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Sommario/riassunto	This publication is the second in the ""Research in Design"" series. Design is an effort that enjoys a growing attention in the academic world. At Delft University of Technology design is a recognized part of science. Like other technical universities, Delft is rooted in the engineering field. In this book the authors contribute to the development of a design language for the service domain. In general the engineering discipline is expanding into a field that embraces

perspectives of more disciplines and actors, next to the engineer who is responsible for the artifact. The domain in this volum
