Management of the Interconnected World

ItAIS: The Italian Association for Information Systems
# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>xiii</td>
</tr>
<tr>
<td><strong>Part I: E-Services in Public and Private Sector</strong></td>
<td></td>
</tr>
<tr>
<td>Open Innovation in Research Libraries-Myth or Reality? Ada Scupola and Hanne W. Nicolajsen</td>
<td>3</td>
</tr>
<tr>
<td>News as a Service: Adoption of Web 2.0 by Online Newspapers Soley Rasmussen</td>
<td>11</td>
</tr>
<tr>
<td>Citizens Participation in Public Decisions: The Open Source Role Lucia Scudu</td>
<td>21</td>
</tr>
<tr>
<td>A System Dynamics Model to Identify and Measure the Paper Digitization Advantages in Public Administration Nunzio Casalino, Stefano Armenia and Mauro Draoli</td>
<td>29</td>
</tr>
<tr>
<td>ICTs in an Ageing Society: An Overview of Emerging Research Streams Francesca Ricciardi</td>
<td>37</td>
</tr>
<tr>
<td>Analyzing the Structure and Complexity of a Service Provision Network: Potential Applications to Network Assessment Miguel Ángel Sicilia Urban and Manuel Jesús Prieto Martín</td>
<td>45</td>
</tr>
<tr>
<td>Biometric Authentication and Authorization Infrastructures in Trusted Intra-Organizational Relationships Matthias Olden and Stefano Za</td>
<td>53</td>
</tr>
<tr>
<td>Reshaping eGovernment Through Institutional Agents Maddalena Sorrentino and Luca Solari</td>
<td>61</td>
</tr>
<tr>
<td>Patent Information System in R&amp;D Strategies: Tasks, Techniques and On-line Search Tools Daniela Baglieri and Fabrizio Cesaroni</td>
<td>69</td>
</tr>
</tbody>
</table>
Part II: Organizational Change and Impact of IT

ERP Acceptance: The Role of Affective Commitment
Rocco Agrifoglio and Concetta Metallo ................................................................. 81

Individual Readiness for Change in the Context of Enterprise Resource Planning System Implementation
Leonardo Caporarello and Assia Viachka .............................................................. 89

Changing Spaces for Social Learning in ERP Implementation: A Situational Analysis
Gian Marco Campagnolo and Samantha Ducati .................................................. 97

A Planning-Oriented Approach for ERP Implementation in SMEs
Capaldo Guido, Corbitt Gail, Jones Nancy and Rippa Pierluigi .............................. 105

Motivators and Inhibitors to IT Infusion in Tourism SMEs
Carla L. Wilkin ......................................................................................................... 113

The Utilization of Information Systems Security in SMEs in the South East of Ireland
Amanda Freeman and Liam Doyle ........................................................................... 121

Influence of IT Service Management on Innovation Management: First Insights from Exploratory Studies
M. Kießling, M. Marrone and L. M. Kolbe ............................................................... 129

Technological and Organizational Structures: A Case of Adaptation in the Archaeological Sector
Alessio Maria Braccini and Tommaso Federici ...................................................... 137

Organizational Readiness and Success of the EHR-S Adoption
Valentino Albano ...................................................................................................... 145

Part III: Information and Knowledge Management

Toward a Flexible Data Management Middleware for Wireless Sensor Networks
Razia Haider, Federica Mandreoli, Riccardo Martoglia, Simona Sassatelli and Paolo Tiberio ................................................................. 157

Semantic-Enriched Data Mining Techniques for Intensional Service Representation
Devis Bianchini, Paolo Garza and Elisa Quintarell ............................................... 167
Semantic Search of Distributed Information and Knowledge
Devis Bianchini, Valeria De Antonellis, and Michele Melchiori ........................................... 175

Exploring Strategic Indexes by Semantic OLAP Operators
Claudia Diamantini and Domenico Potena .................................................................................... 185

Automatic Definition of KDD Prototype Processes by Composition
Claudia Diamantini, Domenico Potena and Emanuele Storti ..................................................... 193

Social Validation in the Ontology Evolution Process
Alessia Barbagallo, Antonio De Nicola, and Michele Missikoff ............................................... 201

A Logical Approach to Context-Aware Databases
Davide Martinenghi and Riccardo Torlone .................................................................................... 211

Uncertainty in Data Integration Systems: Automatic Generation of Probabilistic Relationships
Sonia Bergamaschi, Laura Po, Serena Sorrentino, and Alberto Corni ............................. 221

The iCoord Knowledge Model for P2P Semantic Coordination
Silvana Castano, Alfio Ferrara, and Stefano Montanelli .............................................................. 229

Part IV: e-Justice

Measuring the Performance of Italian Courts: The Role of IS Success
Luigi Lepore, Rocco Agrifoglio and Concetta Metallo ................................................................. 241

Part V: The Strategic Role of Information Systems

Information Systems Security and End-User Consciousness – A Strategic Matter
Maurizio Cavallari ............................................................................................................................ 251

The Simulation by Second Life of SMEs Start Up: The Case of New Fashion Perspectives
Laura Tampieri ............................................................................................................................... 259

Web Reputation Management Systems as Strategic Tools
Alberto Francesconi and Claudia Dossena ................................................................................. 267

IS, Organization and Strategy: Convergence or Divergence?
A Meta-Analysis
Marco De Marco, Barbara Imperatori, and Daniela Isari ............................................................ 275
Table of Contents

The Strategic Role of Business Intelligence Systems: An Assessment Model
Cecilia Rossignoli, Antonella Ferrari, Lapo Mola, and Elisa Bertoni ...................... 283

Learning from a Wrong Consumer Perception: Bridging the Gap Between Created Value and Perceived Value
Cinzia Dessi, Michela Floris, and Giuseppe Melis ............................................. 291

Supply Chain Coordination and IT: The Role of Third Party Logistics Providers
Roberta Pinna, Pier Paolo Carrus, and Daniela Pettinato ..................................... 299

Generating Knowledge by Combining Prediction Models with Information Technology
Luciano Marchi and Carlo Caserio ........................................................................... 307

Part VI: IS Quality, Metrics and Impact

From IT Compliance Cost to IT Governance Benefits: An Italian Business Case
Renata P. Dameri .................................................................................................... 317

The Evaluation of Information Systems: Lessons Learned from Practice
Angela Perego .......................................................................................................... 325

Towards a Classification of Maturity Models in Information Systems
Tobias Mettler, Peter Rohner, and Robert Winter .................................................. 333

Part VII: Information Systems Development and Design Methodologies

Web 2.0 Applications: Model-Driven Tools and Design
Gaetanino Paolone, Gianluca Liguori, Gabriele Cestra, and Eliseo Clementini .......... 343

Design of Information Systems Integration as Research Intervention: A Case Study
Gianluigi Viscusi and Carlo Batini .......................................................................... 351

Professional Desire, Competence and Engagement in IS Context
Peter M. Bednar and Christine Welch ....................................................................... 359
Table of Contents xi

Part VIII: Human Computer Interaction

From User Practice to ERP Customization: Reversing the Process  
Daniela Fogli and Loredana Parasiliti Provenza .................................................... 369

A User Study on How to Render Criticality in Interfaces that  
Visualize Process Maps  
Federico Cabitza ........................................................................................................ 379

A Design Patterns Catalog for Web-Based Emergency  
Management Systems  
Paloma Diaz, Pablo Acuña, Ignacio Aedo, and Alessio Malizia ................................. 387

Transforming Legacy Systems into User-Centred Web Applications  
Anna L. Guido, Roberto Paiano, Andrea Pandurino and Luca Mainetti ...................... 395

VALUTA: A Tool to Specify and Verify Interactive Visual Applications  
Rosanna Cassino and Maurizio Tucci ........................................................................ 403

Dynamic User Modeling for Personalized Advertisement  
Delivery on Mobile Devices  
Luca Paolino, Monica Sebillo, Genoveffa Tortora, Giuliana Vitiello,  
Alessandro M. Martellone, and David Tacconi .......................................................... 411

Part IX: Emerging Issues in a Globalized and Interconnected World

Respecting the Deal: How to Manage Co-operative Actors in Open Innovation  
Riccardo Bonazzi, Lotfi Hassami, Pius Bienz, and Yves Pigneur ................................. 421

The Role of ICT in Clinical Risk Management: First Evidence  
from an Italian Experience  
Gustavo Barresi and Carmelo Marisca ...................................................................... 429

Information Systems and Service Research: A Co-citation Analysis  
Maria Chiara Di Guardo and Marco Galvagno ......................................................... 437

The Cross-Level Antecedents of Dynamic Capabilities Development:  
The Case of Network Exploitation Capability  
Francesca Cabiddu ..................................................................................................... 445
xii Table of Contents

Part X: IS Theory and Research Methodologies

Learning Computer Supported Collaborative Problem Solving: A Case Study in Postgraduate Education
Paola Adinolfi, Luca Tateo and Vittorio Scarano ................................................................. 455

Part XI: Accounting Management and Information Systems

ICT and Procurement: The E-sourcing Systems of an Italian Bank Group
Lapo Mola, Cecilia Rossignoli and Alberto Rigodanza .......................................................... 465

IT Training: Impacts and Decision Drivers
Paola Bielli and Pier Franco Camussone ................................................................................. 473

The Impact of Law on Accounting Information System: An Analysis of IAS/IFRS Adoption in Italian Companies
Katia Corsi and Daniela Mancini ............................................................................................ 483

Part XII: Innovation Transfer of IT Research Projects

Transferring FAME, a Methodology for Assessing Open Source Solutions, from University to SMEs
Filippo E. Pani, Daniele Sanna, Michele Marchesi and Giulio Concas .......................... 495

Innovative Strategies to Knowledge Transfer in a Context of Open Innovation
Angela Sansonetti and Alessandro D’Atri ............................................................................. 503

An Approach to Digital Business Ecosystems based on Process Models
Nicola Boffoli, Marta Cimitile, Fabrizio M. Maggi and Giuseppe Visaggio ...................... 511

Intelligent Agents in a Logistics Domain: The PROMIS Project
Maurizio Colica, Marco A. Mastratissi, Fabio Palopoli and Sergio Greco ......................... 519

Towards Management Guidelines for Collaborative Research Projects on Information Systems – Learning from Project Management Contingency Theory
Jan vom Brocke and Sonia Lippe .......................................................................................... 527