Preface

The number of computer users keeps growing as a result of the wide spread of information and communication technology in everyday work and life. Computer systems functionality and presentation need to cater to a growing variety of use situations and interests. With that, end users are evolving from being passive software consumers to acquiring a more active role as developers and producers. This evolution is triggered by several factors, including: (1) the deployment of innovative technologies and designs like Web 2.0 technologies and service-oriented architectures that support people to not only use software, but also create it; and (2) the increasing importance of a global infrastructure, particularly the mutual dependencies between computer-based tools, work practices, domain competencies and organizations. These developments require a differentiation of roles beyond the conventional user-designer dichotomy.

End-user development (EUD) refers to methods, techniques, and tools that support end users to create, adapt or evolve software artifacts. Many applications already support some EUD activities, ranging from simple parameter customization to modification and assembly of components, creating simulations, games and Web content. To provide engaged professionals in all domains with tools to develop their own applications has been a vision from the early days of software engineering that motivated the development of high-level, visual, and domain-oriented programming environments. To make this vision a reality has been the core objective of EUD.

Practices of EUD, however, differ depending on purpose, context, and technologies. Different requirements and challenges have to be addressed when providing support, e.g.: (1) the development of mashups supporting leisure activities; (2) systems supporting the admission process of a university that need to take legal requirements into account; (3) tools that are to be used as a common resource by different users; (4) or mobile applications that run on small handheld devices. EUD brings together research on technical innovations, human–computer interaction, organizational aspects, and the investigation of cooperation among end-user developers with professional designers. The selection of articles in this volume indicates that the challenge is no longer to prove that EUD tools and techniques are possible, but to understand how to support EUD by taking different contexts into account.

The Third International Symposium on EUD brought together researchers and practitioners from industry and academia working in the field of EUD. Participants met for four days in Torre Canne (Brindisi), a lovely small resort on the beautiful Adriatic coast in southern Italy. They came from more than 15 countries in the world, including some very far away, like Brazil and New Zealand. The rich and exciting technical program consisted of presentations of
accepted papers, two keynote speeches, a panel, the Doctoral Consortium and three workshops.

Fourteen long papers and 21 short papers, which were carefully selected by the International Program Committee, were in the program; they range from metadesign approaches, methodology and guidelines, to designing frameworks for end-user applications, enabling EUD through mashups, providing infrastructures, up to discussing legal aspects of EUD. Their presentation at the symposium was organized into sessions whose titles reflect the chapter organization in these proceedings.

The two keynote speakers, both renowned researchers, greatly contributed to the high-quality program. John Bacus, Product Manager at Google Inc., USA, gave the opening keynote. Fabio Casati, Professor at the University of Trento, Italy, was the presenter of the closing keynote.

The program of the main symposium also featured a panel titled EUD: From Opportunity to Challenge. The panel was organized and moderated by Boris De Ruyter, Principal Scientist at Philips Research Europe, The Netherlands, and the panelists explored EUD developments and their impact by taking needs and opportunities from industry and from academia into account.

The Doctoral Consortium was organized by Daniela Fogli of the University of Brescia, Italy, and Elisa Giaccardi of Carlos III University of Madrid, Spain. It was held on June 7, the day before the main symposium. Fourteen papers of PhD students were accepted and are included in these proceedings. An award in memory of Piero Mussio (University of Milan, Italy), who was among the first researchers working in the field of EUD, was awarded to the PhD student presenting the most interesting and innovative research.

Anne-Marie Kanstrup of Aalborg University, Denmark, and Anders Morch of University of Oslo, Norway, were the Workshop Co-chairs. Brief descriptions of the three challenging workshops, held in parallel with the Doctoral Consortium on June 7, are included in the final part of these proceedings.

We are very grateful to all those who contributed to the success of IS-EUD 2001, including the authors, the International Program Committee, and the Steering Committee. Special thanks go to the other members of the Organizing Committee: Paolo Buono and Rosa Lanzilotti of the University of Bari, Italy, who did a great job as Publicity Co-chairs and also designed and managed the website; Carmelo Ardito of the University of Bari, Italy, who served as Local Chair. Finally, we thank the University of Bari for the resources provided to support the organization of the Third International Symposium on EUD.

June 2011

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# Table of Contents

## Part I: Keynote Speeches

End-User Development at Scale: Real-World Experience with Product Development for a Large and Engaged User Community .................................................. 3  
*John Bacus*

How End-User Development Will Save Composition Technologies from Their Continuing Failures .................................................. 4  
*Fabio Casati*

## Part II: Long Papers

### Mashups

Enabling End User Development through Mashups: Requirements, Abstractions and Innovation Toolkits .................................................. 9  
*Cinzia Cappiello, Florian Daniel, Maristella Matera, Matteo Picozzi, and Michael Weiss*

Versioning for Mashups – An Exploratory Study .................................................. 25  
*Sandeep Kaur Kuttal, Anita Sarma, Amanda Swearngin, and Gregg Rothermel*

Creating Mashups by Direct Manipulation of Existing Web Applications .................................................. 42  
*Giuseppe Ghiani, Fabio Paternò, and Lucio Davide Spano*

### Frameworks

Alternative Representations for End User Composition of Service-Based Systems .................................................. 53  
*Usman Wajid, Abdallah Namoun, and Nikolay Mehandjieiev*

Designing a Framework for End User Applications .................................................. 67  
*Yanbo Deng, Clare Churcher, Walt Abell, and John McCallum*

### Users as Co-Designers

From Human Crafters to Human Factors to Human Actors and Back Again: Bridging the Design Time – Use Time Divide .................................................. 76  
*Monica Maceli and Michael E. Atwood*
**Table of Contents**

An Ontology-Based Approach to Product Customization ............................... 92  
*Carmelo Ardito, Barbara Rita Barricelli, Paolo Buono,  
Maria Francesca Costabile, Rosa Lanzilotti, Antonio Piccinno, and  
Stefano Valtolina*

**Infrastructures**

End-User Development of e-Government Services through  
Meta-modeling ....................................................................................... 107  
*Daniela Fogli and Loredana Parasiliti Provenza*

From System Development toward Work Improvement: Developmental  
Work Research as a Potential Partner Method for EUD ............................ 123  
*Anna-Liisa Syrjänen and Kari Kuutti*

Infrastructuring When You Don’t – End-User Development and  
Organizational Infrastructure ............................................................ 139  
*Johan Bolmsten and Yvonne Dittrich*

**Methodologies and Guidelines**

Semiotic Traces of Computational Thinking Acquisition ........................... 155  
*Clarisse Sieckenius de Souza, Ana Cristina Bicharra Garcia,  
Cleyton Slaviero, Higor Pinto, and Alexander Repenning*

Where Are My Intelligent Assistant’s Mistakes? A Systematic Testing  
Approach .................................................................................................. 171  
*Todd Kulesza, Margaret Burnett, Simone Stumpf, Weng-Keen Wong,  
Shubhomoy Das, Alex Groce, Amber Shinsel, Forrest Bice, and  
Kevin McIntosh*

**Beyond the Desktop**

An End-User Oriented Building Pattern for Interactive Art Guides .......... 187  
*Augusto Celentano and Marek Maurizio*

Beefing Up End User Development: Legal Protection and Regulatory  
Compliance .................................................................................................. 203  
*Patrick Kierkegaard*

**Part III: Short Papers**

**Mashups**

Light-Weight Composition of Personal Documents from Distributed  
Information ............................................................................................... 221  
*Danilo Avola, Paolo Bottoni, and Riccardo Genzone*
<table>
<thead>
<tr>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Really Simple Mash-Ups</td>
<td>227</td>
</tr>
<tr>
<td><em>Yvonne Dittrich, Peter Madsen, and Rune Rasmussen</em></td>
<td></td>
</tr>
<tr>
<td>Teachers as Designers: Enabling Teachers to Specify Dynamic Web</td>
<td>233</td>
</tr>
<tr>
<td>Programming Projects for Students</td>
<td></td>
</tr>
<tr>
<td><em>Mary Beth Rosson, Elizabeth Thiry, Dejin Zhao, and John M. Carroll</em></td>
<td></td>
</tr>
<tr>
<td><strong>Frameworks</strong></td>
<td></td>
</tr>
<tr>
<td>A Framework for User-Tailored City Exploration</td>
<td>239</td>
</tr>
<tr>
<td><em>Jacqueline Floch</em></td>
<td></td>
</tr>
<tr>
<td>End-User Requirements for Wisdom-Aware EUD</td>
<td>245</td>
</tr>
<tr>
<td>*Antonella De Angeli, Alberto Battocchi, Soudip Roy Chowdhury,</td>
<td></td>
</tr>
<tr>
<td>Carlos Rodriguez, Florian Daniel, and Fabio Casati*</td>
<td></td>
</tr>
<tr>
<td>Personalised Resource Categorisation Using Euler Diagrams</td>
<td>251</td>
</tr>
<tr>
<td>*Paolo Bottoni, Gennaro Cordasco, Rosario De Chiara, Andrew Fish,</td>
<td></td>
</tr>
<tr>
<td>and Vittorio Scarano*</td>
<td></td>
</tr>
<tr>
<td>Towards the Involvement of End-Users within Model-Driven Development</td>
<td>258</td>
</tr>
<tr>
<td><em>Francisca Pérez, Pedro Valderas, and Joan Fons</em></td>
<td></td>
</tr>
<tr>
<td><strong>Users as Co-Designers</strong></td>
<td></td>
</tr>
<tr>
<td>Extending the Meta-design Theory: Engaging Participants as Active</td>
<td>264</td>
</tr>
<tr>
<td>Contributors in Virtual Worlds</td>
<td></td>
</tr>
<tr>
<td><em>Benjamin Koehne, David Redmiles, and Gerhard Fischer</em></td>
<td></td>
</tr>
<tr>
<td>Community Network 2.0: Visions, Participation, and Engagement in</td>
<td>270</td>
</tr>
<tr>
<td>New Information Infrastructures</td>
<td></td>
</tr>
<tr>
<td>*John M. Carroll, Michael Horning, Blaine Hoffman, Craig Ganoe,</td>
<td></td>
</tr>
<tr>
<td>Harold Robinson, and Mary Beth Rosson*</td>
<td></td>
</tr>
<tr>
<td><strong>Methodologies and Guidelines</strong></td>
<td></td>
</tr>
<tr>
<td>Meta-design Blueprints: Principles and Guidelines for Co-design in</td>
<td>276</td>
</tr>
<tr>
<td>Virtual Environments</td>
<td></td>
</tr>
<tr>
<td><em>David Díez, Paloma Díaz, and Ignacio Aedo</em></td>
<td></td>
</tr>
<tr>
<td>End-Users Productivity in Model-Based Spreadsheets: An Empirical</td>
<td>282</td>
</tr>
<tr>
<td>Study</td>
<td></td>
</tr>
<tr>
<td><em>Laura Beckwith, Jácome Cunha, João Paulo Fernandes, and João Saraiva</em></td>
<td></td>
</tr>
</tbody>
</table>
## Beyond the Desktop

**MicroApps Development on Mobile Phones** ........................................ 289  
*Stefania Cuccurullo, Rita Francese, Michele Risi, and Genoveffa Tortora*

**Playbook: Revision Control and Comparison for Interactive Mockups** ... 295  
*Stephen Oney, John Barton, Brad Myers, Tessa Lau, and Jeffrey Nichols*

## End-User Development in the Workplace

**Expressing Use – Infrastructure Probes in Professional Environments** 301  
*Jan Hess, Christian Doerner, Volkmar Pipek, and Torben Wiedenhoefer*

**From Top to Bottom: End User Development, Motivation, Creativity and Organisational Support** ........................................... 307  
*Patrick Kierkegaard and Panos Markopoulos*

## Meta-Design

**EUD Software Environments in Cultural Heritage: A Prototype** .......... 313  
*Adalberto L. Simeone and Carmelo Ardito*

**From Consumers to Owners: Using Meta-design Environments to Motivate Changes in Energy Consumption** ............................. 319  
*Holger Dick, Hal Eden, and Gerhard Fischer*

## Supporting End-User Developers

**Collective Programming: Making End-User Programming (More) Social** .......................................................... 325  
*Alexander Repenning, Navid Ahmadi, Nadia Repenning, Andri Ioannidou, David Webb, and Krista Marshall*

**Using Recommendations to Help Novices to Reuse Design Knowledge** ... 331  
*Paloma Díaz, Alessio Malizia, Ignacio Navarro, and Ignacio Aedo*

**Managing Software Portfolios: A Comparative Study** ....................... 337  
*Sebastian Draxler, Adrian Jung, and Gunnar Stevens*

**MikiWiki: A Meta Wiki Architecture and Prototype Based on the Hive-Mind Space Model** .................................................. 343  
*Li Zhu, Ivan Vaghi, and Barbara Rita Barricelli*
<table>
<thead>
<tr>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collaborative Modeling from an End-User Perspective</td>
<td>351</td>
</tr>
<tr>
<td>Alexander Nolte</td>
<td></td>
</tr>
<tr>
<td>Designing in Use: Bridging the Design Time – Use Time Divide</td>
<td>355</td>
</tr>
<tr>
<td>Monica Maceli</td>
<td></td>
</tr>
<tr>
<td>Design Patterns in the Design of Systems for Creative Collaborative Processes</td>
<td>359</td>
</tr>
<tr>
<td>Claudia Iacob</td>
<td></td>
</tr>
<tr>
<td>EUD in Enterprise Open Source Learning Environments</td>
<td>363</td>
</tr>
<tr>
<td>Alessandro Pagano</td>
<td></td>
</tr>
<tr>
<td>Own Your Energy – Motivating People to Use Energy More Efficiently through Meta-design Environments and Cultures of Participation</td>
<td>367</td>
</tr>
<tr>
<td>Holger Dick</td>
<td></td>
</tr>
<tr>
<td>Beyond Upload and Download: Enabling Game Design 2.0</td>
<td>371</td>
</tr>
<tr>
<td>Navid Ahmadi</td>
<td></td>
</tr>
<tr>
<td>Infrastructuring with a Focus on Developing End-Users Capabilities</td>
<td>375</td>
</tr>
<tr>
<td>Johan Bolmsten</td>
<td></td>
</tr>
<tr>
<td>BIO SHAPE: End-User Development for Simulating Biological Systems</td>
<td>379</td>
</tr>
<tr>
<td>Federico Buti, Diletta Cacciagrano, Massimo Callisto De Donato, Flavio Corradini, Emanuela Merelli, and Luca Tesei</td>
<td></td>
</tr>
<tr>
<td>Supporting End-User Development of Web Sites through MAMBA</td>
<td>383</td>
</tr>
<tr>
<td>Nicola Gelfi</td>
<td></td>
</tr>
<tr>
<td>Web of Active Documents from the End-User Perspective</td>
<td>387</td>
</tr>
<tr>
<td>Iade Gesso</td>
<td></td>
</tr>
<tr>
<td>End-User Design in Virtual Worlds: Development of Theory and Virtual Design Environments</td>
<td>391</td>
</tr>
<tr>
<td>Benjamin Koehne</td>
<td></td>
</tr>
<tr>
<td>Development Tools for Interactive Behaviors</td>
<td>395</td>
</tr>
<tr>
<td>Stephen Oney</td>
<td></td>
</tr>
<tr>
<td>Creating Useful, Usable and Accessible VR Design Tools: An EUD-Based Approach</td>
<td>399</td>
</tr>
<tr>
<td>Jos P. Thalen and Mascha C. van der Voort</td>
<td></td>
</tr>
<tr>
<td>A Meta-design Framework to Support Multidisciplinary Teams’ Online Collaboration</td>
<td>403</td>
</tr>
<tr>
<td>Li Zhu</td>
<td></td>
</tr>
</tbody>
</table>
Part V: Workshops

European-American Collaboration Workshop .......................... 409
   Christopher Scaffidi, Margaret Burnett, Maria Francesca Costabile,
   Simone Stumpf, and Volker Wulf

Empowering End-Users to Develop Service-Based Applications........ 413
   Nikolay Mehandjiev, Antonella De Angeli, Usman Wajid,
   Abdallah Namoun, and Alberto Battocchi

DEG: Involving End Users and Domain Experts in Design of
Educational Games ............................................................ 419
   Carmelo Ardito and Nikolaos Avouris

Author Index ................................................................. 425