1 Introduction

Efficient utilization of experience is gaining in importance since *expertise*, *know how*, *applied knowledge* can be assessed as one of the most important resources and the key issue for successfully competing organizations in almost every sector of economy. In the context of this workshop as well as the workshops previously held in this series, *experience* is mainly considered as a form of knowledge obtained during the solution of problems. Therefore, similar but not identical issues from approaches developed in Knowledge Management, all aspects of the whole lifecycle of *experience* are in the focus of this workshop: Analyzing, modeling, storing, retrieving, developing, and reusing experience are major challenges to Experience Management (EM) and hence can be in the center of contributions to this workshop. Based on these lifecycle-oriented issues, aspects of applying EM in "real world" scenarios (e.g., in manufacturing industry, commerce etc.) coming from a variety of scientific communities are as well of great interest.

Besides the traditionally strong focus of this workshop series on the design, development and integration of intelligent systems and methods for managing experience, subjects relevant in Experience Management may be contributed by different communities from computer science (e.g., aspects of collaborative or Web 2.0 techniques in the development, use and distribution of experiences), mathematics (e.g., the analysis and design of algorithms from machine learning), Case-Based Reasoning, network analysis, the social science (e.g., modeling and analysis of usage and development of experience in networks, acceptance of experience-based derived solutions) and business administration and economics field (e.g., assessing the economic value of EM in enterprises).
The overall objective of this workshop is to provide an interdisciplinary forum where practitioners and researchers can exchange ideas, concepts and solutions concerning the design and implementation of Experience Management systems, present practical experiences from applications in any domain, and discuss future research directions.

2 Presented Papers

Inverse Workflows for Supporting Agile Business Process Management

*Thomas Sauer, Mirjam Minor, and Ralph Bergmann*

The paper presents the concept of inverse workflows which helps to avoid the execution of unwanted procedures within the activities of the daily work of an organization. It describes how the PIE tool can be employed to detect inverse workflow enactment in practical work and provides experiences of a case study within the domain of geographical information management. The paper continues with a detailed overview of related approaches followed by similar ideas from software engineering and knowledge management domain.

Life-based design as an inclusive tool for managing microinnovations

*Rebekah Rousi, Jaana Leikas, Pertti Saariluoma and Mari Ylikauppila*

The paper discusses the use of life-based design as a tool for managing innovations in the Human-technology interaction field. The method discussed in this paper adapts the user centered approach of life-based design, in which knowledge, obtained from people’s everyday lived experiences, is applied to the design and product development process. Within this paper the authors explain, based on a study, how Experience Management can be integrated in people’s experiences in the direction of product development.

Case-Based Menu Creation as an Example of Individualized Experience Management

*Kerstin Bach, Pascal Reuss, and Klaus-Dieter Althoff*

The paper describes an application of case-based reasoning to a Web 2.0 scenario, i.e., utilizing individualized and personalized recommendations in the cooking domain. Based on a system developed for the Computer Cooking Contest, the paper extends this work including more elaborate case representation and adaptation strategies and focusing on the combination of dishes in order to create menus for dinners or catering services. Further, the application takes the attending guests and their dining preferences into account.
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