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Sommario/riassunto	Agile development methods began to emerge around 20 years ago. However, it was not until the early 2000's that they began to be widely used in industry. This growth was often due to the advent of Internet services requiring faster cycles of development in order to heighten the rate at which an ever-greater number of functionalities were made available. In parallel, user-centered design (UCD) methods were also becoming more and more widely used: hence, user-centered design and agile methods were bound to cross paths, at least in the telecoms industry! During this period, in the field of...