

- Albrechtslund, A. (2007). Ethics and technology design. *Ethics and Information Technology*, 9(1), 63–72. <https://doi.org/10.1007/s10676-006-9129-8>
- Alford, J. (Red.). (2001). The implications of “publicness” for strategic management theory. I *Exploring public sector strategy* (1. ed, s. 1–13). Harlow: Financial Times Prentice Hall.
- Amit, R., & Zott, C. (2001). Value creation in E-business. *Strategic Management Journal*, 22(6–7), 493–520. <https://doi.org/10.1002/smj.187>
- Argyris, C. (1977). Double loop learning in organizations. *Harvard Business Review*, 55(115).
- Arp, R., Smith, B., & Spear, A. D. (2015). *Building ontologies with Basic Formal Ontology*. Cambridge, Massachusetts: Massachusetts Institute of Technology.
- Augusto, J. C., & Nugent, C. D. (2006). Smart Homes Can Be Smarter. I J. C. Augusto & C. D. Nugent (Red.), *Designing Smart Homes* (Bd. 4008, s. 1–15). Berlin, Heidelberg: Springer Berlin Heidelberg. [https://doi.org/10.1007/11788485\\_1](https://doi.org/10.1007/11788485_1)
- Bargas-Avila, J. A., & Hornbæk, K. (2011). Old wine in new bottles or novel challenges: a critical analysis of empirical studies of user experience. I *CHI 2001* (s. 2689–2698). Vancouver, BC, Canada: ACM Press. <https://doi.org/10.1145/1978942.1979336>
- Benyon, D. (2012). Presence in blended spaces. *Interacting with Computers*, 24(4), 219–226. <https://doi.org/10.1016/j.intcom.2012.04.005>
- Beyer, H. (2010). *User-centered agile methods*. San Rafael, Calif.: Morgan & Claypool.
- Björneborn, L. (2010). Design Dimensions Enabling Divergent Behaviour across Physical, Digital, and Social Library Interfaces. I *Persuasive technology: 5th international conference, PERSUASIVE 2010, Copenhagen, Denmark, June 7-10, 2010: proceedings*. Berlin ; New York: Springer.
- Boehm, B. W. (1988). A spiral model of software development and enhancement. *Computer*, 21(5), 61–72. <https://doi.org/10.1109/2.59>

- Borning, A., & Muller, M. (2012). Next steps for value sensitive design. I *Proceedings of the SIGCHI Conference on Human Factors in Computing Systems* (s. 1125–1134). Austin, Texas, USA: ACM Press. <https://doi.org/10.1145/2207676.2208560>
- Bowker, G. C., & Star, S. L. (2000). Invisible Mediators of Action: Classification and the Ubiquity of Standards. *Mind, Culture, and Activity*, 7(1–2), 147–163.  
<https://doi.org/10.1080/10749039.2000.9677652>
- 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>
- Carvalho, G., & Sousa, P. (2008). Business and Information Systems MisAlignment Model (BISMAM): an holistic model leveraged on misalignment and Medical sciences approaches. I *Proceedings of the Third International Workshop on Business/IT Alignment and Interoperability*. France.
- Cataldo, A., McQueen, R., & Hardings, J. (2012). Comparing Strategic IT Alignment versus Process IT Alignment in SMEs. *Journal of Research and Practice in Information Technology*, 44.
- Choeda, D., Penjor, T., & Zander, P.-O. (u.å.). Is World Culture always a Resource for Design of ICT? I *In review for the 4th International Conference on Human Computer Interaction & Learning Technology*.
- Cohn, M. (u.å.). Agile Topics. Hentet 3. juli 2017, fra <http://www.mountaingoatsoftware.com/agile>
- Copi, I. M., & Cohen, C. (1994). *Introduction to logic* (9th udg.). New York; Toronto: Macmillan ; Maxwell Macmillan Canada.
- Croft, W. B., Metzler, D., & Strohman, T. (2010). *Search engines: information retrieval in practice*. Boston: Addison-Wesley. Hentet fra <http://www.search-engines-book.com/>

- Dade-Robertson, M. (u.å.). Between city lights receding and the non-space of the mind. I M. Dade-Robertson, *The Architecture of Information: Architecture, Interaction Design and the Patterning of Digital Information* (s. 67–89). Oxon: Routledge.
- Davis, J. (2009). Design methods for ethical persuasive computing (s. 1–8). Præsenteret ved Persuasive Technology: Proceedings of the 4th International Conference, Claremont, California: ACM Press.  
<https://doi.org/10.1145/1541948.1541957>
- Ding, W., & Lin, X. (2010). *Information Architecture: The Design and Integration of Information Spaces*. San Rafael, Calif.: Morgan & Claypool.
- 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>
- Dourish, P. (2001). *Where the action is: the foundations of embodied interaction*. Cambridge, Mass: MIT Press.
- Dourish, P. (2003). The Appropriation of Interactive Technologies: Some Lessons from Placeless Documents. *Computer Supported Cooperative Work (CSCW)*, 12(4), 465–490.  
<https://doi.org/10.1023/A:1026149119426>
- Dow, S. P., Klemmer, S. R., & Heddlestone, K. (2009). The efficacy of prototyping under time constraints. I *The efficacy of prototyping under time constraints*. In *Proceedings of the seventh ACM conference on Creativity and cognition* (s. 165–174). ACM.
- Ehn, P., & Kyng, M. (1986). A tool perspective on design of interactive computer support for skilled workers. *DAIMI Report Series*, 14(190).
- Falaki, H., Mahajan, R., Kandula, S., Lymberopoulos, D., Govindan, R., & Estrin, D. (2010). Diversity in smartphone usage. I *Proceedings of the 8th international conference on Mobile systems*,

*applications, and services* (s. 179–194). New York: ACM Press.

<https://doi.org/10.1145/1814433.1814453>

Fenn, T., & Hobbs, J. (2014). The Information Architecture of Meaning Making. I A. Resmini (Red.), *Reframing Information Architecture* (s. 11–30). Cham: Springer International Publishing.

[https://doi.org/10.1007/978-3-319-06492-5\\_2](https://doi.org/10.1007/978-3-319-06492-5_2)

Fischer, J., Norris, S., & Buie, E. (2012). Sense-making in cross-channel design. *Journal of Information Architecture*, 4(1–2).

Fogg, B. (1998). Persuasive computers: perspectives and research directions. I *Proceedings of the SIGCHI Conference on Human Factors in Computing Systems* (s. 225–232). Los Angeles, California, USA: ACM Press. <https://doi.org/10.1145/274644.274677>

Fogg, B. J. (2003). *Persuasive technology: using computers to change what we think and do*.

Amsterdam: Morgan Kaufmann Publishers. Hentet fra

<http://dl.acm.org/citation.cfm?doid=764008.763957>

Fogg, B. J. (2008). Mass Interpersonal Persuasion: An Early View of a New Phenomenon. I H. Oinas-Kukkonen, P. Hasle, M. Harjumaa, K. Segerståhl, & P. Øhrstrøm (Red.), *Persuasive Technology* (Bd. 5033, s. 23–34). Berlin, Heidelberg: Springer Berlin Heidelberg. [https://doi.org/10.1007/978-3-540-68504-3\\_3](https://doi.org/10.1007/978-3-540-68504-3_3)

Friedman, B., & Kahn, P. H. (u.å.). Value Sensitive Design and Information Systems. Univ. of Washington Press. <https://doi.org/10.1002/9780470281819.ch4>

Gauch, H. G. (2003). *Scientific method in practice*. New York: Cambridge University Press.

Gilliland, A. (2000). Setting the stage. I M. Baca (Red.), *Metadata. Pathways to digital information* (Online edition, version 2.1). Getty Information Institute.

Gram-Hansen, S. B. (2009). Towards an Approach to Ethics and HCI Development Based on Løgstrup's Ideas. I T. Gross, J. Gulliksen, P. Kotzé, L. Oestreicher, P. Palanque, R. O. Prates, & M. Winckler

- (Red.), *Human-Computer Interaction – INTERACT 2009* (Bd. 5726, s. 200–203). Berlin, Heidelberg: Springer Berlin Heidelberg. [https://doi.org/10.1007/978-3-642-03655-2\\_24](https://doi.org/10.1007/978-3-642-03655-2_24)
- Gram-Hansen, S. B. (2013). Persuasive Design - A matter of Context Adaptation. Præsenteret ved IWEPLET, ECTEL 2013, Paphos (Cyprus).
- Gram-Hansen, S. B., & Ryberg, T. (2013). Persuasion, Learning and Context Adaptation: *International Journal of Conceptual Structures and Smart Applications*, 1(2).  
<https://doi.org/10.4018/ijcssa.2013070104>
- Gram-Hansen, Sandra Burri, & Gram-Hansen, Lasse Burri. (2013). On the role of ethics in Persuasive Design. I *Ethicomp 2013 Conference Proceedings: Possibilities of Ethical Ict, 2013*. Kolding: Syddansk Universitetsforlag.
- Ham, J., & Midden, C. (2010). Ambient Persuasive Technology Needs Little Cognitive Effort: The Differential Effects of Cognitive Load on Lighting Feedback versus Factual Feedback. I T. Ploug, P. Hasle, & H. Oinas-Kukkonen (Red.), *Persuasive Technology* (Bd. 6137, s. 132–142). Berlin, Heidelberg: Springer Berlin Heidelberg. [https://doi.org/10.1007/978-3-642-13226-1\\_14](https://doi.org/10.1007/978-3-642-13226-1_14)
- Harker, M. (2007). The Ethics of Argument: Rereading Kairos and Making Sense in a Timely Fashion. *College Composition and Communication*, 59(1), 77–97.
- Hasle, P., & Christensen, A. K. (2007). Classical Rhetoric and a Limit to Persuasion. I Y. de Kort, W. IJsselsteijn, C. Midden, & B. J. Fogg (Red.), *Persuasive technology: Second International Conference on Persuasive Technology, PERSUASIVE 2007, Palo Alto, CA, USA, April 26-27, 2007; revised selected papers* (s. 307–310). Berlin: Springer. Hentet fra <http://public.ebib.com/choice/publicfullrecord.aspx?p=337008>
- Hayles, K. (1999). *How we became posthuman: virtual bodies in cybernetics, literature, and informatics*. Chicago, Ill: University of Chicago Press.

- Hinthorne, L. L., & Schneider, K. (2012). Playing with purpose: Using serious play to enhance participatory development communication in research. *International Journal of Communication*, 6, 2801–2824.
- Hinton, A. (2014). What We Make When We Make Information Architecture. I A. Resmini, *Reframing Information Architecture* (s. 103–117). Cham: Springer International Publishing.  
[https://doi.org/10.1007/978-3-319-06492-5\\_2](https://doi.org/10.1007/978-3-319-06492-5_2)
- Hooper, S., & Berkman, E. (2012). *Designing mobile interfaces /: Steven Hooper, Eric Berkman* (First edition). Sebastopol, CA: O'Reilly.
- Jakobsen, D., Øhrstrøm, P., & Schärfe, H. (2011). A.N. Prior's Ideas on Tensed Ontology. I S. Andrews, S. Polovina, R. Hill, & B. Akhgar (Red.), *Conceptual Structures for Discovering Knowledge* (Bd. 6828, s. 118–130). Berlin, Heidelberg: Springer Berlin Heidelberg. [https://doi.org/10.1007/978-3-642-22688-5\\_9](https://doi.org/10.1007/978-3-642-22688-5_9)
- Janet Davis. (2010). Generating Directions for Persuasive Technology Design with the Inspiration Card Workshop. I T. Ploug, P. Hasle, & H. Oinas-Kukkonen (Red.), *Persuasive Technology* (Bd. 6137, s. 262–273). Berlin, Heidelberg: Springer Berlin Heidelberg. Hentet fra [http://link.springer.com/10.1007/978-3-642-13226-1\\_26](http://link.springer.com/10.1007/978-3-642-13226-1_26)
- Kalbach, J. (2007). *Designing Web navigation* (1st ed). Beijing ; Sebastopol: O'Reilly.
- Kanstrup, A. M., & Bertelsen, P. (2013). Participatory Reflections – Power & Learning in User participation. I T. Børsen & L. Botin, *What is techno-anthropology?* (1st ed, s. 405–430). Aalborg, Denmark: Aalborg University Press.
- Kanstrup, A. M., & Christiansen, E. (2005). Model power: still an issue? I *Proceedings of the 4th decennial conference on Critical computing: between sense and sensibility* (s. 165–168). Aarhus: ACM.

- Kelly, D. (2007). Methods for Evaluating Interactive Information Retrieval Systems with Users. *Foundations and Trends® in Information Retrieval*, 3(1–2), 1–224.  
<https://doi.org/10.1561/15000000012>
- Kim, K.-S. (2001). Information-seeking on the Web. *Library & Information Science Research*, 23(3), 233–255. [https://doi.org/10.1016/S0740-8188\(01\)00081-0](https://doi.org/10.1016/S0740-8188(01)00081-0)
- Kotter, J. P. (1996). *Leading change*. Boston, Mass: Harvard Business School Press.
- Kristiansen, P., & Rasmussen, R. (2014). *Building a better business using the Lego serious play method*. Hoboken, New Jersey: Wiley.
- Kuhlthau, C. (1991). Inside the search process: Information seeking from the user's perspective. *Journal of the American Society for Information Science*, 42(5), 361–371.
- 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](http://link.springer.com/10.1007/978-3-642-20110-3_1)
- Lambe, P. (2007). *Organising knowledge: taxonomies, knowledge and organisational effectiveness*. Oxford: Chandos.
- Lankhorst, M. (Red.). (2013). *Enterprise architecture at work: modelling, communication and analysis* (3. ed). Berlin: Springer.
- 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>
- Lewis, L. K. (2011). *Organizational change: creating change through strategic communication*. Chichester, West Sussex ; Malden, MA: Wiley-Blackwell.
- Lim, Y.-K., Stolterman, E., & Tenenbergh, J. (2008). The anatomy of prototypes: Prototypes as filters, prototypes as manifestations of design ideas. *ACM Transactions on Computer-Human Interaction*, 15(2), 1–27. <https://doi.org/10.1145/1375761.1375762>

- Lockton, D., Harrison, D., & Stanton, N. (2008). Design with Intent: Persuasive Technology in a Wider Context. I H. Oinas-Kukkonen, P. Hasle, M. Harjumaa, K. Segerståhl, & P. Øhrstrøm (Red.), *Persuasive Technology* (Bd. 5033, s. 274–278). Berlin, Heidelberg: Springer Berlin Heidelberg. [https://doi.org/10.1007/978-3-540-68504-3\\_30](https://doi.org/10.1007/978-3-540-68504-3_30)
- Lockwood, T., & Walton, T. (Red.). (2008). *Building design strategy: using design to achieve key business objectives*. New York : [Boston, MA]: Allworth Press ; Design Management Institute.
- Lu, S., Ham, J., & Midden, C. (2015). Persuasive Technology Based on Bodily Comfort Experiences: The Effect of Color Temperature of Room Lighting on User Motivation to Change Room Temperature. I T. MacTavish & S. Basapur (Red.), *Persuasive Technology* (Bd. 9072, s. 83–94). Cham: Springer International Publishing. [https://doi.org/10.1007/978-3-319-20306-5\\_8](https://doi.org/10.1007/978-3-319-20306-5_8)
- Lund, H., Bogers, T., Larsen, B., & Lykke, M. (2013). CHAOS: User-driven development of a metadata scheme for radio broadcast archives. I *In Proceedings of the iConference 2013* (s. 990–994). IDEALS.
- Lykke, M. (2009). Persuasive design strategies: means to improve the use of information organisation and search features in web site information architecture? Præsenteret ved ASIST Special Interest Group on Classification Research 20th Workshop, Vancouver, Canada.
- Lykke, M., & Jantzen, C. (2016). User Experience Dimensions: A Systematic Approach to Experiential Qualities for Evaluating Information Interaction in Museums. I *Proceedings of the 2016 ACM on Conference on Human Information Interaction and Retrieval* (Bd. 2016, s. 81–90). USA.
- 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>
- Marquardt, M. J., & Yeo, R. K. (2012). *Breakthrough problem solving with action learning: concepts and cases*. Stanford, California: Stanford Business Books, An Imprint of Stanford University Press.
- McKendall, M. (1993). The tyranny of change: Organizational Development revisited. *Journal of Business Ethics*, 12(2), 93–104. <https://doi.org/10.1007/BF00871929>
- Miller, L. G. R. (2002). On Being Persuaded: Some Basic Distinctions. I L. G. R. Miller, *The Persuasion Handbook: Developments in Theory and Practice* (s. 3–16). 2455 Teller Road, Thousand Oaks California 91320 United States: SAGE Publications, Inc.  
<https://doi.org/10.4135/9781412976046.n1>
- Mootee, I. (2013). *Design thinking for strategic innovation: what they can't teach you at business or design school*. Hoboken, N.J: John Wiley & Sons Inc.
- Morville, P. (2011). The system of Information Architecture. *Journal of Information Architecture*, 3(2).
- Morville, P., & Rosenfeld, L. (2007a). *Information architecture for the World Wide Web* (3rd ed). Sebastopol, CA: O'Reilly.
- Morville, P., & Rosenfeld, L. (2007b). *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.
- Nielsen, J., & Budiu, R. (2013). *Mobile usability*. Berkeley, CA: New Riders.
- Oinas-Kukkonen, H., & Harjumaa, M. (2008). A Systematic Framework for Designing and Evaluating Persuasive Systems. I H. Oinas-Kukkonen, P. Hasle, M. Harjumaa, K. Segerståhl, & P. Øhrstrøm (Red.), *Persuasive Technology* (Bd. 5033, s. 164–176). Berlin, Heidelberg: Springer Berlin Heidelberg. [https://doi.org/10.1007/978-3-540-68504-3\\_15](https://doi.org/10.1007/978-3-540-68504-3_15)

- 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.
- Powers, P. (2007). Persuasion and Coercion: A Critical Review of Philosophical and Empirical approaches. *HEC Forum*, 19(2), 125–143.
- 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>
- Redström, J. (2006). Persuasive Design: Fringes and Foundations. I W. A. IJsselsteijn, Y. A. W. de Kort, C. Midden, B. Eggen, & E. van den Hoven (Red.), *Persuasive Technology* (Bd. 3962, s. 112–122). Berlin, Heidelberg: Springer Berlin Heidelberg. Hentet fra [http://link.springer.com/10.1007/11755494\\_17](http://link.springer.com/10.1007/11755494_17)
- Revans, R. (1998). *ABC of Action Learning* (Review edited of 1983 edition ed.). London: Lemons & Crane.
- Rogers, Y., Sharp, H., & Preece, J. (2007). *Interaction design: beyond human-computer interaction*. Chichester, West Sussex, U.K: Wiley.
- Rogers, Y., Sharp, H., & Preece, J. (2011). *Interaction design: beyond human-computer interaction* (3rd ed). Chichester, West Sussex, U.K: Wiley.
- Rosch, E. (u.å.). Principles of Categorization. I E. Rosh & B. B. Lloyd, *Cognition and Categorization* (s. 27–48). Hillsdale, N.J: Lawrence Erlbaum.
- Royce, W. (1987). Managing development of large software systems. I International Conference on Software Engineering & Computer Society (Red.), *Proceedings / 9th International Conference on*

- Software Engineering, March, 30 - April 2, 1987, Monterey, California, USA* (s. 1–9). Washington, DC: IEEE Computer Soc. Press.
- Russell-Rose, T., & Tate, T. (2013). *Designing the search experience: the information architecture of discovery*. Amsterdam: Morgan Kaufmann. Hentet fra <http://site.ebrary.com/id/10614238>
- 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>
- Schein, E. H. (2010). *Organizational culture and leadership* (4th ed). San Francisco: Jossey-Bass.
- Senge, P. M. (1990). *The fifth discipline: the art and practice of the learning organization* (1st ed). New York: Doubleday/Currency.
- 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>
- Smids, J. (2012). The Voluntariness of Persuasive Technology. I M. Bang & E. L. Ragnemalm (Red.), *Persuasive Technology. Design for Health and Safety* (Bd. 7284, s. 123–132). Berlin, Heidelberg: Springer Berlin Heidelberg. [https://doi.org/10.1007/978-3-642-31037-9\\_11](https://doi.org/10.1007/978-3-642-31037-9_11)
- Snyder, C. (2013). *A User's Manual to the PMBOK® Guide* (5. udg.). NJ, USA: Wiley.
- Spinuzzi, C. (2003). *Tracing genres through organizations: a sociocultural approach to information design*. Cambridge, Mass: MIT Press.

- 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>
- Stanford University. (2010). The Design Thinking Process | ReDesigning Theater. Hentet 18. februar 2017, fra <http://dschool.stanford.edu/redesigningtheater/the-design-thinking-process/>
- Stibe, A. (2015). Advancing Typology of Computer-Supported Influence: Moderation Effects in Socially Influencing Systems. I T. MacTavish & S. Basapur (Red.), *Persuasive Technology* (Bd. 9072, s. 253–264). Cham: Springer International Publishing. [https://doi.org/10.1007/978-3-319-20306-5\\_23](https://doi.org/10.1007/978-3-319-20306-5_23)
- Suchman. (2002). Located accountabilities in technology production. *Scandinavian Journal of Information Systems*, 14(2), 91–105.
- The Standish Group International. (2013). The CHAOS manifesto 2013: Think Big, Act Small.
- Torning, K., & Oinas-Kukkonen, H. (2009). Persuasive system design: state of the art and future directions. I *Proceedings of the 4th International Conference on Persuasive Technology* (s. 1). Claremont, Californien: ACM Press. <https://doi.org/10.1145/1541948.1541989>
- Tossell, C., Kortum, P., Rahmati, A., Shepard, C., & Zhong, L. (2012). Characterizing web use on smartphones. I *Proceedings of the SIGCHI Conference on Human Factors in Computing Systems* (s. 2769–2778). New York: ACM Press. <https://doi.org/10.1145/2207676.2208676>
- Tunkelang, D. (2009). *Faceted search*. San Rafael, Calif.: Morgan & Claypool.
- Ullman, L. E., & Ullman, L. E. (2008). *PHP 6 and MySQL 5 for dynamic Web sites*. Berkeley, Calif: Peachpit Press.
- Vakola, M. (2013). Multilevel Readiness to Organizational Change: A Conceptual Approach. *Journal of Change Management*, 13(1), 96–109. <https://doi.org/10.1080/14697017.2013.768436>

- Verganti, R. (2008). Design, Meanings, and Radical Innovation: A Metamodel and a Research Agenda \*. *Journal of Product Innovation Management*, 25(5), 436–456. <https://doi.org/10.1111/j.1540-5885.2008.00313.x>
- Vermeeren, A. P. O. S., Law, E. L.-C., Roto, V., Obrist, M., Hoonhout, J., & Väänänen-Vainio-Mattila, K. (2010). User experience evaluation methods: current state and development needs (s. 521–530). Præsenteret ved NordiCHI 2010, Reykjavik, Iceland: ACM Press. <https://doi.org/10.1145/1868914.1868973>
- Webb, N., & Renshaw, T. (2008). Eyetracking in HCI. I P. Cains & A. L. Cox, *Research methods for human-computer interaction* (s. 35–69). Cambridge: Cambridge University Press.
- Wiig, K. M. (1997). Knowledge Management: An Introduction and Perspective. *Journal of Knowledge Management*, 1(1), 6–14. <https://doi.org/10.1108/13673279710800682>
- Wilson, M. L. (2012). *Search user interface design*. San Rafael, Calif.: Morgan & Claypool.
- Wilson, T. D. (1999). Models in information behavior research. *Journal of documentation*, 55(3), 249–270.
- Zeng, M. L. (2008). Knowledge organization systems (KOS). *Knowledge Organization*, 35(2/3), 160–182.
- Øhrstrøm, P., Uckelman, S. L., & Schärfe, H. (2007). Historical and Conceptual Foundation of Diagrammatical Ontology. I U. Priss, S. Polovina, & R. Hill (Red.), *Conceptual Structures: Knowledge Architectures for Smart Applications: 15th International Conference on Conceptual Structures, ICCS 2007, Sheffield, UK, July 22-27, 2007. Proceedings* (s. 374–386). Berlin, Heidelberg: Springer Berlin Heidelberg. [https://doi.org/10.1007/978-3-540-73681-3\\_28](https://doi.org/10.1007/978-3-540-73681-3_28)