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## Sommario/riassunto

Information technology has come to play an important role in organizations over the last few decades. Though it began as an entity dealt with by specialists, IT has evolved to become an everyday tool with both operational and strategic impacts. Most modern organizations have adopted different forms of IT, and become dependent on their computer-based information systems and their peripherals for everyday operations. Information technology offers opportunities to increase efficiency, customer value, and competitiveness. Given the financial investment in IT required by organizatio