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	Nota di contenuto	Information Presentation and Visualization -- Rethinking the Usage and Experience of Clustering in Web Mapping -- Environmental Control Units for Inpatient Care at Veterans Affairs Spinal Cord Injury Centers: Heuristic Evaluation & Design Recommendations -- A Generalized User Interface Concept to enable Retrospective System Analysis in Monitoring Systems -- Utilizing Geographical Maps for Social Visualization to Foster Awareness in Online Communities of Practice --

SeeMe2BPMN: Extending the Socio-Technical Walkthrough with BPMN -- Designing a Dashboard Visualization Tool for Urban Planners to Assess the Completeness of Streets -- Exploring Ontology-based Information Through the Progressive Disclosure of Visual Answers to Related Queries -- A Template for Data-Driven Personas: Analyzing 31 Quantitatively Oriented Persona Profiles -- Does Visualization of Health Data Using an Accelerometer be Associated with Promoting Exercise among Elderly People? -- A Visualization Tool for the CIRMMT Distinguished Lecture Series -- Gender Difference in Preference for Apple Watch Dial Interface -- A Detailed Examination of User Interactions with Two Different Data Interfaces -- Service Design and Management -- Feature Analysis of Customers Purchasing Cars in Japan -- Waiting Time Analysis at University Hospitals based on Visitor Psychology -- Creating New Strategies for the Changing Sports Business The Case of Nippon Professional Baseball~ -- Consumer Analysis of High Sensitivity Layer -- Comprehensive Evaluation of an Educational Information Management Solution for Parents: MyStudentScope -- Ontology Construction for Annotating Skill and Situation of Airline Services to Multi-Modal Data -- Proposal for the Tablet-Based Disaster Response Evacuation Drill for Elementary School Children -- Hearing method for user requirement extract in participatory design -designing for service involving local residents -- Effective Disaster Prevention Map Creation Using Road Network Analysis -- Analysis of Mental Model of Users with Network Malfunction -- Information in VR and AR -- Virtual Reality Applications using Pseudo-Attraction Force by Asymmetric Oscillation -- Galvanic Taste Stimulation Method for Virtual Reality and Augmented Reality -- Development of VR Learning Spaces Considering Lecture Format in Asynchronous e-Learning -- Augmented Reality Shopping System through Image Search and Virtual Shop Generation -- Multimodal Inspection of Product Surfaces using Mobile Consumer Devices -- One-Handed Character Input Method for Smart Glasses -- Health Education VR -- Feedback Control of Middle Finger MP Joint Using Functional Electrical Stimulation Based on the Electrical Stimulus Intensity-Joint Torque Relation Model -- Augmented Reality Fashion Show using Personalized 3D Human Models.

Sommario/riassunto	This two-volume set LNCS 12184 and 12185 constitutes the refereed proceedings of the Thematic Area on Human Interface and the Management of Information, HIMI 2020, held as part of HCI International 2020 in Copenhagen, Denmark.* HCII 2020 received a total of 6326 submissions, of which 1439 papers and 238 posters were accepted for publication after a careful reviewing process. The 72 papers presented in the two volumes were organized in the following topical sections: Part I: information presentation and visualization; service design and management; and information in VR and AR. Part II: recommender and decision support systems; information, communication, relationality and learning; supporting work, collaboration and creativity; and information in intelligent systems and environments. *The conference was held virtually due to the COVID-19 pandemic.