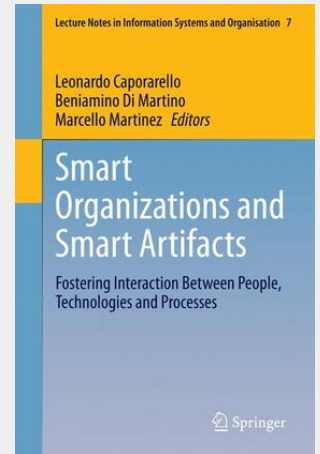Caporarello / Martinez / Di Martino

Smart Organizations and Smart Artifacts

Fostering Interaction Between People, Technologies and Processes

This book offers a multidisciplinary strategy for finding new and more effective human-computer interaction approaches, in particular from a socio-technical perspective, that facilitate the exploration and exploitation of benefits that information technologies (IT) offer organizations. Though the relationship between IT and organizations is certainly very strong, it is also one of the greatest obstacles to securing benefits from their interaction. The participation of organizational users in the planning and design stages of IT interfaces is the main area of human-computer interaction, where a wealth of contributions are positively enriching both the academic and management discussions. Thus, a new approach for managing this relationship is needed, one in which the different stakeholders are suitably taken into account. Moreover, the outstanding success of the 2.0 phenomenon offers an example of a relevant platform where human-computer interaction has been widely developed and exploited. Consequently, this will influence and already is influencing – the way IT and users interact with each other. The book is based on a selection of the best papers – original, double blind peer-reviewed contributions – from the annual conference of the Italian chapter of the AIS, held in Milan, Italy in December 2013.

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