

e-Services, Social Networks, and Smartcities

Digital media has affected not only the business world but also the society at large. Distance, time, and culture limits are no more an obstacle to interaction and collaboration among individuals and organizations, but seem to belong to the distant past. The rapid expansion and popularity of the digital media has encouraged the development of new ways to work and interact within organizations, changing the traditional working procedures and extending firm's boundaries. For instance, it has favoured the proliferation of virtual communities, fostering the social and exchange processes among individuals and teams. Furthermore, the spread of digital media has also encouraged the development of business and market strategies, changing the nature of the organizations and their relationships with suppliers and customers. Social platforms, market places and online work places are becoming the trading zone of commercial lives and social lives alike and as such are affecting the design of global communities and organizations. Many of these platforms have been created with the aim of riding the technological evolution of the Internet and building their competitive advantage or organizational transformations on the intensive, if not exclusive, use of network technologies. Some experiences have ended up as big failures (e.g., Covisint reported in Klein, Krcmar, 2006), others have disappointed stakeholders' expectations (e.g., Barnes and Noble, (Barnes, Vidgen, 2002), yet others have reached enormous success revolutionizing entire markets, industrial sectors and public administrations. The Track aims at discussing papers that seek to analyse the evolution of these platforms in their role as the enablers and constrainers of global collaborations.

Track main topics

This track accepts both full research paper and research in progress papers, encouraging theoretical and empirical contributions that cover the following topics, but are not limited to:

- Enterprise social networks
- New organizational form IT-enabled
- New services for mature industries and sectors
- Smartcities
- Social transformation throughout IT base platforms
- Social transformations
- Social networks
- Virtual organizations
- Virtual communities

Track Co-Chairs

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Bios of track Co-Chairs

Concetta Metallo, Ph.D., is Associate Professor of Organization and Information Systems at University of Naples 'Parthenope', Italy. Her research interests focus on social media and information technology usage behavior. She has published papers in journals such as Technological Forecasting and Social Change, Production Planning & Control, Government Information Quarterly, Behaviour & Information Technology, Information Systems Management, International Journal of Technology Management, Journal of Computer Information Systems, International Journal of Public Administration. She served as track chair in several conferences such as itAIS Conference, SIDREA International Workshop, and WOA.

Lapo Mola (PhD IULM University - Milan) is Associate Professor at SKEMA Business School (Université Côte d'Azur) and University of Verona (double affiliation), member of the KTO (Knowledge, Technology and Organization) Research Center, Sophia Antipolis France. His research focuses on organizational impacts of information systems. Lapo Mola has published, among others, in European Journal of Information Systems

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Digital resilience and sustainability: people, organizations, and society

(EJIS), European Journal of Operational Research (EJOR), Electronic Markets (EM), Information Systems Journal (ISJ). He served as Chair and track chair in many AIS and AIS affiliated conference such as ECIS - European Conference on Information Systems, ICIS - International Conference on Information Systems, itAIS - The conference of the Italian Chapter of AIS and MCIS – Mediterranean Conference on Information Systems

Maria-Dolores Guillamón, Ph.D., is Associate Professor at the University of Murcia, Spain. She participates as a member of the European Accounting Association, the Comparative International Governmental Accounting Research Network and the Spanish Association of University Professors of Accounting. Her research interests focus on transparency, e-disclosure and public sector accounting and management. She has published papers in journals such as Government Information Quarterly, Cities, Local Government Studies, Regional Studies, International Review of Administrative Sciences and Accounting, Auditing & Accountability Journal.

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