> Activation
[] cash_out -> cash_no_card
 -> Activation
[] leave_int -> SAS)

[] expect_cash_out -> ...

Card Expectations Failure

proc SAS = start_int -> Activation
 [] card_out -> SAS
 [] cash_out -> SAS

proc Activation = expect_card_out ->
 (card_out -> expect_met
 -> Activation
 [] cash_out -> cash_no_card
 -> Activation
 [] leave_int -> SAS)
 [] expect_cash_out -> ...

[] leave_int -> SAS)

Cash Expectations Failure

proc SAS = start_int -> Activation
 [] card_out -> SAS
 [] csh_out -> SAS

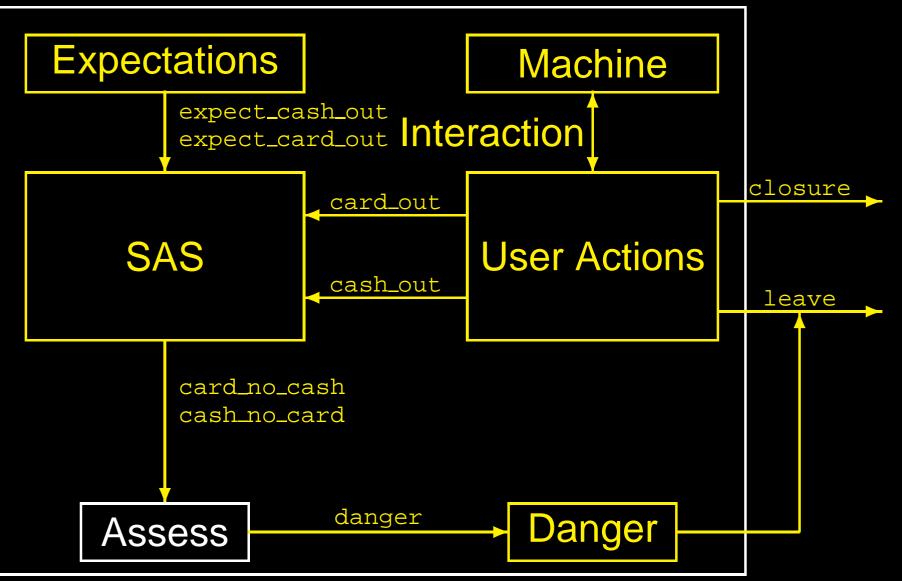
proc Activation = expect_card_out ->

• • •

[] expect_cash_out -> ...

(cash_out -> expect_met -> Activation [] card_out -> card_no_cash -> Activation [] leave_int -> SAS) [] leave_int -> SAS)

SAS in ATM: Activation



A. Cerone, UNU-IIST – p.73/86

Interaction with SAS in ATM proc Interaction_with_SAS = Interaction ([|{start_int,card_out, cash_out,leave_int} || SAS) || {closure,leave_int,card_in, pin,coll_card,coll_cash} Danger

Failure Assessment in ATM proc Assess = card_no_cash -> coll_card -> danger -> Assess % danger

Failure Assessment in ATM proc Assess = card_no_cash -> coll_card -> danger -> Assess % danger cash_no_card-> coll_cash -> Assess

Failure Assessment in ATM
proc Assess =
 card_no_cash -> coll_card
 -> danger -> Assess % danger
 cash_no_card-> coll_cash
 -> Assess % novelty

Failure Assessment in ATM proc Assess = card_no_cash -> coll_card -> danger -> Assess % danger cash_no_card-> coll_cash % novelty -> Assess expect_met -> (coll_cash -> Assess [] coll_card -> Assess)

Failure Assessment in ATM proc Assess = card_no_cash -> coll_card -> danger -> Assess % danger cash_no_card-> coll_cash % novelty -> Assess expect_met -> (coll_cash -> Assess [] coll_card -> Assess)

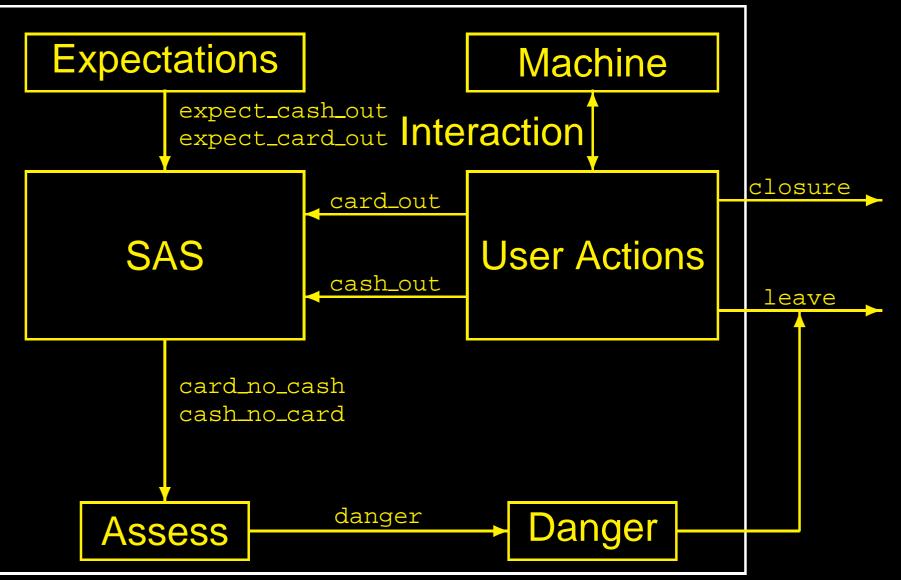
based on task knowledge and maybe experience / mental model

Attention Response in ATM

proc Attention_Response =

(Interaction_with_SAS [| {pin,expect_cash_out, coll_cash,expect_card_out} |] Expectations) [| {expect_met, card_no_cash,cash_no_card, coll_cash,coll_card,danger} |] Assess

SAS in ATM: Assessment



A. Cerone, UNU-IIST – p.77/86

Verifying Interactive Systems

- Started from an Informal Specification
- $\bullet \Longrightarrow$ Formal Model

 - Human (User) = Cognitive Model
- $\bullet \Longrightarrow$ Formal Specification
 - unambiguous form of Task Specification
- Analysis
 - Formal Verification of the Interface in the presence of the Cognitive Model against the Specification

- machine that delivers cash first
 - meets user expectation

machine that delivers cash first

• meets user expectation \implies MC: No

- machine that delivers cash first
 - meets user expectation \implies MC: No
 - doesn't meet user expectation

- machine that delivers cash first
 - meets user expectation \implies MC: No
 - doesn't meet user expectation => MC: No

- machine that delivers cash first
 - meets user expectation \implies MC: No
 - doesn't meet user expectation \implies MC: No
- machine that delivers card first
 - meets user expectation

- machine that delivers cash first
 - meets user expectation => MC: No
 - doesn't meet user expectation \implies MC: No
- machine that delivers card first
 - meets user expectation \implies MC: Yes

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 - doesn't meet user expectation \implies MC: No
- machine that delivers card first
 - meets user expectation \implies MC: Yes
 - doesn't meet user expectation Why?

- machine that delivers cash first
 - meets user expectation \implies MC: No
 - doesn't meet user expectation \implies MC: No
- machine that delivers card first
 - meets user expectation \implies MC: Yes
 - doesn't meet user expectation Why?

Because by receiving the card instead of the expected cash, the user believes the card has been rejected and is in danger of being confiscated if used again

Formal HCI History

History of Formal HCI Safety Motivation

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 1980s: Human Reliability Assessment techniques [Svenson 1989, Kirwan 1990]

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 - expected effective operator behaviour [Liskov and Wing 1994, Leveson 1990]
 - errors effectively performed by the operator [Johnson 1997]

History of Formal HCI

Safety Motivation

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- 1990s: Formal Methods techniques for the analysis of
 - expected effective operator behaviour [Liskov and Wing 1994, Leveson 1990]
 - errors effectively performed by the operator [Johnson 1997]

But human behaviour is unpredictable

History of Formal HCI (cont.) Unpredictable Behaviour

History of Formal HCI (cont.) Unpredictable Behaviour

 end 1990s: Cognitively Plausible Behaviour [Butler et al. 1998, Butterworth et al. 2000, Rushby 2002, Curzon and Blandford 2004]

History of Formal HCI (cont.) Unpredictable Behaviour

 end 1990s: Cognitively Plausible Behaviour [Butler et al. 1998, Butterworth et al. 2000, Rushby 2002, Curzon and Blandford 2004]

Security Motivation

 2000s: Usability affects Security [Zurko 2005, Cerone and Curzon 2007]

References

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[Huth and Ryan 04]

Michael Huth and Mark Ryan. *Logic in computer Science*. Cambridge University Press, 2nd Edition, 2004.

Textbook

One of the most complete general textbooks on the use of logics in computer science, it covers:

- Propositional Logic
- Predicate Logic
- Modal Logics
- Temporal Logics
- Formal Verification Approaches

[Parkin 02]

Alan J. Parkin. *Essential cognitive Psychology*. Psychology Press Press, 2002.

Textbook Coincise but complete textbook on cognitive psychology

End

A. Cerone, UNU-IIST – p.86/86