

Contents

Part I eServices in Public and Private Sectors

| | |
|-------------------------------------------------------------------------------------------------------------------------|----|
| A Service Classification Model for Value Co-creation in IT Outsourcing Services | 3 |
| Gerasimos Kontos and Konstadinos Kutsikos | |
| Sustained Competitive Advantage Using Business Entities (SCUBE): A Practical Approach for Business Agility | 11 |
| Matteo Della Bordella, Rong Liu, Aurelio Ravarini, Frederick Y. Wu, and Anil Nigam | |
| Financing Public e-Services in Europe: A Regional Perspective | 19 |
| Luigi Reggi and Sergio Scicchitano | |
| About the Relevance of eDemocracy in Italian Regional Websites | 27 |
| Mario Boichichio and Antonella Longo | |
| Collective Intelligence and Social Computing: A Literature Review | 35 |
| Luca Cremona and Aurelio Ravarini | |
| E-Marketplaces for Professional e-Services: Trust, Reputation and Performance | 43 |
| Alberto Francesconi and Claudia Dossena | |

Part II Organizational Change and the Impact of ICT in Public and Private Sectors

| | |
|------------------------------------------------------------------------------------------------------------------------|-----------|
| The Evolution of Information Systems Strategic Models: From IT Management to IT Governance. The FIAT Case | 53 |
|------------------------------------------------------------------------------------------------------------------------|-----------|

Renata Paola Dameri

| | |
|----------------------------------------------------------------------|-----------|
| Organizational Factors as Determinants of SaaS Adoption | 61 |
|----------------------------------------------------------------------|-----------|

Antonella Ferrari, Cecilia Rossignoli, and Lapo Mola

| | |
|----------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| Exploring the Impact of Innovation Policies in Economic Environments with Self-Regulating Agents in Multi-level Complex Systems | 67 |
|----------------------------------------------------------------------------------------------------------------------------------------------|-----------|

Francesco Niglia, Dimitri Gagliardi, and Cinzia Battistella

| | |
|---------------------------------------------------------------------------------------------------------------|-----------|
| Managerial and Organizational Impact of ERP Systems in Public Sector Organizations. A Case Study | 77 |
|---------------------------------------------------------------------------------------------------------------|-----------|

Alessandro Spano and Benedetta Bellò

| | |
|-------------------------------------------------------------------------------------|-----------|
| IT Helps the Italian Army to Implement a Performance Management System | 85 |
|-------------------------------------------------------------------------------------|-----------|

Armando Suppa, Alessandro Zardini, and Salvatore Alessandro Sarcià

Part III Information and Knowledge Management

| | |
|--------------------------------------------------------------------------------------|-----------|
| Semantics-Enriched Web APIs Selection for Enterprise Mashup Development | 95 |
|--------------------------------------------------------------------------------------|-----------|

Devis Bianchini, Valeria De Antonellis, and Michele Melchiori

| | |
|---------------------------------------------------------------------|------------|
| A New Generation DMS for Supporting Social Sensemaking | 105 |
|---------------------------------------------------------------------|------------|

Francesco Maria Barbini, Alessandro D'Atri, Laura Tarantino, and Stefano Za

| | |
|----------------------------------------------------------------------------------------------------|------------|
| An Innovative Approach to the Governance of E-Government Knowledge Management Systems | 113 |
|----------------------------------------------------------------------------------------------------|------------|

Marco Bianchi, Nunzio Casalino, Mauro Draoli, and Giorgio Gambosi

| | |
|-----------------------------------------------------|------------|
| Data Mart Integration at Measure Level | 123 |
|-----------------------------------------------------|------------|

Claudia Diamantini and Domenico Potena

Part IV Human-Computer Interaction

| | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| Towards ICT Support for Elderly Displaced People: Looking for Natural Gestures | 135 |
| Alessandra Melonio, Laura Tarantino, and Tania Di Mascio | |
| Towards Improving Usability of Authentication Systems Using Smartphones for Logical and Physical Resource Access in a Single Sign-On Environment | 145 |
| Giuliana Carullo, Filomena Ferrucci, and Federica Sarro | |
| A Biometric Interface to Ambient Intelligence Environments | 155 |
| Andrea F. Abate, Michele Nappi, and Stefano Ricciardi | |
| Exploring the Effectiveness of Web Ads Via Greenwald and Leavitt's Involvement Model | 165 |
| Silvia Dessì, Claudia Melis, and Ernestina Giudici | |
| An Augmented Reality Application to Gather Participant Feedback During a Meeting | 173 |
| Rita Francese, Ignazio Passero, and Telmo Zarraonandia | |
| ICT for Small to Medium Enterprises: Focus on Usability for a Web-Based Spreadsheet Mediated Collaboration Environment | 181 |
| Athula Ginige, Luca Paolino, Marco Romano, Genoveffa Tortora, and Giuliana Vitiello | |
| Representing Visual Aspects of Web Services | 189 |
| Antonio Piccinno and Daniela Fogli | |
| Using a High Level Formal Language for Task Model-Based Usability Evaluation | 199 |
| Shah Rukh Humayoun, Yael Dubinsky, Tiziana Catarci, Eli Nazarov, and Assaf Israel | |
| Visualizing Geographical Information Through Tag Clouds | 209 |
| Davide De Chiara, Vincenzo Del Fatto, and Monica Sebillio | |
| Hand-Drawn Diagram Recognition with Hierarchical Parsing: An Experimental Evaluation | 217 |
| Vincenzo Deufemia, Michele Risi, and Genoveffa Tortora | |

Part V Information Systems, Innovation Transfer, and New Business Models

| | |
|---------------------------------------------------------------------------------------------------------------------|-----|
| Innovation in Business Processes: Pattern-Driven Process Modelling | 229 |
| Pasquale Ardimento, Nicola Boffoli, Danilo Caivano, Daniela Castelluccia, and Giuseppe Visaggio | |
| Methodology of Business Ecosystems Network Analysis: A Field Study in Telecom Italia Future Centre | 239 |
| Cinzia Battistella, Katia Colucci, and Fabio Nonino | |
| Knowledge Sharing and Innovation: The Contribution of Innovation Intermediaries | 251 |
| Raffaella Coppolino and Tindara Abbate | |
| Value-Co-creation Through Multichannels Distributions: The Nike ID Case | 259 |
| Enrico Angioni, Francesca Cabiddu, and Maria Chiara Di Guardo | |
| Technology Intelligence: New Challenges from Patent Information | 267 |
| Fabrizio Cesaroni and Daniela Baglieri | |
| Towards a Digital Ecosystem to Increase Effectiveness of Technology Transfer Services | 275 |
| C. Luciano Mallamaci and Domenico Saccà | |

Part VI Business Intelligence Systems, Their Strategic Role and Organizational Impacts

| | |
|--------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| Business Intelligence for Supply Chain Management: Trends from Scholarly Literature and from the World of Practice | 287 |
| Isabella Maggioni and Francesca Ricciardi | |
| Business Intelligence in the Taps and Fittings Sector: Organizational and Technological Aspects | 295 |
| Roberto Candiotto and Silvia Gandini | |
| Knowledge Generating Decision Support Systems: Managing the Trade-Off Between Generating Knowledge and Supporting Decisions | 303 |
| Carlo Caserio | |

Part VII New Ways to Work and Interact with the Internet

| | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| Reducing Inertia and Forwarding Changes: Crowdsourcing to Reduce Uncertainty. A Theoretical Model | 315 |
| Riccardo Maiolini and Raffaella Naggi | |
| The Future of Work: Trends of Telework in Italian SMEs Between 2005 and 2009 | 323 |
| Paolo Neirotti, Emilio Paolucci, and Elisabetta Raguseo | |
| Communities of Practice and Practice Preservation: A Case Study | 331 |
| Francesco Schiavone and Rocco Agrifoglio | |
| ICT and Judicial Administration: A Model for the Classification of E-Justice Innovations | 339 |
| Luigi Lepore, Lara Borrello, and Federico Alvino | |
| How Does the Management of Multiple Stakeholders' Interests Influence Decision-Making Processes? Exploring the Case of Crowdsourced Placemaking | 349 |
| Riccardo Maiolini | |
| Combining Exploitation and Exploration Through Crowdsourcing: The Case of Starbucks | 359 |
| Francesca Cabiddu, Manuel Castriotta, Maria Chiara Di Guardo, Paola Floreddu, and Daniela Pettinao | |
| The Motivational Drivers in Open Innovation Web-Based Platforms: An Explorative Study | 367 |
| Cinzia Battistella and Fabio Nonino | |
| How Internet Is Upsetting the Communication Between Organizations and Their Stakeholders: A Tentative Research Agenda | 377 |
| Tommaso Federici and Alessio Maria Braccini | |
| The Evaluation of Networks Performance in Cultural Heritage Through Intelligent Systems | 387 |
| Massimo Bianchi, Arturas Kaklauskas, Joshua Onome Imoniana, Rebecca Levy Orelli, and Laura Tampieri | |
| Search Phase and the Openness Effects in MNEs | 397 |
| Luca Sabini, Alfredo Valentino, and Kinsuk Mani Sinha | |

Part VIII IS, IT and Security

| | |
|-------------------------------------------------------------------------------------------------------|------------|
| Managing Information Security Through Policy Definition: Organizational Implications | 409 |
| Moufida Sadok and Paolo Spagnoletti | |

| | |
|------------------------------------------------------------------------------------------------|------------|
| Prioritizing Role Engineering Objectives Using the Analytic Hierarchy Process | 419 |
| Alessandro Colantonio | |

| | |
|-----------------------------------------------------------------------------------|------------|
| Negotiation of Weighted RTML Credentials on Mobile Devices | 429 |
| Stefano Bistarelli, Fabio Martinelli, Francesco Roperti, and Francesco Santini | |

| | |
|-----------------------------------------------------------------------------------------------------------------------------------|------------|
| Analysis of Evidences About the Relationship Between Organisational Flexibility and Information Systems Security | 439 |
| Maurizio Cavallari | |

Part IX Blending Design and Behavioral Research in Information Systems

| | |
|---------------------------------------------------------------------------------------------|------------|
| Building Theories from IT Project Design: The HOPES Case | 451 |
| Paolo Spagnoletti, Andrea Resca, Valentina Russo, Francesco Taglino, and Laura Tarantino | |

| | |
|------------------------------------------------------------------------------------------------------------|------------|
| Towards a Reconstruction of Theoretical Foundations of Enterprise Architecture Management | 461 |
| Simon Weiss, Stephan Aier, and Robert Winter | |

| | |
|------------------------------------------------------------|------------|
| Focus Groups, Meaning Making and Data Quality | 469 |
| Patrizia Bertini | |

Part X Professional Skills, Certification of Curricula, On-Line Education and Communities

| | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| How Teams Can Achieve Success Using New Technologies in Order to Help Knowledge Sharing and Organizational Learning in Communities of Practice: A Case Study in Public Sector | 481 |
| Luigi de Bernardis, Riccardo Maiolini, and Raffaella Naggi | |

| | |
|------------------------------------------------------------------------------------------------------------------|------------|
| Analysis of Serious Games Implementation for Project Management Courses | 491 |
| Riccardo Bonazzi, Stephanie Missonier, Dominique Jaccard, Pius Bienz, Boris Fritscher, and Emmanuel Fernandes | |

| | |
|----------------------------------------------------------------------|-----|
| New Frontiers of Managerial Training: The LiVES Project | 499 |
| Stefano Za | |

| | |
|------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| Organizational Aspects and Governance of a Learning Environment Aimed at a Common Curricula for European Senior Civil Servants | 507 |
| Nunzio Casalino and Laura Ricci | |

Part XI IS Design, IS Development, Metrics and Compliance

| | |
|------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| Alignment of Service Science and Service Oriented Computing: A Unified Interpretative Approach to Service Design and Planning | 519 |
| Marco Comerio, Simone Grega, Matteo Palmonari, and Gianluigi Viscusi | |

| | |
|-----------------------------------------------------------------------------------------------|-----|
| Profiting from IT-Based Capabilities in SMEs: Firm-Level Evidence from Italy | 527 |
| Paolo Neirotti and Elisabetta Raguseo | |

| | |
|-------------------------------------------------------------------------------------------------------------|-----|
| Open Ontology-Driven Sociotechnical Systems: Transparency as a Key for Business Resiliency | 535 |
| Nicola Guarino, Emanuele Bottazzi, Roberta Ferrario, and Giovanni Sartor | |

Part XII ICT4LAW: Information and Communication Technologies to Help Firms, Public Administrations, Legislators and Citizens to Operate in a Highly Regulated World

| | |
|------------------------------------------------------------------------------------------------------------|-----|
| Supporting the Analysis of Risks of Violation in Business Protocols: The MiFID Case Study | 545 |
| Matteo Baldoni, Cristina Baroglio, Elisa Marengo, and Viviana Patti | |

| | |
|------------------------------------------------------------------------------------------------------------------|-----|
| Change the Law: A Simulation of the Reduction of Payment Period of Trade Debts on Italian Firms | 555 |
| Giuseppe Calabrese | |

| | |
|-----------------------------------------------------------------------------------------------------------------------|-----|
| Business Process Compliance Verification: An Annotation Based Approach with Commitments | 563 |
| Davide D'Aprile, Laura Giordano, Alberto Martelli, Gian Luca Pozzato, Daniele Rognone, and Daniele Theseider Dupré | |

| | |
|------------------------------------------------------------------------------------------------------------|-----|
| Eunomos, A Legal Document and Knowledge Management System for Regulatory Compliance | 571 |
| Guido Boella, Llio Humphreys, Marco Martin, Piercarlo Rossi, Leendert van der Torre, and Andrea Violato | |

Information Systems: Crossroads for Organization,
Management, Accounting and Engineering
ItAIS: The Italian Association for Information Systems
De Marco, M.; Te'eni, D.; Albano, V.; Za, S. (Eds.)
2012, XIV, 578 p., Hardcover
ISBN: 978-3-7908-2788-0
A product of Physica-Verlag Heidelberg