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Sommario/riassunto	This e-book contains seven chapters that capture the state-of-the-art in performance measurement and management of professional and knowledge work. (1) The famous comment from Solow (1987) "'you can see the computer age everywhere but in the productivity statistics'" sums up the so-called "'productivity paradox'" where the link between IT investment and increased productivity is ambiguous. The first chapter looks to clarify issues of performance measurement and provides an up-to-date economic analysis of the figures. (2) The phrase "'work smarter, not harder'" is often used as a management max

