

PREFACE

New technologies such as Internet of Things, blockchain and artificial intelligence have boosted the digital transformation of organisations and enabled a radical change in the provision of services deeply changing the related business models. At the same time digital technologies generate massive amounts of data and, as business and IT experts know, managing the resulting information is a growing challenge. There is a need to build out IT systems and ecosystems that use data and information to create more efficient processes. However, many organizations are falling behind the curve, or haven't taken significant steps to address information management requirements.

The aim of this book is to provide to students and practitioners the basic knowledge for understanding the complexity of the challenges proposed by new digital technologies and introduce the tools for managing data coming from the business and living environments.

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Finally, we hope that the intelligent and conscious use of the technologies illustrated in this book can contribute to the rapid overcoming of the health, economic and social crisis that is currently afflicting our planet.

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