

1. Record Nr.	UNINA9910830705803321
Autore	Spira Jonathan B
Titolo	Overload! [[electronic resource] ] : how too much information is hazardous to your organization // Jonathan B. Spira
Pubbl/distr/stampa	Hoboken, NJ, : Wiley, 2011
ISBN	1-119-20064-4 1-283-09879-2 9786613098795 1-118-06417-8 1-118-06415-1
Edizione	[1st edition]
Descrizione fisica	1 online resource (284 p.)
Classificazione	BUS083000
Disciplina	658.4/038 658.4038
Soggetti	Knowledge management Information resources management Information technology - Management Business communication - Management
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Includes index.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Overload!: How Too Much Information is Hazardous to Your Organization; Contents; Foreword: Fighting the Good Fight against Information Bloat; Preface; A Note to the Reader; Acknowledgments; Introduction; The Way Work Was; The Age of the Knowledge Worker; Mark Rivington's Day; A Global Economy; Great Moments and Milestones in Information Overload History; Part I: How We Got Here; Chapter 1: Information, Please?; Chapter 2: History of Information; The Information Revolution and the Book; E-readers Rising; After the Book ... Getting the Word Out; The New News Cycle Chapter 3: Welcome to the Information Agels Software Holding Us Back?; The Tools We Use; Mid-Nineteenth-Century Tools: Groundwork Is Laid; Twentieth-Century Tools: The Foundation for the Information Revolution; Breakthroughs in Productivity; Online Collaboration Makes Its Entrance; Enter Charlie Chaplin; Enter the Office Suite; An Office for the Twenty-First Century; The Problem with Documents; The

Collaborative Business Environment; Chapter 4: What Is Information?; Quantifying Information; Why Information Is Exploding; How Information Is Going beyond Network and Storage Capabilities Structured versus Unstructured InformationData Mining to the Rescue?; Chapter 5: The Information Consumer; Chapter 6: What Is Information Overload?; Meetings: Too Much of a Good Thing?; How Long Has This Been Going On?; More Information - Isn't that What We Wanted?; Information Overload and the Tragedy of the Commons; The Ephemerization of Information; Chapter 7: The Cost of Information Overload; In Search of a Management Science; Chapter 8: What Hath Information Overload Wrought?; Aspects of Information Overload; Information Overload-Related Maladies; The Compatibility Conundrum Chapter 9: The Two FredsEntitlement; Mad about Information; Work-Life Balance; Chapter 10: Beep. Beep. Beep.; How Much Texting Is Too Much?; Sample Text Phraseology; The Search for Whatever It Is We Are Looking For; Chapter 11: Heading for a Nervous Breakdown; Thinking for a Living; The Roundtable; How the Other Half Lives; The New Busy Is Heading for a Nervous Breakdown; Part II: Where We Are and What We Can Do; Chapter 12: Managing Work and Workers in the Twenty-First Century; Chapter 13: Components of Information Overload; E-mail Overload; Unnecessary Interruptions and Recovery Time Need for Instant GratificationEverything Is Urgent - and Important; Chapter 14: E-mail; The Cost of Too Much E-mail; E-mail and the Network Effect; Reply to All; Profanity in E-mail (Expletive Deleted); A Day Without E-mail; What to Do With 2.5 Billion E-mail Messages; Deleting E-mail, Deleting Knowledge; Chapter 15: The Googlification of Search; Search and the Quest for the Perfect Dishwasher; The Search Experience; Does the King of the Watusis Drive an Automobile?; Chapter 16: Singletasking; Attention; Three Types of Attention; Automaticity; The Supertaskers Among Us Chapter 17: Intel's War

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### Sommario/riassunto

Timely advice for getting a grip on information overload in the workplace This groundbreaking book reveals how different kinds of information overload impact workers and businesses as a whole. It helps businesses get a grip on the financial and human costs of e-mail overload and interruptions and details how working in an information overloaded environment impacts employee productivity, efficiency, and morale. Explains how information?often in the form of e-mail messages, reports, news, Web sites, RSS feeds, blogs, wikis, instant messages, text messages, Twitter, and video con

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