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Sommario/riassunto

This book constitutes extended, revised and selected papers from the 20th International Conference on Enterprise Information Systems, ICEIS 2018, held in Funchal, Madeira, Portugal, in March 2018. The 19 papers presented in this volume were carefully reviewed and selected for inclusion in this book from a total of 242 submissions. They deal with topics such as data science and databases; ontologies; social networks; knowledge management; software development; human-computer interaction, and multimedia. .