

Contents

Contributors	xi
Introduction	1
A. D'Atri and M. De Marco	
Part I Is Theory and Research Methodologies	5
A. Cordella	
Interdisciplinarity and Its Research: The Influence of Martin Heidegger from 'Being and Time' to 'The Question Concerning Technology'	7
P. Depaoli	
E-Government Performance: An Interdisciplinary Evaluation Key	15
M. Sorrentino and M. De Marco	
The Tacking Knowledge Strategy Claudio Ciborra, Konrad Lorenz and the Ecology of Information Systems	23
F. Ricciardi	
Part II Is Development and Design Methodologies	31
C. Batini	
Loitering with Intent: Dealing with Human-Intensive Systems	33
P.M. Bednar and C. Welch	
Modeling Business Processes with "Building Blocks"	41
A. Di Leva and P. Laguzzi	
Software Development and Feedback from Usability Evaluations	47
R.T. Høegh	
A Methodology for the Planning of Appropriate Egovernment Services ..	55
G. Viscusi and D. Cherubini	

Part III Organizational Change and Impact of IT 61
A. Carugati and L. Mola

Individual Adoption of Convergent Mobile Technologies In Italy 63
S. Basaglia, L. Caporarello, M. Magni, and F. Pennarola

Organizational Impact of Technological Innovation on the Supply Chain Management in the Healthcare Organizations 71
M.C. Benfatto and C. Del Vecchio

E-Clubbing: New Trends in Business Process Outsourcing 79
A. Carugati, C. Rossignoli, and L. Mola

Externalization of a Banking Information Systems Function: Features and Critical Aspects 89
N. Casalino and G. Mazzone

The Role of Managers and Professionals Within IT Related Change Processes. The Case of Healthcare Organizations 97
A. Francesconi

ICT and Changing Working Relationships: Rational or Normative Fashion? 105
B. Imperatori and M. De Marco

Temporal Impacts of Information Technology in Organizations: A Literature Review 115
D. Isari

Learning by Doing Mistakes Improving ICT Systems Through the Evaluation of Application Mistakes 123
M.F. Izzo and G. Mazzone

Innovation, Internationalization, and ICTs: Mediation Effects of Technology on Firms Processes of Growth 131
L. Marchegiani and F. Vicentini

The “Glocalization” of Italcementi Group by Introducing Sap: A Systemic Reading of a Case of Organizational Change 139
A. Martone, E. Minelli, and C. Morelli

Interorganizational Systems and Supply Chain Management Support: An Analysis of the Effects of the Interorganizational Relationship 147
F. Pigni and A. Ravarini

Reconfiguring the Fashion Business: The “YOOX” Virtual Boutique Case Study	155
A. Resca and A. D’Atri	
Organisation Processes Monitoring: Business Intelligence Systems Role	163
C. Rossignoli and A. Ferrari	
The Organizational Impact of CRM in Service Companies with a Highly Advance Technology Profile	171
R. Virtuani and S. Ferrari	
Part IV Is in Engineering and in Computer Science	177
B. Pernici	
Service Semantic Infrastructure for Information System Interoperability	179
D. Bianchini and V. De Antonellis	
A Solution to Knowledge Management in Information-Based Services Based on Coopetition. A Case Study Concerning Work Market Services	189
M. Cesarini, M.G. Fugini, P. Maggiolini, M. Mezzanzanica, and K. Nanini	
Part V Governance, Metrics and Economics of IT	197
C. Francalanci	
Analyzing Data Quality Trade-Offs in Data-Redundant Systems	199
C. Cappiello and M. Helfert	
The Impact of Functional Complexity on Open Source Maintenance Costs: An Exploratory Empirical Analysis	207
E. Capra and F. Merlo	
Evaluation of the Cost Advantage of Application and Context Aware Networking	215
P. Giacomazzi and A. Poli	
Best Practices for the Innovative Chief Information Officer	223
G. Motta and P. Roveri	
The Role of IS Performance Management Systems in Today’s Enterprise .	233
A. Perego	
A Methodological Framework for Evaluating Economic and Organizational Impact of IT Solutions	241
M. Ruffolo and M. Ettorre	

Part VI Track: Education and Training in Information Systems	251
C. Rossignoli	
Surveying Curricula in Information Systems in the Italian Faculties of Economics	253
V. Albano, M. Contenti, and V.S. Runchella	
Human-Computer Interaction and Systems Security: An Organisational Appraisal	261
M. Cavallari	
E-Learning: Role and Opportunities in Adult Education	269
A.G. Marinelli and M.R. Di Renzo	
Part VII Information and Knowledge Management	277
D. Saccà	
Adding Advanced Annotation Functionalities to an Existing Digital Library System	279
M. Agosti and N. Ferro	
Collaborative E-Business and Document Management: Integration of Legacy DMSS with the EBXML Environment	287
A. Bechini, A. Tomasi, and J. Viotto	
“Field of Dreams” in Knowledge Management Systems: Principles for Enhancing Psychological Attachment Between Person and Knowledge . . .	295
M. Comuzzi and S.L. Jarvenpaa	
Knowledge Acquisition by Geographically Isolated Technical Workers: The Emergence of Spontaneous Practices from Organizational and Community-Based Relations	303
V. Corvello and P. Migliarese	
Where Does Text Mining Meet Knowledge Management? A Case Study	311
E. D’Avanzo, A. Elia, T. Kuflik, A. Lieto, and R. Preziosi	
Ad-Hoc Maintenance Program Composition: An Ontological Approach	319
A. De Nicola, M. Missikoff, and L. Tininini	
Knowledge Discovery and Classification of Cooperation Processes for Internetworked Enterprises	327
F. Folino, G. Greco, A. Gualtieri, A. Guzzo, and L. Pontieri	

**Knowledge-Oriented Technologies for the Integration of
Networked Enterprises** 335
M. Lenzerini, U. Carletti, P. Ciancarini, N. Guarino, E. Mollona,
U. Montanari, P. Naggar, D. Saccà, M. Sebastianis, and D. Talia

**Sub-Symbolic Knowledge Representation
for Evocative Chat-Bots** 343
G. Pilato, A. Augello, G. Vassallo, and S. Gaglio

A Semantic Framework for Enterprise Knowledge Management 351
M. Ruffolo

Part VIII E-Services in Public and Private Sectors 359
M. Sorrentino and V. Morabito

**Infomediation Value in the Procurement Process: An Exploratory
Analysis** 361
T. Bouron and F. Pigni

**Business Models and E-Services: An Ontological Approach in a
Cross-Border Environment** 369
A.M. Braccini and P. Spagnoletti

Second Life: A Turning Point for Web 2.0 and E-Business? 377
M.R. Cagnina and M. Poian

Development Methodologies for E-Services in Argentina 385
P. Fierro

**Selecting Proper Authentication Mechanisms
in Electronic Identity Management (EIDM): Open Issues** 391
P.L. Agostini and R. Naggi

**A System Dynamics Approach to the Paper Dematerialization Process
in the Italian Public Administration** 399
S. Armenia, D. Canini, and N. Casalino

**Public Private Partnership and E-Services: The Web Portal for
E-Learning** 409
L. Martiniello