

- Bassetti, C. (2012). IS-related organizational change and the necessity of techno-organizational co-design(-in-use). An experience with ethno methodologically oriented ethnography. I G. Viscusi, G. M. Campagnolo, & Y. Curzi, *Phenomenology, Organizational Politics, and IT Design: The Social Study of Information Systems*. Hershey, Penn.: IGI Global. Hentet fra <http://services.igi-global.com/resolvedoi/resolve.aspx?doi=10.4018/978-1-4666-0303-5>
- Bateson, G. (1972). Social Planning and the concept of deutero learning. I G. Bateson, *Steps to an ecology of mind* (University of Chicago Press ed, s. 159–176). Chicago: University of Chicago Press.
- Beyer, H. (2010). *User-centered agile methods*. San Rafael, Calif.: Morgan & Claypool.
- Blackler, F. (1995). Knowledge, Knowledge Work and Organizations: An Overview and Interpretation. *Organization Studies*, 16(6), 1021–1046. <https://doi.org/10.1177/017084069501600605>
- Boehm, B. W. (1988). A spiral model of software development and enhancement. *Computer*, 21(5), 61–72. <https://doi.org/10.1109/2.59>
- Bordens, K. S., & Abbott, B. B. (2011a). *Research design and methods: a process approach* (Internat. ed., 8. ed). New York: McGraw-Hill.
- Bordens, K. S., & Abbott, B. B. (2011b). *Research design and methods: a process approach* (Internat. ed., 8. ed). New York: McGraw-Hill.
- Brown, T. (2008). Design Thinking. *Harvard Business Review*, 86(6).
- Burnes, B. (2004). Kurt Lewin and the Planned Approach to Change: A Re-appraisal. *Journal of Management Studies*, 41(6), 977–1002. <https://doi.org/10.1111/j.1467-6486.2004.00463.x>
- Clarke, A. (2003). Situational Analyses: Grounded Theory After The Postmodern Turn. *Symbolic Interaction*, 26(4), 553–576.
- Cohn, M. (u.å.). Agile Topics. Hentet 3. juli 2017, fra <http://www.mountaingoatsoftware.com/agile>

- Creswell, J. W. (2008). Grounded Theory Designs. I J. W. Creswell, *Educational research: planning, conducting, and evaluating quantitative and qualitative research* (3rd ed). Boston: Pearson.
- de Certeau, M. (1988). Chapter VII: Walking in the city. I M. de Certeau, *The practice of everyday life* (s. 91–111). Berkeley: Univ. of California Press.
- Dix, A. (2004). HCI in the software process. I A. Dix (Red.), *Human-computer interaction* (3rd ed, s. Kapitel 6). Harlow, England ; New York: Pearson/Prentice-Hall.
- Dohn, N. B. (2009). Web 2.0: Inherent tensions and evident challenges for education. *International Journal of Computer-Supported Collaborative Learning*, 4(3), 343–363.
<https://doi.org/10.1007/s11412-009-9066-8>
- Hegelund, S. (2000). *Akademisk argumentation: skriv overbevisende opgaver på de videregående uddannelser*. Frederiksberg: Samfunds litteratur.
- Hjemdahl, K. M. (2003). When Theme Parks Happen. I J. Frykman & N. Gilje (Red.), *Being there: new perspectives on phenomenology and the analysis of culture*. Lund: Nordic Acad. Press.
- Kanstrup, A. M., & Bertelsen, P. (2011). *User Innovation Management: a handbook* (1st edition). Aalborg, Denmark: Aalborg University Press.
- Kanstrup, A. M., & Bertelsen, P. (2013). Participatory Reflections – Power & Learning in User participation. I T. Børset & L. Botin, *What is techno-anthropology?* (1st ed, s. 405–430). Aalborg, Denmark: Aalborg University Press.
- Kumar, V., & Reinartz, W. (2012). Strategic Customer Relationship Management Today. I V. Kumar & W. Reinartz, *Customer Relationship Management* (s. Kapitel 1). Berlin, Heidelberg: Springer Berlin Heidelberg. Hentet fra http://link.springer.com/10.1007/978-3-642-20110-3_1
- Kuniavsky, M., Goodman, E., & Moed, A. (2012). *Observing the user experience: a practitioner's guide to user research* (2nd ed). Amsterdam ; Boston: Morgan Kaufmann.

- Københavns Kommune. (2013). Bydelsplan for Kongens Enghave 2013. Københavns Kommune. Hentet fra <http://www.kongensenghavelokaludvalg.dk/wp-content/uploads/2013/02/Kgs.-Enghave-Lokaludvalg-Bydelsplan-2013.pdf>
- Latour, B. (1999). A Collective of Humans and Nonhumans. Following Daedalus's Labyrinth. In B. Latour, *Pandora's Hope* (s. 174–215). Harvard University Press.
- Lee, Y. (2008). Design participation tactics: the challenges and new roles for designers in the co-design process. *CoDesign*, 4(1), 31–50. <https://doi.org/10.1080/15710880701875613>
- Leonardi, P. M., & Barley, S. R. (2008). Materiality and change: Challenges to building better theory about technology and organizing. *Information and Organization*, 18(3), 159–176. <https://doi.org/10.1016/j.infoandorg.2008.03.001>
- Lewis, L. K. (2011). *Organizational change: creating change through strategic communication*. Chichester, West Sussex ; Malden, MA: Wiley-Blackwell.
- Lovitts, B. E., & Wert, E. L. (2009). *Developing quality dissertations in the social sciences: a graduate student's guide to achieving excellence* (1st ed). Sterling, Va: Stylus.
- Lund, H., Bogers, T., Larsen, B., & Lykke, M. (2013). CHAOS: User-driven development of a metadata scheme for radio broadcast archives. In *Proceedings of the iConference 2013* (s. 990–994). IDEALS.
- Löwgren, J., & Stolterman, E. (2004). *Thoughtful interaction design: a design perspective on information technology*. Cambridge, Mass: MIT Press.
- Malhotra, R., & Temponi, C. (2010). Critical decisions for ERP integration: Small business issues. *International Journal of Information Management*, 30(1), 28–37. <https://doi.org/10.1016/j.ijinfomgt.2009.03.001>
- Markus, M. L. (2004). Technochange management: using IT to drive organizational change. *Journal of Information Technology*, 19(1), 4–20. <https://doi.org/10.1057/palgrave.jit.2000002>

- Moreira, R., Lester, M., & Holzner, S. (2010). *Agile Development for Dummies*. Wiley.
- Morville, P., & Rosenfeld, L. (2007). *Information architecture for the World Wide Web* (3rd ed). Sebastopol, CA: O'Reilly.
- Muller, M. J. (2003). Participatory design: the third space in HCI. *Human-computer interaction: Development process*, (4235), 165–185.
- Nonaka, I. (1994). A Dynamic Theory of Organizational Knowledge Creation. *Organization Science*, 5(1), 14–37.
- Orlikowski, W. J. (2006). ICT and Organizational Change: A Commentary. *The Journal of Applied Behavioral Science*, 42(1), 127–134. <https://doi.org/10.1177/0021886305285130>
- Panahi, S., Watson, J., & Partridge, H. (2013). Towards tacit knowledge sharing over social web tools. *Journal of Knowledge Management*, 17(3), 379–397. <https://doi.org/10.1108/JKM-11-2012-0364>
- Parnas, D. L., & Clements, P. C. (1986). A rational design process: How and why to fake it. *IEEE Transactions on Software Engineering*, 12(2), 251–257.
- Pickard, A. J., & Childs, S. (Red.). (2013). *Research methods in information* (2. ed). London: Facet.
- Paavola, S., Lipponen, L., & Hakkarainen, K. (2004). Models of Innovative Knowledge Communities and Three Metaphors of Learning. *Review of Educational Research*, 74(4), 557–576.
<https://doi.org/10.3102/00346543074004557>
- Rienecker, L., Stray Jørgensen, P., & Skov, S. (2011). *Specielt om specialer: en aktivitetsbog*. Frederiksberg: Samfunds litteratur.
- Royce, W. (1970). Managing development of large software systems. I *IEEE Wescon* (s. 1–9).
- Sanders, Liz. (2008). An Evolving Map of Design Practice and Design Research. *Interactions Magazine*, November + December, 13–17.
- Schein, E. H. (1996). Kurt Lewin's change theory in the field and in the classroom: Notes toward a model of managed learning. *Systems Practice*, 9(1), 27–37. <https://doi.org/10.1007/BF02173417>

- Sfard, A. (1998). On Two Metaphors for Learning and the Dangers of Choosing Just One. *Educational Researcher*, 27(2), 4. <https://doi.org/10.2307/1176193>
- Shang, S., & Seddon, P. B. (2002). Assessing and managing the benefits of enterprise systems: the business manager's perspective. *Information Systems Journal*, 12(4), 271–299. <https://doi.org/10.1046/j.1365-2575.2002.00132.x>
- Srinivasan, R., Boast, R., Furner, J., & Becvar, K. M. (2009). Digital Museums and Diverse Cultural Knowledges: Moving Past the Traditional Catalog. *The Information Society*, 25(4), 265–278. <https://doi.org/10.1080/01972240903028714>
- Suchman. (2002). Located accountabilities in technology production. *Scandinavian Journal of Information Systems*, 14(2), 91–105.
- Sutko, M., & de Souza e Silva, A. (2010). Location-aware mobile media and urban sociability. *New Media Society*, 13(5), 805–823.
- Taylor, H. A., & Tversky, B. (1992). Descriptions and depictions of environments. *Memory & Cognition*, 20(5), 483–496. <https://doi.org/10.3758/BF03199581>
- Timmer, J. (2007, september 12). Diluting the scientific method: Ars looks at homeopathy. Hentet 6. juli 2017, fra <https://arstechnica.com/science/2007/09/the-pseudoscience-behind-homeopathy/>
- Vertesi, J. (2008). Mind the Gap: The London Underground Map and Users' Representations of Urban Space. *Social Studies of Science*, 38(1), 7–33. <https://doi.org/10.1177/0306312707084153>
- Voegelin, S. (2010). Chapter 1: Listening. I S. Voegelin, *Listening to noise and silence: towards a philosophy of sound art* (s. 1–41). New York: Continuum.
- Wenger, E. (2000). Communities of Practice and Social Learning Systems. *Organization*, 7(2), 225–246. <https://doi.org/10.1177/135050840072002>
- Wentzel, I. W. (2013). Children's everyday lives (re)constructed as variable sets of "field bodies": Revisiting the 'exotic' remote island – a case study. *Nordic Studies in Education*, 2, 112–123.

- Wiig, K. M. (1997). Knowledge Management: An Introduction and Perspective. *Journal of Knowledge Management*, 1(1), 6–14. <https://doi.org/10.1108/13673279710800682>
- Zeller, J. (2011). *Information, medie, kommunikation: en faglig videnskabsteori*. Aalborg: Aalborg Universitetsforlag.