itAIS 2013

X Conference of the Italian Chapter of AIS

Empowering society through digital innovations

Università Commerciale Luigi Bocconi, Milano (Italy),
December 14th - 15th 2013

Saturday December 14th – ItAIS Conference

09.30 - 10.00	Welcome Coffee & Registration					
	Room 21	Room 22	Room 23	Room 24	Room 25	Room 26
10.00 - 11.00		AcIS/01	InnBM/01	HCI/01		
11.00 - 12.00	SNA/01	AcIS/02	InnBM/02	HCI/02	InfKM/01	ITPjm
12.00 - 13.00	SNA/02	AcIS/03	InnBM/03	HCI/03	InfKM/02	DRIS

13.00 - 14.30	Light lunch					
14.30 - 16.00	Plenary session (room 21 via Sarfatti)					
	Room 21	Room 22	Room 23	Room 24	Room 25	Room 26
16.00 - 17.00	SNA/03	AcIS/04	Org/01	HCI/04	InfKM/03	MIS/01

17.00 - 17.30	Coffee break					
	Room 21	Room 22	Room 23	Room 24	Room 25	Room 26
17.30 - 18.30	SNA/04	ITinf	Org/02	Health/01	Cloud	MIS/02
18.30 - 19.30	SNA/05	sim	Org/03	Health/02		Reg

21.00	Social Dinner (Gran Visconti Palace)

Sunday December 15th – ItAIS Ancillary Events (room N31) - in Italian language.

12.00 - 13.00	The challenge to teach the information systems disciplines in the Italian University
14.30 - 15.30	The state of the art of itAIS Special Interest Groups (SIG)
16.00 - 17.00	OAP 2014: an opportunity to be grabbed

Organizational change and Impact of ICT	Org
Accounting Information Systems	AcIS
Information Systems, Innovation Transfer, and new Business Models	InnBM
Facing regulations: governance, risk, and compliance	Reg
Human-computer interaction	HCI
Information and Knowledge Management	InfKM
Design Research in IS: theories, artifacts and methodologies	DRIS
Information Systems Management: a critical perspective	MIS
Analytical, cognitive, and dynamic models into IS	sim
e-Services and Social Networks, Virtual Organizations and Smartcities	SNA
IT and Project Management, Skills and Professionalization	ITPjm
Organizing the IT infrastructure: strategic and organizational challenges	ITinf
IT-based innovation in Healthcare	Health
IS (lost) in the Cloud	Cloud

Saturday December 14th, 2013
09:30 – 10:00 – Welcome Coffee & Registration
10:00 – 11:00 – Parallel sessions

AcIS/01 - Accounting Information Systems
Session chair: D. Mancini
Room:22

> 2 - INFORMATION SYSTEMS AND MANAGEMENT CONTROLS IN THE ERA OF GLOBALIZATION: EVIDENCES FROM FASHION INDUSTRY
> *Arianna Lazzini, Giuseppina Iacoviello and Sara Nanetti*
> 15 - THE INFLUENCE OF ERP SYSTEMS IMPLEMENTATION ON ACCOUNTING, ORGANIZATIONAL AND SOCIAL IMPROVEMENTS: EVIDENCE FROM ITALY AND THE UK
> *Sara Trucco and Katia Corsi*
> 35 - IN-MEMORY TECHNOLOGY: A QUANTUM LEAP IN STRATEGIC MANAGEMENT ACCOUNTING?
> *Iacopo Ennio Inghirami*

InnBM/01 - Information Systems, Innovation Transfer, and new Business Models
Session chair: T. Abbate
Room:22

> 9 - ARCHITECTURAL AND SECURITY ASPECTS IN INNOVATIVE INFORMATION SERVICES
> *Nicoletta Dessì, Mariagrazia Fugini, Gianfranco Garau and Barbara Pes*
> 23 - FROM ORGANIZATIONAL DESIGN TO ORGANIZATIONAL DESIGNING FOR EXPLOITING INNOVATION COMMUNITIES
> Alberto Francesconi and Claudia Dossena
> 69 - THE DEVELOPMENT OF THE DDG-CAPABILITY: AN EVALUATION OF ITS IMPACT ON FIRM FINANCIAL PERFORMANCE
> Elisabetta Raguseo and Claudio Vitari

HCI/01 - Human-computer interaction
Session chair: L. Tarantino
Room:24

> 14 - "EACH TO HIS OWN": DISTINGUISHING ACTIVITIES, ROLES AND ARTIFACTS IN EUD PRACTICES
> *Federico Cabitza, Daniela Fogli and Antonio Piccinno*
> 67 - UNDERSTANDING USER VISITING BEHAVIOR AND WEB DESIGN: APPLYING SIMULTANEOUS CHOICE MODEL TO CONTENT ARRANGEMENT
> *Lianlian Song, Zhiyong Liu, Qian Chen and Sisi Wu*
> 74 - EMERGENSYS: MOBILE TECHNOLOGIES AS SUPPORT FOR EMERGENCY MANAGEMENT
> *Teresa Onorati, Ignacio Aedo, Marco Romano and Paloma Diaz*

11:00 – 12:00 – Parallel sessions

SNA/01 – e-Services and Social Networks, Virtual Organizations and Smartcities
Session chair: L. Mola
Room:21

> 63 - WHY PEOPLE USE SOCIAL MEDIA PLATFORMS – EXPLORING THE MOTIVATIONS AND CONSEQUENCES OF USE
> *Petri Hallikainen*
> 120 - A DESIGN METHODOLOGY FOR USER DRIVEN SERVICE AND E-SERVICE INNOVATIONS
> *Ada Scupola*
> 78 - SOCIAL EVOLUTION OF ENTERPRISE INFORMATION SYSTEMS: A FIRST INTERPRETIVE FRAMEWORK FOR BENEFITS AND RISKS
> *Davide Aloini*

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AcIS/02 - Accounting Information Systems
Session chair: D. Mancini
Room:22

38 - THE ROLE OF INFORMATION SYSTEMS TO SUPPORT PERFORMANCE MANAGEMENT IN PUBLIC ADMINISTRATION
Simone Lazzini, Luca Anselmi, Luca Lo Schiavo and Annamaria Falanga

39 - A NEW PERSPECTIVE FOR ACCOUNTING-BASED BUSINESS PLANNING SIMULATION: AN INTEGRATION WITH AGENT-BASED BUSINESS SIMULATION
Manuela Bertei and Luciano Marchi

47 - A SET OF KPIS FOR THE EVALUATION OF e-INVOICING IMPACTS IN FINANCIAL AND SUPPLY VALUE CHAINS.
Francesco Bellini and Fabrizio D'Ascenzo

InnBM/02 – Information Systems, Innovation Transfer, and new Business Models
Session chair: T. Abbate
Room:23

71 - MULTICHANNEL STRATEGY AND SUSTAINABLE COMPETITIVE ADVANTAGE: A DYNAMIC CAPABILITY APPROACH
Paola Floreddu and Francesca Cabiddu

89 - BUSINESS MODEL COMPONENT INNOVATION BY APPLYING TRIZ TO IT
Frank Goethals

90 - HYPOTHESIS FOR A NEW MODEL TO SUPPORT THE PUBLIC RESEARCH ICT SPIN-OFFS
Matteo Gaeta, Mirko Perano and Rossella Piscopo

HCI/02 – Human-computer interaction
Session chair: L. Tarantino
Room:24

81 - DDGS AFFORDANCES FOR VALUE CREATION
Claudio Vitari and Federico Pigni

98 - VIRTUAL PERSONAL ASSISTANT SUPPORTING PROFESSIONAL INDIVIDUALS
Peter Imrie and Peter Bednar

99 - MOUSEREC—MONITORING ONLINE USERS' EMOTIONS BY RECORDING AND EVALUATING CURSOR MOVEMENTS
Markus Weinmann, Christoph Schneider and Susanne Robra-Bissantz

InfKM/01 – Information and Knowledge Management

Session chair: M. Missikoff
Room:24

29 - KNOWLEDGE MANAGEMENT SYSTEMS: DIGITAL PLATFORM ADOPTION WITHIN A CLUSTER OF FIRMS
Luca Cremona, Aurelio Ravarini and Juliana Sutanto

31 - SEXTANT: STRUCTURAL AND DYNAMIC PERFORMANCE ANALYSIS OF ONLINE PUBLIC SERVICES
Antonella Longo, Mario Bochicchio and Barbara Livieri

50 - E-MENTORING, E-LEARNING AND E-TEACHING IN THE SCHOOL SYSTEM: A MULTIPLE CASE STUDY
Luisa Varriale

65 - KNOWLEDGE-INTENSIVE BUSINESS PROCESSES IN DISASTER RECOVERY
Olivera Marjanovic and Petri Hallikainen

ITPjm – IT and Project Management, Skills and Professionalization
Session chair: P. Di Nauta
Room:26

19 - AGILE PROJECTS AS MICRO-PROGRAMS: A UNIFYING APPROACH
Pietro Casanova
126 - A STORY OF PROFESSIONALIZATION? THE CASE OF PROJECT MANAGEMENT DISCIPLINE IN ITALY.
Luca Sabini
21 - PROFESSIONALIZATION AND DISSEMINATION PROCESSES FOR PROJECT MANAGEMENT PRACTICES. A SITUATIONIST PERSPECTIVE.
Giuseppe Calabrese and Primiano Di Nauta
60 - IMPLEMENTING PUBLIC WORKS PROGRAMMES
Andrea Volpe

12:00 – 13:00 – Parallel sessions

SNA/02 – e-Services and Social Networks, Virtual Organizations and Smartcities
Session chair:Ø. Sæbø
Room:21

79 - DEVELOPING SOCIAL LEADERSHIP: CULTURAL AND TECHNOLOGICAL INFLUENCES
Alessandra Lazazzara and Cristiano Ghiringhelli
92 - THE EFFECT OF CONSISTENCY BETWEEN LEADERSHIP AND TECHNOLOGY ON KNOWLEDGE INTEGRATION IN GDTS
Vincenza Poliandri, Elisa Mattarelli, Fabiola Bertolotti, Maria Rita Tagliaventi and Alessandro Grandi
107 - PRESERVING KNOWLEDGE THROUGH COMMUNITY OF PRACTICE: A MULTIPLE CASE STUDY
Rocco Agrifoglio and Concetta Metallo

AcIS/03 - Accounting Information Systems
Session chair: D. Mancini
Room:22

58 - PROVIDING A METHOD FOR SUPPORTING THE DECISION MAKING ABOUT A MEANINGFUL XBRL IMPLEMENTATION ACCORDING TO THE SPECIFIC SITUATION OF AN ORGANIZATION
Claudia Koschtial, Carsten Felden and Bruno Maria Franceschetti
64 - AUDITING OF INFORMATION TECHNOLOGY CONTROLS IN OUTSOURCING
Stefano Azzali and Tatiana Mazza
93 - ACCOUNTING INFORMATION SYSTEM AND MANAGEMENT CONTROL IN THE EVENT BUSINESS: THE CRUISE TERMINALS STUDY
Assunta Di Vaio and Luisa Varriale

InnBM/03 – Information Systems, Innovation Transfer, and new Business Models
Session chair: T. Abbate
Room:23

96 - CORPORATE CUSTOMERSHIP: THE CORE COMPONENTS OF THE RELATIONSHIP BETWEEN FIRM AND CUSTOMER
Enrico Angioni and Francesca Cabiddu
106 - BUSINESS DEVELOPMENT THROUGH DIGITAL TRANSFORMATION: THE EVOLUTION OF AMAZON.COM
Andrea Resca and Paolo Spagnoletti

HCI/03 – Human-computer interaction

Session chair: G. Tortora

Room:24

115 - Engaging "new users" into design activies: the Terence experience
Tania Di Mascio, Rosella Gennari, Alessandra Melonio and Laura Tarantino
121 - Overcoming the Digital Divide in Europe –Let's Learn from Emerging Countries!
Giuliana Vitiello, Monica Sebillo, Genoveffa Tortora, Pasquale Di Giovanni and Athula Ginige
123 - User Evaluation Support Through Development Environments for Software Teams
Shah Rukh Humayoun, Yael Dubinsky and Tiziana Catarci

InfKM/02 – Information and Knowledge Management

Session chair: M. Missikoff

Room:24

72 - A Knowledge Management strategy to identify an expert in Enterprise
Matteo Gaeta, Rossella Piscopo, Luigi Rarità, Luigi Trevisant and Daniele Novi
75 - Digital information asset evaluation: characteristics and dimensions
Gianluigi Viscusi and Carlo Batini
76 - Towards a Classification Framework of Business Intelligence Value Research
Sunet Eybers, Jan Kroeze and Ian Strydom

DRIS – Design Research in IS: theories, artifacts and methodologies

Session chair: P. Imrie

Room:26

17 - At the boundary of communities and roles: boundary objects and knowledge artifacts as complementary resources for the design of information systems
Federico Cabitza
33 - Principles of Authorization Design for Spatial Data
Maria Grazia Fugini and George C. Hadjichristofi
85 - ICT Supported Innovation Processes: a Design Theory for Open Innovation Platforms
Alessio Maria Braccini, Tindara Abbate and Barbara Aquilani
117 - IS in Education: Disentangling a Project Plan between Design Science Research and Action Research
Francesco Bolici and Francesco Virili

13:00 – 14:00 – Light Lunch

14:30 – 16:00 – Plenary session

- Welcome address, Conference Chair

    o *Prof. **Ferdinando Pennarola** (Università Commerciale Luigi Bocconi – Milano)*

- Introduction, Conference co-Chair

    o *Prof. **Marcello Martinez** (Seconda Università di Napoli - Napoli)*

- Keynote, "Digital Innovations and Research Opportunities"

    o *Prof. **Vallabh Sambamurthy** (Michigan State University)*

- Sponsor speech, "Moving from Business Intelligence to Decision Making"

    o *Mr. **Andrea Alfieri** (Board International SA)*

16:00 – 17:00 – Parallel sessions

SNA/03 – e-Services and Social Networks, Virtual Organizations and Smartcities
Session chair: L. Varriale
Room:21

103 - INDUSTRIAL CLUSTERS EVOLUTION ENABLED BY DIGITAL PLATFORMS: A FRAMEWORK
Aurelio Ravarini, Linda Pacicco and Emanuele Strada
27 - DESIGNING E-CITY COUNCILS
Mauro Romanelli
102 - SMART CITY RESEARCH AS AN INTERDISCIPLINARY CROSSROADS: A CHALLENGE FOR MANAGEMENT AND ORGANIZATION STUDIES
Francesca Ricciardi and Stefano Za

AcIS/04 - Accounting Information Systems
Session chair: D. Mancini
Room:22

95 - PUBLIC ITALIAN UNIVERSITIES TOWARDS ACCRUAL ACCOUNTING AND MANAGEMENT CONTROL
Michela Soverchia and Antonella Paolini
118 - THE ROLE AND THE SCOPE OF IT AUDITING: AN EXPLANATORY STUDY IN THE ITALIAN CONTEXT
Rita Lamboglia and Giusepppe D'Onza

Org/01 – Organizational change and Impact of ICT
Session chair: F. Bolici
Room:23

10 - CUSTOMER EXPERIENCE: THE IMPACT OF ICT IN MEASURING INSTRUMENTS OF EXPERIENCE IN THE CUSTOMER JOURNEY
Valeria Traversi, Fabrizio D'Ascenzo and Roberto Ruggieri
11 - THE NETWORKING APPROACH APPLIED IN PRACTICE FIRMS THROUGH INTERNET. THE CASE OF PERTING LTD.
Laura Tampieri
28 - DESIGNING E-PARLIAMENTS
Mauro Romanelli

HCI/04 – Human-computer interaction
Session chair: G. Vitiello
Room:24

124 - SCA3D: A MULTIMODAL SYSTEM FOR HCI BASED ON 3D AUDIO AND AUGMENTED REALITY
Dario Di Mauro and Francesco Cutugno
125 - AUTOMYDE: A DETECTOR FOR PUPIL DILATION IN COGNITIVE LOAD MESUREMENT
Davide Maria Calandra, Francesco Cutugno and Antonio Origlia

InfKM/03 – Information and Knowledge Management
Session chair: M. Missikoff
Room:25

82 - DELIVERING KNOWLEDGE TO THE MOBILE ENTERPRISE: IMPLEMENTATION SOLUTIONS FOR A MOBILE BUSINESS INTELLIGENCE
Gianmario Motta, Ma Tianyi, Linlin You and Daniele Sacco
94 - THE EVOLUTION OF ONLINE REPUTATION MANAGEMENT SYSTEMS: KNOWING BETTER FOR (RE)ACTING FASTER
Claudia Dossena and Alberto Francesconi
100 - TABULARIZING THE BUSINESS KNOWLEDGE: AUTOMATED DETECTION AND FIXING OF ANOMALIES
Nicola Boffoli, Danilo Caivano, Daniela Castelluccia and Giuseppe Visaggio

MIS/01 – Information Systems Management: a critical perspective

Session chair: A.M. Braccini

Room:26

12 - INFORMATION SYSTEMS IN PROFESSIONAL SERVICE FIRMS
Andrea Tomo and Gianluigi Mangia
20 - A MODEL TO ASSESS THE TECHNOLOGICAL LEVEL OF SMALL BUSINESSES
Francesca Maria Cesaroni and Domenico Consoli
61 - SOCIAL EQUITY AND ECOLOGICAL SUSTAINABILITY: NEW FRAMEWORK AND DIRECTIONS FOR THE IS COMMUNITY
Claudio Vitari

17:30 – 18:30 – Parallel sessions

SNA/04 – e-Services and Social Networks, Virtual Organizations and Smartcities

Session chair: R. Agrifoglio

Room:21

6 - URBAN TABLEAU DE BORD: MEASURING SMART CITY PERFORMANCE
Renata Paola Dameri
114 - THE ROLE OF IT IN ORGANIZATIONAL NETWORKS, INDIVIDUAL NETWORKS, AND IN BRIDGING THESE TWO LEVELS
Lapo Mola, Andrea Carugati and Antonio Giangreco
119 - SMART AND DIGITAL CITY: TWENTY YEARS OF TERMINOLOGY EVOLUTION
Annalisa Cocchia and Renata Paola Dameri

ITinf – Organizing the IT infrastructure: strategic and organizational challenges

Session chair: C. Rossignoli

Room:22

108 - KEY CAPABILITIES OF CIOS AND IT MANAGERS FOR STRATEGIC COMPETITIVE ADVANTAGE: A QUALITATIVE FIELD RESEARCH
Francesca Ricciardi, Alessandro Zardini and Cecilia Rossignoli
109 - THE OTHER SIDE OF THE STORY: USING PSYCHOLOGICAL CONTRACTS TO INTENSIFY OUTSOURCING RELATIONSHIPS
Franca Cantoni, Cecilia Rossignoli and Alessandro Zardini
111 - IMPROVING INFORMATION EXCHANGE EFFECTIVENESS THROUGH DATA COMPRESSION TECHNIQUES
Leonardo Caporarello, Massimo Magni and Ferdinando Pennarola
112 ALL THAT GLITTERS IS NOT GOLD: ALLEGED INNOVATIONS IN HUMAN COMPUTER INTERACTION
Leonardo Caporarello, Massimo Magni and Ferdinando Pennarola

Org/02 – Organizational change and Impact of ICT

Session chair: M. Sorrentino

Room:23

43 - DSNA: A DATABASE FOR STRATEGIC NETWORK ANALYSIS IN ITALY
Antonella Longo, Barbara Livieri, Mario Bochicchio and Pierluca Di Cagno
101 - A BIBLIOMETRIC STUDY OF THE LITERATURE ON TECHNOLOGICAL INNOVATION: AN ANALYSIS OF 60 INTERNATIONAL ACADEMIC JOURNALS
Mara Brumana, Maurizio Decastri, Danila Scarozza and Stefano Za
73 - CAPABILITY LIFECYCLE AND ITS MOTIVATING FORCE ON STRATEGY: THE CASE OF GREEN IT/S DYNAMIC CAPABILITY
Paola Floreddu and Claudio Vitari

Health/01 – IT-based innovation in Healthcare
Session chair: O.Tamburis
Room:24

7 - THE USE OF INFORMATION SYSTEMS FOR ORGANIZATIONAL PERFORMANCE: THE IMPLEMENTATION OF THE HEALTH INFORMATION SYSTEM IN THE REGION OF CALABRIA
Marzia Ventura, Concetta Cristofaro and Rocco Reina

25 - FROM KNOWLEDGE TRANSFER TO INNOVATION SPREADING: THE USE OF NETWORKS FOR HEALTH AND SOCIAL ISSUES IN LONG–TERM CARE
Oscar Tamburis and Isabella Bonacci

26 - PROCESSES OF TECHNOLOGICAL CHANGE IN HEALTHCARE ORGANIZATIONS. AN ANALYSIS OF COORDINATION AND EFFECTIVENESS
Caterina Galdiero, Isabella Bonacci, Mariavittoria Cicellin and Marialaura Toraldo

Cloud – IS (lost) in the Cloud
Session chair: G. Cretella
Room:25

77 - THE ECONOMIC AND LEGAL PERSPECTIVES OF CLOUD COMPUTING IN ITALIAN PUBLIC ADMINISTRATION AND A ROADMAP TO THE ADOPTION OF G-CLOUD IN ITALY
Francesca Spagnoli, Carlo Amendola and Francesco Crenca

87 - VIRTUAL ORGANIZATION IN THE CLOUD: THE CASE OF A WEB SELF-SERVICE PORTAL
Silvia Gandini and Roberto Candiotto

91 - SOFTWARE AGENTS FOR COLLABORATING SMART SOLAR-POWERED MICRO-GRIDS
Alba Amato, Rocco Aversa, Beniamino Di Martino, Marco Scialdone, Salvatore Venticinque, Geir Horn and Svein Hallsteinsen

113 - AN OVERVIEW OF APPROACH FOR MIGRATION OF APPLICATION TO THE CLOUD
Giuseppina Cretella and Beniamino Di Martino

MIS/02 – Information Systems Management: a critical perspective
Session chair: A.M. Braccini
Room:26

36 - E-HEALTHCARE AND THE CO-CREATION APPROACH: A CRITICAL PERSPECTIVE
Maria Laura Toraldo, Andrea Tomo, Caterina Galdiero, Maria Vittoria Cicellin and Gianluigi Mangia

37 - THE ROLE OF IS IN THE PERFORMANCE MANAGEMENT: THE CASE OF AN ITALIAN PUBLIC UNIVERSITY
Vincenza Esposito, Mario Pezzillo Iacono, Ernesto De Nito, Lucia Silvestri and Riccardo Mercurio

32 - UNDERSTANDING DIFFERENT ORGANIZATIONAL ROLES IN SMART CITY PLATFORMS: PRELIMINARY EVIDENCE AND EMERGING ISSUES
Mario Pezzillo Iacono, Alessia Berni, Paolo Canonico, Stefano Consiglio and Lorenzo Mercurio

104 - FROM THE BLOGOSPHERE INTO REAL POLITICS: THE USE OF ICT BY THE FIVE STAR MOVEMENT
Øystein Sæbø, Alessio Maria Braccini and Tommaso Federici

18:30 – 19:30 – Parallel sessions

SNA/05 – e-Services and Social Networks, Virtual Organizations and Smartcities
Session chair: L. Mola
Room:21

110 - COMMUNICATION WEB 2.0: AN ATTEMPT TO UNDERSTAND THE GAP BETWEEN ITALIAN LAW AND ACCOUNTING FIRMS AND THE INTERNATIONAL ENVIRONMENT
Lapo Mola, Alessandro Zardini and Ilenia Confente

105 - THE USE OF SOCIAL NETWORKS AND NARRATIVE TO INVOLVE CONSUMERS TOWARDS SUSTAINABILITY
Angela Dettori and Ernestina Giudici

Sim – Analytical, cognitive, and dynamic models into IS
Session chair: F. Marzo,
Room:22

8 - ENHANCING PROCESS THEORIES IN THE EUROPEAN SOCIAL FUND (ESF) CONTEXT: A TEMPORAL QUALITATIVE COMPARATIVE ANALYSIS (TQCA)
Federico Iannacci

70 - MODELING THE SUSTAINABILITY OF CROWDFUNDING PLATFORMS
Luigi De Bernardis, Genasia Mascaro and Antonio Leva

116 - LEVERAGING DIGITAL INNOVATION CAPABILITIES FOR SUSTAINABLE AGING SUPPORT NETWORKS
Francesca Marzo

Org/03 – Organizational change and Impact of ICT
Session chair: F. Bolici
Room:23

84 - INNOVATION OUTSIDE THE BOUNDARIES: A DISCUSSION OF ORGANIZATIONAL ASPECTS OF OPEN INNOVATION PROCESSES AND PLATFORMS
Barbara Aquilani, Alessio Maria Braccini and Tindara Abbate

88 - IT AND BUSINESS PROCESS ALIGNMENT: THE EFFECTIVE APPLICATION PORTFOLIO MANAGEMENT PROCESS TO REDUCE IT COSTS AND SUPPORT BUSINESS NEEDS
Silvia Gandini, Alessia Graci and Renato Capanna

97 - SOCIO-TECHNICAL TOOLBOX FOR BUSINESS ANALYSIS IN PRACTICE
Peter Bednar, Moufida Sadok and Vasilena Shiderova

66 - ICT IN ITALIAN INSURANCE INDUSTRY: THE ROLE OF CRM
Antonio Coviello

Health/02 – IT-based innovation in Healthcare
Session chair: I. Bonacci
Room:24

45 - MULTIDIMENSIONAL ANALYSIS OF FETAL GROWTH CURVES
Mario Alessandro Bochicchio, Antonella Longo, Lucia Vaira, Antonio Malvasi and Andrea Tinelli

80 - EXPLAINING BIG DATA IMPACT ON HEALTHCARE ORGANIZATIONS: A TECHNOLOGY AFFORDANCE APPROACH
Giulia Pozzi, Federico Pigni and Claudio Vitari

Reg - Facing regulations: governance, risk, and compliance
Session chair: R. Candiotto
Room:26

86 - STRATEGIES AND POLICIES FOR AVOID DIGITAL DIVIDE: THE ITALIAN CASE IN THE EUROPEAN LANDSCAPE
Alessandro Ruggieri, Stefano Poponi, Enrico Maria Mosconi and Alessio Maria Braccini

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