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Nota di contenuto	Intro -- Preface -- Organization -- Abstracts of Keynote Lectures -- The Socio-Technical Factory of the Future: How AI and Human Can Work Together -- Resilient Enterprise Information Systems -- Contents -- Full Papers -- Extending Business Model Development Tools with Consolidated Expert Knowledge -- 1 Introduction -- 2 Background -- 2.1 Business Model Development -- 2.2 Feature Models -- 3 Solution Concept -- 3.1 Modeling of Expert Knowledge -- 3.2 Knowledge Consolidation and Conflict Detection -- 3.3 Integrating Expert Knowledge into BMDTs -- 4 Technical Implementation -- 4.1 Modeling of Expert Knowledge -- 4.2 Knowledge Consolidation and Conflict Detection -- 4.3 Integrating Expert Knowledge into BMDTs -- 5 Application to Local Event Platform -- 5.1 Instantiation -- 5.2 Discussion -- 6 Related Work -- 7 Conclusion and Outlook -- References -- Disruption and Images of Organisation -- 1 Introduction -- 2 Demarcation -- 3 Theories -- 3.1 Semiotics -- 3.2 Theory of the Firm -- 3.3 Information, Signs, Information Systems -- 4 Metaphors: Organisation as Machine or as Organism? -- 4.1 Gareth Morgan: Images of Organisation -- 4.2 Machines -- 4.3 Organisms -- 4.4 Efficient and Final Causation -- 4.5 Efficient and Final Causation in the Application of Rules -- 4.6 Cybernetics -- 4.7 Machine Metaphor or Organism Metaphor? -- 5 Examples of Disturbing Events -- 5.1 Examples from Business Processes -- 5.2 Examples from IT Support --

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