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Sommario/riassunto	This book contains extended and revised papers from the 16th International Conference on Enterprise Information Systems, ICEIS 2014, held in Lisbon, Portugal, in April 2014. The 24 papers presented in this volume were carefully reviewed and selected from a total of 313 submissions. The book also contains two full-paper invited talks. The selected papers reflect state-of-the-art research that is oriented toward real-world applications and highlight the benefits of information systems and technology for industry and services. They are organized in topical sections on databases and information systems integration, artificial intelligence and decision support systems,

information systems analysis and specification, software agents and Internet computing, human–computer interaction, and enterprise architecture.

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