

LET'S BE SERIOUS – ICT IS NOT A (SIMPLE) GAME

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ABSTRACT

In this paper we will discuss the requirements for introducing a (serious) game as a tool for training skills in the area of application and business information service management. We introduce a reference model for (serious) games, that serves as a touchstone to determine the effectiveness of service management games, and we will indicate the architectural requirements that must be met to satisfy these criteria. Technical and artistic issues in developing effective service management games will also be discussed, as to provide clear guidelines how to approach the production of service management games.