

# 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.

VU @ SECOND LIFE<sup>1</sup> – CREATING A (VIRTUAL) COMMUNITY OF LEARNERS Anton Eliëns  
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[e.compter@dienst.vu.nl](mailto:e.compter@dienst.vu.nl) virtual worlds, community of learners, Second Life

## Abstract

In this paper we report on our experiences in creating presence for our university in the Second Life environment. After a brief explanation of our motivation(s), we will describe our approach, which resulted in creating a virtual campus acting both as a portal for information, and, more importantly, as a meeting point, offering the opportunity to create a virtual community of learners, in line with the overall educational policy of our university. We will discuss the merits of Second Life as an educational platform, and indicate relevant research perspectives. To illustrate how the virtual meets the real, an impression will be given of our encounters with the press.

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<sup>1</sup>[www.vu.nl/secondlife](http://www.vu.nl/secondlife)

# EXPERT ADVICE AND REGRET FOR SERIAL RECOMMENDERS Anton Eliëns

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email: [y.wang@tue.nl](mailto:y.wang@tue.nl) recommender systems, expert advice, decision theory, personalization, guided tours, digital dossier, cultural heritage

## Abstract

In this paper we propose a tentative framework (R3) for adapting a sequence of predictions (guided tour) generated by what we call a *serial recommender*. The R3 framework (*rate*, *recommend*, *regret*) is applied to the construction of personalized guided tours, based on expert advice, in the domain of cultural heritage, in particular *digital dossiers* about contemporary art. Guided tours are in first instance obtained by tracking expert users. Our proposal is based on a variant of decision theory, that uses a regret function to measure the difference between a proposed decision and a finite collection of expert decisions. In our framework, personalization may then be seen as a minimization problem over a weighting scheme, expressing the relative importance of experts of which tours are available. Our aim in this paper is to arrive at a formalization of the recommendation of sequences (guided tours) that allows for adaptation to individual user preferences by a revision of the weight attached to a particular advice based on user feedback.