About the Contributors

Gianluigi Viscusi obtained a Master’s degree (Laurea Vecchio Ordinamento) in Philosophy (2001) from the University of Milano and a Ph.D. degree (2007) in Information and Communication Technology applied to knowledge society and to learning processes from the University of Milan Bicocca. He is currently post-doc research fellow at the Department of Informatics, Systems and Communication (DISCo) of the University of Milan Bicocca: the research title is “Strategic planning and IT alignment of eGovernment systems and services.” Research interests concern methodologies for information systems planning, eGovernment, IT business value, business modeling, and IS strategy alignment, design and management of repositories, data reverse engineering. In 2010, he co-authored with Carlo Batini and Massimo Mecella the book *Information Systems for eGovernment: A Quality of Service Perspective*, published by Springer. Furthermore, he has published more than 40 referred papers in books, conference proceedings, and journals, such as *Data and Knowledge Engineering* and *Government Information Quarterly*.

Gian Marco Campagnolo teaches and researches in the Social Study of Information Systems at the University of Edinburgh, where he is a Lecturer in Science, Technology, and Innovation Studies within the School of Social and Political Science and a member of the Institute for the Study of Science Technology and Innovation (ISSTI). He recently participated in a national IT project on interoperability and applications cooperation among Regions (www.progettoicar.it), covering issues of local IT development in rural areas. Previously, he has also been involved in an EU project where he participated as an action researcher in the development of enterprise modeling software solutions for industrial users (mapper.eu.org). In the last few years he also did extensive fieldwork on the diffusion of Enterprise Resource Planning (ERP) systems in public sector organizations in Italy. His current research interests concern the implications of the rise of large-scale information infrastructures as an object of study for social theory (namely ethnomethodology and micro-sociology); the diffusion of generic commercial software on engineering expertise, IT consultancy, and its transformations over time.

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Roberto Albano, PhD in sociology, is an Associate Professor of Sociology and Social Research at the Department of Cultures, Politics, and Society, University of Torino, Italy, since 2006 (researcher from 1999 to 2006). His research interests range widely from epistemology and methodology of social research, especially for organizational analysis, to public institutions legitimacy, to socialization processes. His recent publications include: Social Capital, Welfare State, and Political Legitimacy, ‘American Behavioral Scientist’, 5/2010 (with F. Barbera); The Relevance of Giddens’ Structuration Theory for Organizational Research, TAO Digital Library, Bologna 2010 (with G. Masino, B. Maggi); “La Socialisation Dans la Famille,” in B.Maggi (s/d), Interpréter l’agir: Un Défi Théorique, Presses Universitaire de France, Paris 2011.

Chiara Bassetti is a Post-Doc Research Fellow at the Department of Disciplines of Communication of the University of Bologna, and collaborates with the Department of Sociology and Social Research of the University of Trento, where she took her Ph.D. in March 2010 with a thesis based on a (self-) ethnographic research on the world of dance (Dance as a professional, bodily, and artistic acting. Paths and trajectories, knowledge, and everyday practice in the Italian dance field). She is now conducting the research project “Social inequalities, cultural consumes, and reading/literacy practices. Citizenship, school, and territory”. Her larger focus being on everyday situated interaction, and her preference for qualitative methods, her research interests include: Body and Embodiment; Dance and Arts in genre; Media and Communication; Information Systems and ICTs; Organisational Studies; Cultural Studies; Gender Studies; Biographical Narratives; Ethnography; Ethnomethodology; Conversation Analysis.

Federico Cabitza graduated in ICT Engineering from the Politecnico of Milan (Italy) in 2001; from 2001 to 2004 he worked as business process analyst, quality manager, and software engineer coordinator in the private sector. In 2007 he received a PhD degree in Computer Science with a thesis regarding a design-oriented framework for the deployment of flexible groupware applications in organizational settings. Currently, he is research Associate Fellow at the Università degli Studi di Milano-Bicocca and a requirement engineering consultant. He is author of about 50 scientific papers in international journals and conference proceedings. His current research interests regard the design of computer-based systems for cooperative and knowledge work, especially in the healthcare domain, and the inclusion of ethnographic methods in the collection of socially-informed requirements for such systems.

Giorgio De Michelis teaches Informatics for Organizations and Interaction Design at the University of Milano – Bicocca. His research focuses on models of concurrent systems (Petri Nets), and computer supported cooperative work, community-ware, knowledge management, and interaction design. His group has developed several prototypes of support systems for cooperative processes and knowledge management systems (e.g.: CHAOS, UTUCS, MILANO, CAMPIELLO, KLEE&CO, MILK, ATELIER). Giorgio De Michelis has authored four books and more than 160 papers in the areas of his interest. MIT Press has announced for October 2011, the book, Design Things, which he co-authored with Thomas Binder, Pelle Ehn, Giulio Jacucci, Per Linde, and Ina Wagner, under the pseudonym of A. Telier. Giorgio De Michelis has created in 2008 Itsme, a spin-off of the University of Milano – Bicocca, devoted to the design and construction of a newly conceived Linux-based operating system for workstation.
Paolo Depaoli is a Lecturer on Organization at the Department of Economics, LUISS “Guido Carli” in Rome and a Researcher at the Department of Earth, Life, and Environmental Sciences, University “Carlo Bo” in Urbino, Italy. His research interests concern organizational issues relating to innovation and knowledge and technology transfer. He is involved in research areas concerning the design and implementation of both environmental (energy saving and renewable energy) and information systems policies. He has worked as a consultant in change management and organisational learning projects of several Italian companies. He has contributed to international conferences, to Italian and international journals, and to collective books.

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Giolo Fele (born in Rome, 1958) is Professor of Culture and Communication Studies and teaches undergraduate and graduate courses in Qualitative Methods for Social Research at the University of Trento (Italy). He graduated with a degree in Sociology from the University of Rome and was awarded a research doctorate in ‘Sociology and Social Research’ by the Faculty of Sociology, University of Trento, in 1988. In 1995 he was appointed to a post as Researcher at the Department of Communication Studies, Faculty of Letters and Philosophy, University of Bologna. In 2000 he was appointed to a post as Associate Professor by the same Faculty. In October 2002 he was appointed to a post as interim full Professor at the Faculty of Sociology of the University of Trento. Fele has been Visiting Professor at UCLA (2004-2005) with a Marie Curie OIF grant of the European Commission. His research interests include interaction and communication in work settings using ethnographic and naturalistic research methodologies. He has analysed various contexts, such as family therapy sessions, courts of law, classrooms, as well as forms of media communication. He is interested in the phenomenological basis of social theory; the social organization of talk, discourse and activities, the place of symbolism and ritual in social life. He has worked on the institutional basis of public discourse, with special reference to the degradation ceremonies and political scandals. He is currently working on the use of communication technologies in work settings, like call and dispatch centers, in which medical emergencies are controlled and managed. He is one of the founders of the journal Etnografia e Ricerca Qualitativa (Il Mulino Publishers).

Thomas Herrmann is a Professor of Information and Technology-Management at the Institute of Applied Work Science (IAW), University of Bochum, Germany, since 2004, and a fellow of the Electrical Engineering Department. Current research interests include design methods for socio-technical systems in the areas of knowledge management, (work-)process management, computer supported collaborative learning, and concepts of social software for the support of creativity. He teaches courses in Groupware, Knowledge Management, Socio-Technical Systems Design, Information Systems and Privacy, Human-Computer Interaction, Organizational Communication, and Process Management. He was an Associate...
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Professor from 1992-2004 at the Computer Science Department at the University of Dortmund and was in charge of the development of infrastructure and new media for the University of Dortmund as a vice president from 2002-2004. He holds a PhD in Computer Science of the Technical University of Berlin (1986) and a Master of Art in Communication Science of the University of Bonn (1983).

Tony Hines is Professor of Marketing at Manchester Metropolitan University. His research makes sense of organization strategies, structures, and relationships focusing attention on management decisions. He is author of the highly acclaimed *Supply Chain Strategies*, published by Routledge, *Fashion Marketing*, published by Elsevier, and has published research papers in the *International Journal of Information Management*, *European Journal of Marketing*, and the *Journal of Marketing Management*. He was lead consultant on a number of international projects and has specific expertise in supply chain management. Prior to his academic career, he worked in management systems and consultancy in different industrial sectors.

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Jannis Kallinikos is Professor and PhD programme Director in the Information Systems and Innovation Group, Department of Management at the London School of Economics. His research covers a wide range of topics on the interpenetration of technology with the administrative and institutional arrangements of contemporary societies. More recently, and as the result of the technological developments that mark our time, his research has shifted to the investigation of the diffusion of technological information in all its breeds (text, voice, image) and digital formats and the implications these developments carry for organizations and institutions but also for the patterns of interaction characteristic of everyday living. Recent books include *The Consequences of Information: Institutional Implications of Technological Change*, Edward Elgar, 2006, and *Governing Through Technology: Information Artefacts and Social Practice*, Palgrave, 2011.

Kenneth Liberman teaches Sociology at the University of Oregon and has been lecturing on Ethnomethodology in Italy, Brazil, India, and China. A student of Peter Berger and Herbert Marcuse, but especially of Harold Garfinkel (2002) and Hubert Dreyfus (1990), Liberman invites us to explore from an ethnomethodological perspective the depths of our ordinary social world, the primitive place of our
experience. As an anthropologist who spent two years with some Australian Aboriginal tribes and three years in a Tibetan monastery, he encourages us to reflect on that world taken for granted that we call reality. Professor Liberman’s 2004 book, *Dialectical Practice in Tibetan Philosophical Culture*, has been translated into Chinese and is being read by Chinese academics and by Tibetans. He has currently completed a new book, *More Studies in Ethnomethodology: Studies of the In Vivo Organization of Sense*, which is based upon his last decade of teaching.

**Kai-Uwe Loser** is a Researcher at the Information and Technology Management group of the Institute of Applied Work Science at the University of Bochum. His research is focused on privacy and data protection and on participation of end users in complex software projects. Topics include the communication of organizational knowledge using process models, the participatory creation of models mainly in facilitated meetings. Recently his topics were related to meeting support and data protection in cooperative software. He holds a diploma in computer science and a PhD in informatics of the University of Dortmund. His doctoral thesis is titled “Supporting the Adoption of Commercial off the Shelf Products using Diagrams.” Kai-Uwe has (co-) authored more than 40 international conferences, books, and journal contributions.

**Petter Nielsen** is currently working with business development in the Telenor group and holds an Associated Professor position at the Department of Informatics, University of Oslo, Norway. His research interest is on the design and evolution of information infrastructures within the field of mobile phones and the mobile Internet. Focusing on both the development of underlying infrastructures and the user perspective and experiences, he has published and worked extensively within this field in Norway as well as Hungary and Pakistan.

**Alexander Nolte** is a PhD student at the Information and Technology Management group headed by Thomas Herrmann at the University of Bochum. His particular research interest lies in the collaborative development of process models in different collaboration scenarios such as collocated workshops or dislocated asynchronous settings with special respect to web based modeling tools. Additionally, he is interested in enabling non-expert modelers to directly contribute to model development. Alexander holds a diploma in Computer Science with his diploma thesis being titled “Concept and Prototype of a Usability-Oriented Web-Based Editor for Semi-Structured Modeling.”

**Neil Pollock** teaches and researches in the Sociology of Information and Communication Technologies (ICTs) at the University of Edinburgh where he is a Reader in Information Systems within the Business School and a member of the Institute for the Study of Science, Technology and Innovation (ISSTI). He has also conducted research on ‘virtual universities’ under the auspices of the Economic and Social Research Council (ESRC) Virtual Society Programme and has written (with James Cornford) *Putting the University Online: Information, Technology, and Organisational Change*. Current research interests include the sociology of technology, actor network theory, the social shaping and ‘generification’ of information systems, and the ‘performativity’ of simple business tools. He has recently completed a second book (with Robin Williams) *called Software and Organisation: The Biography of the Enterprise-Wide System Or How SAP Conquered the World*, published by Routledge.
Michael Prilla is a Post-Doc Researcher at the Information and Technology Management work group lead by Thomas Herrmann at the University of Bochum. Michael’s research is focused on the intertwining of process management and collaboration support, including the transfer of organizational knowledge via process models, the usage of process models by non-expert users and the collaborative creation of models. He holds a diploma in Computer Science and a PhD in Engineering. His doctoral thesis is titled “Knowledge Management Support for the Development and Usage of Process Models as Artefacts for Knowledge Transfer”. Michael has (co-) authored more than 20 international conference, book and journal contributions.

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Carla Simone took her Degree in Mathematics at the University of Torino (1972). She is currently Full Professor of Computer Science at the University of Milano-Bicocca. Her main research interests show the combination of theoretical investigations and field research with the application of their results to the design of technological supports of human activities. Her main areas of research regard process modeling, design of coordination technologies, context-aware computing, design of knowledge management systems, user-centered design with a specific interest in adaptive systems, coordination models, and interaction design. She is author of about 150 scientific papers in international journals, contributed volumes and conference proceedings. She is co-founder of the Foundation for Co-Operative Work Technology and of European Society for Socially Embedded Technologies (EUSSET), member of the steering committee of the European Conferences on Computer Supported Cooperative Work, and member of the Editorial Advisory Board of CSCW: An International Journal, Kluwer Academic.

Rainer Skrotzki has been a Researcher at the Institute of Applied Work Science (IAW), University of Bochum, Germany, for over 25 years. He is a member of the Information and Technology Management group headed by Thomas Herrmann. Rainer studied at the University of Essen and Berlin engineering design and manufacturing technology. He holds a PhD in Engineering Science of the Technical University of Bochum. His doctoral thesis dealt with technology assessment and technical design. Current research interests include design methods for socio-technical systems in the areas of industrial engineering and assisted living. He teaches courses in HCI, Communication Management, and Process Management.

Hilda Tellioglu is an Associate Professor at the Institute of Design and Assessment of Technology of Vienna University of Technology. She is a computer scientist. She has been involved with both research and teaching on: software engineering, knowledge management, coordination support, design and development of information technology in networked (work) environments, Computer Support for Cooperative Work (CSCW) in systems design, in health care work, and in architectural planning, data security, and integrity in databases, gender issues in computer science. Her habilitation thesis is about “Cooperative Work” with the focus on coordination.
Robin Williams is Professor of Social Research on Technology and Director of the Institute for the Study of Science, Technology, and Innovation (formerly the Research Centre for Social Sciences) at the University of Edinburgh. His interdisciplinary research into ‘the social shaping of technology’ over 20 years has focused upon the interplay between business organisation and ‘technical’ factors in the development and implementation of a range of Informatics applications including Enterprise systems, Electronic Commerce, Finance Sector systems, and more recently upon the more dispersed ‘social learning’ processes involved in innovations in Multimedia, mobile, Internet, and social networking technologies. He has been PI and Co-I on over 50 externally funded research projects since 1987.