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	Titolo	e-Services : Toward a New Model of (Inter)active Community / / by Alfredo M. Ronchi
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	ISBN	3-030-01842-3
	Edizione	[1st ed. 2019.]
	Descrizione fisica	1 online resource (277 pages)
	Disciplina	302.231
	Soggetti	Application software
		Computers and civilization
		Electronic commerce
		User interfaces (Computer systems)
		Education - Data processing
		Information Systems Applications (incl. Internet)
		Computers and Society
		e-Business/e-Commerce
		e-Commerce/e-business
		User Interfaces and Human Computer Interaction
		Computers and Education
	Lingua di pubblicazione	Inglese
	Formato	Materiale a stampa
	Livello bibliografico	Monografia
	Nota di contenuto	1 e-Health: Background, today's Implementation and future trends -- 2 e-Learning: How Teaching and training methods changed in the Last Twenty Years -- 3 e-Culture: On Culture in the Digital Age -- 4 e-Journalism and Media -- Index.
	Sommario/riassunto	This book explores various e-Services related to health, learning, culture, media and the news, and the influences the Web and related technologies have had and continue to have in each of these areas, both on service providers and service users. It provides insights into the main technological and human issues regarding healthcare, aging population, recent challenges in the educational environment, the impact of digital technologies on culture and heritage, cultural

diversity, freedom of expression, intellectual property, fake news and, last but not least, public opinion manipulation and ethical issues. Its main aim is to bridge the gap between technological solutions, their successful implementation, and the fruitful utilization of the main set of e-Services mostly delivered by private or public companies. Today, various parameters actively influence e-Services' success or failure: cultural aspects, organisational and privacy issues, bureaucracy and workflows, infrastructure and technology in general, user habits, literacy, capacity or merely interaction design. This includes having a significant population of citizens who are willing and able to adopt and use online services; as well as developing the managerial and technical capability to implement applications that meet citizens' needs. This book helps readers understand the mutual dependencies involved; further, a selection of success stories and failures, duly commented on, enables readers to identify the right approach to innovation in areas that offer the opportunity to reach a wide audience with minimal effort. With its balanced humanistic and technological approach, the book mainly targets public authorities, decision-makers, stakeholders, solution developers, and graduate students.