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Sommario/riassunto	Financial organizations, like many others, are undergoing radical change. This is affecting both their organizational processes and the technology that supports those processes. This book reports on the use of sociological ethnography in helping guide these changes, both in terms of helping better understanding and redraw work processes and through providing more accurate and flexible understanding of the role technology plays. It places the reported research in context by contrasting it with those approaches more commonly associated with change, including business process engineering, partici