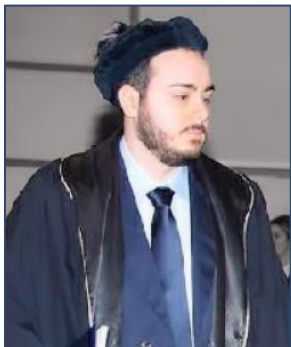


# Luigi Cavaliere



## PERSONAL INFO

- Luigi Pio Leonardo Cavaliere
- Via Sabotino, San Severo (FG)
- [luigi.cavaliere@gmail.com](mailto:luigi.cavaliere@gmail.com)
- +39 389 5739195
- Date of birth: 02/12/1991
- Driving License: B (car)
- [Luigi Cavaliere](#)
- [Personal Website](#)

## EDUCATION

- University of Foggia** | 2022
  - Master's Degree in Business Administration
  - Final grade: 110/110 with honors
- University of Foggia** | 2017
  - Bachelor's Degree in Business Administration
  - Final grade: 106/110

## COURSES AND MASTER'S DEGREES

- "Leonardo Da Vinci" Telematic University**
  - First-Level Master's Degree (2024)
  - Didactic methods for teaching legal-economic subjects in upper secondary schools
- University of Bari** | 2024
  - Shell InventaGiovani: Entrepreneurship Training Program
- FioreRosalba.com Training** | 2024
  - Bank Teller Technician Certification
- University of Salento** | 2023
  - 2nd Edition Masterclass "Management 4.0 - The Extended Enterprise between Digital Transformation and Hypercompetitiveness: Principles and Experiences Compared"
- G. Marconi Telematic University** | 2023
  - Training Course in Personal Finance
- Italy USA Foundation** | 2023
  - Executive Master in Advanced Training "Leadership for International Relations and Made in Italy"
- IUM Academy School** | 2023
  - First-Level Master's Degree in "Teaching with the CLIL Methodology"

## PROFILE

Professional in accounting and finance with experience in bookkeeping, financial statement preparation, and tax management. I have acquired skills in administrative and accounting management at various companies and professional firms, developing a practical and effective approach. I continue to enhance my competencies to contribute to a dynamic and success-oriented work environment.

## HARD SKILL

Tax and accounting consultancy | Customer and supplier accounting | Financial reporting | Financial statement preparation | Tax management | Credit risk analysis | Certification of tax declarations | Use of accounting software |

## WORK EXPERIENCE

- Intern Client Finance Accounting** Jul 2024 - ongoing
  - Company:** Svicom S.p.A. | Foggia (FG)
  - Field:** Business Consulting
    - Programming and planning of administrative accounting activities, including the configuration of the logical and structural architecture of the accounting system
    - Support in administrative and contractual real estate management of malls and shopping centers
    - Assistance in general accounting activities (ordinary, simplified, and for professionals), management of client accounting (active invoicing) and supplier accounting (passive invoicing)
    - Verification and control of payments, electronic archiving of accounting documents, and support in the production of periodic reporting
- Professional Internship for Chartered Accountant** Sept 2022 - Sept 2023
  - Company:** Studio Blescia | San Severo (FG)
  - Field:** Business Consulting, Administration and Accounting
    - Consulting for businesses and individuals on tax and accounting compliance, corporate law, bankruptcy law, and labor law
    - Activities in administration and liquidation of companies, technical consultancy and appraisals, validation of financial statements, accounts, and accounting records of companies, public and private entities, trade union functions, and auditing roles in commercial companies, non-commercial entities, and public entities
- Professional Internship for Certified Accountant** Nov 2020 - Mag 2022
  - Company:** Studio Blescia | San Severo (FG)
  - Field:** Business Consulting, Administration and Accounting
    - Internship as Certified Accountant: Experience in bookkeeping, financial statement preparation, tax declarations, tax calculations, and corporate process management
    - Skills acquired: Bookkeeping, tax declaration preparation, tax calculation, support in company formation and liquidation
    - Professional development: Gained essential accounting and tax skills during the internship
- Professional Internship** Feb 2020 - Jul 2020
  - Company:** Agos Ducato | San Severo (FG)
  - Field:** Financial, Credit, Insurance
    - Inbound call management
    - Back-office document handling
    - Support in loan application processing
    - Assistance in credit risk analysis
  - Reference: Di Giovine Ardito Damiano - Cell. 335.7558976
- Curricular Internship** Oct 2019 - Dec 2019
  - Company:** Studio Comm.le Dott. Antonacci Bruno Pio | San Severo (FG)
  - Field:** Administration and Accounting, Business Services/Consulting
    - Administrative management with a focus on electronic invoicing and its procedures
    - Application of ordinary accounting, including the recording of issued and purchase invoices, credit and debit notes, and bank transactions
    - Determination of capital gains and losses and their respective tax regimes
    - Preparation of the financial statements, balance sheet, income statement, and explanatory notes
    - Calculation of corporate taxes, reverse charge, and Intrastat

## University of Salento | 2023

- Masterclass: "Management 4.0 - How to Face Digital Transformation and Hypercompetitiveness: Principles and Experiences Compared"

## Leonardo Da Vinci Telematic University | 2022

- 24 CFU Training Program (Educational Credits)

## University of Bari | 2022

- Summer School in "Business Digital Strategy"

## University of Foggia | 2022

- Summer School "Governance in the Digital Age"

## University of Foggia | 2021

- Summer School "Civil Liability in the Digital Age"

## University of Foggia | 2020

- Summer School "Wealth Circulation in the Digital Age"

## University of Foggia | 2020

- Training Course in "European Project Management - EPM Fundamentals"

## LANGUAGES

Common European Framework of Reference for Languages (CEFR)

**Italian:** Native language

**English:** C2 Level Certification\* (written and spoken)

### \*English: ESOL International CEFR C2

- Date: June 15, 2022

- Location: Learning Resource Network, Forma Invest, Pagani, Sa

- European Level: C2

- Skills assessed: Reading, Use of English, Writing, Listening, Speaking, and Interaction

### English: ESOL International CEFR C1

- Date: November 22, 2021

- Location: Learning Resource Network, Centro Pi Greco

- European Level: C1

- Skills assessed: Reading, Use of English, Writing, Listening, Speaking, and Interaction

### English: Trinity College GESE 5

- Date: June 2009

- Location: Trinity College London, San Severo

- European Level: B1

- Assessment: "With Merit"

## IT SKILLS

- Advanced user

- High proficiency in Office Automation

- Full command of the most widely used tools for word processing, spreadsheets, office suites, and web browsers

- Intermediate-level web programming

- In-depth knowledge of Network Architectures and Operating Systems

- Database Management Systems (DBMS)

- Ability to use image editing, graphic design, and multimedia software

## Curricular Internship

Jan 2015

**Company:** Studio Comm.le Dott. Antonacci Bruno Pio | San Severo (FG)

**Field:** Administration and Accounting, Business Services/Consulting

- Preparation and electronic submission of financial statements for partnerships and corporations
- Double-entry accounting of key business transactions
- Participation in the preparation of tax returns (Modello 730, Unico), ISEE, and RED forms

## Curricular Internship

Sept 2012

**Company:** Studio comm.le rag. Corrado d'Amico | San Severo (FG)

**Field:** Administration and Accounting, Business Services/Consulting

- Recording of purchase invoices, sales invoices, and receipts. Participation in the preparation of tax returns (Modello 730, Unico), ISEE, and RED forms
- Preparation and electronic submission of financial statements for partnerships and corporations
- Assistance in the preparation of appeals

## CERTIFICATIONS

### EIPASS CERTIFICATIONS - <https://verify.eipass.com>

**Eipass Standard** | 4 Intermediate Digcomp 2.2 Level | IT Certification N° APCZY7UFBO | 10/06/2024

**Google Workspace** | Intermediate Level | Based on E-CF and Digcomp | IT Certification N° 6GRZ6FEPS3 | 25/07/2023

**7 Modules User** | IT Certification N° 2WEQMW6QYQ | 07/12/2023 + IT Certification N° QVK8T6U195 | 20/08/2019

**Progressive** | IT Certification N° O045JGUWPA | 01/08/2023 + IT Certification N° 82RYAZQ51E | 11/01/2018

**Advanced Tablet** | IT Certification N° CKMMD4AS17 | 21/10/2021

**Secondary School Coding** | IT Certification N° CTY45UHM0J | 17/10/2021

**IT Security** | IT Certification N° MZ3S6FXBUJ | 16/04/2021 + IT Certification N° CJ6CR71PIO | 20/01/2018

**Basic** | IT Certification N° YSXJFKIQS3 | 20/08/2019

**ATA Staff** | IT Certification N° 3B2VJDGDQL | 20/08/2019

**Legal Informatics** | IT Certification N° UVLRGUFMF3 | 10/08/2019

**Digital Healthcare** | IT Certification N° LXRH7PYKJG | 05/08/2019

**Public Administration** | IT Certification N° LFGVKK7ERX | 28/05/2019

**7 Modules Standard** | IT Certification N° OFPQI20Z23 | 28/02/2019

**Social Media Manager** | IT Certification N° BKGMRBN66 | 09/02/2019

**Criminology and Cyber Crimes** | Certification N° EIWCZ71OWL | 07/08/2018

**Web** | IT Certification N° B3L4V6FZDU | 15/05/2018

**Teacher** | IT Certification N° GLVNLYFLJ6 | 29/12/2017

**7 Modules User** | IT Certification N° JW00JWIQ3P | 25/12/2017

**Digital Citizen** | Certification N° 12S42VCWM0 | 11/07/2014

**Certificate Teacher** | Certification N° A EU 032573 | 18/12/2012

**Eipass Certificate** | Certification N° A IT 004915 | 14/01/2011

### MICROSOFT CERTIFICATIONS - [verify.certipoint.com](https://verify.certipoint.com)

#### MOS | Microsoft Office Specialist:

**Outlook Associate** (Office 2019) | IT Certification N° CH5C-USRQ | 07/09/2021

**Microsoft Access Expert** (Office 2019) | IT Certification N° CMQ7-DWCT | 08/01/2021

**Microsoft Excel Expert** (Office 2019) | IT Certification N° WQ7VY-2FND | 24/11/2020

**Excel Associate** (Office 2019) | IT Certification N° OCK5-USHN | 24/11/2020

**Microsoft Word Expert** (Office 2019) | IT Certification N° CXE8-UTLB | 17/11/2020

**Microsoft Access** (Office 2016) | IT Certification N° CYUX-XVHD | 03/11/2020

**Word Associate** (Office 2019) | IT Certification N° WYK CZ-48E7 | 30/10/2020

**Office Associate** (Office 2019) | 30/10/2020

## EXTRACURRICULAR ACTIVITIES

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Alongside my professional career, I have continuously updated my IT skills, obtaining certifications such as Eipass Junior Trainer, Eipass Trainer, and Eipass Supervisor. For me, IT is not just a hobby but also an ongoing field of study, demonstrating my commitment to keeping my skills current and sharing knowledge with others. Additionally, I am involved in consulting and technical support activities, actively contributing to projects that require advanced IT expertise.

## AWARDS AND HONORS

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**America Youth Award for University Talent**  
ITALY USA FOUNDATION: National recognition awarded to outstanding recent graduates from Italian universities  
[masteritaliausa.org/2023/01/24/23-gennaio-2023/](https://masteritaliausa.org/2023/01/24/23-gennaio-2023/)

## HOBBIES AND PASSIONS

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Traveling | Reading | Cinema | IT | Music

I have many personal passions to which I dedicate my free time. I enjoy traveling and discovering new places and cultures. I am an avid reader and find reading to be an endless source of knowledge and entertainment. I love cinema and closely follow new releases, analyzing various aspects of the films. My passion for IT began in middle school, and I have continued to develop my skills through specialized courses. Lastly, I am a music lover, ranging from Italian to international music, with a particular interest in live performances. These hobbies enrich my life and help me maintain a balance between work and leisure.

**PowerPoint Associate** (Office 2019) | IT Certification N° B42Y-SFPM | 13/10/2020  
**Office Word 2013** | IT Certification N° WV L6D-HAXP | 18/02/2017

### MTA | Microsoft Technology Associate:

**Mobility and Device Fundamentals** - Certified 2021 | Certification N° RQB N-4TPA | 20/07/2021

**HTML5 Application Development Fundamentals** - Certified 2021 | Certification N° WNHD4-22XQ | 20/07/2021

**Database Fundamentals** - Certified 2021 | Certification N° RAK8-FVPT | 16/07/2021

**Windows Server Administration Fundamentals** - Certified 2021 | Certification N° WAYO-HAMS | 13/07/2021

**Security Fundamentals** - Certified 2021 | Certification N° FFBS-XLRR | 06/07/2021

**Networking Fundamentals** - Certified 2021 | Certification N° F25A-XLRU | 01/07/2021

**Windows Operating System Fundamentals** - Certified 2020 | Certification N° E6L7-XVMP | 06/03/2018

### AICA CERTIFICATIONS

**Certification ICDL Advanced Databases 2.0 Adv** | N° IT2246532 | 04/04/2024

**Certification ICDL Office Expert** | N° IT2246532 | 03/04/2024

**Certification ICDL Advanced Spreadsheets 3.0 Adv** | N° IT2246532 | 03/04/2024

**Certification ICDL Advanced Word Processing 3.0 Adv** | N° IT2246532 | 29/03/2024

**Certification ICDL Health** | N° IT2246532 | 27/09/2022

**Certification ECDL STANDARD** | N° IT2246532 | 08-01-2021

**Certification ECDL Essentials** | N° IT2246532 | 18/12/2020

**Certification ECDL Full Standard** | N° IT2033720 | 15/04/2019

**Certification e-Citizen** | N° IT2246532 | 14/02/2019

**Certification ECDL IT-Security** | Livello Specialised | N° IT2246532 | 18-03-2017

**Certification ECDL Full Standard** | N° IT2033720 | 29/05/2015

**Certification e-Citizen** | N° ECTZ005280 | 22/11/2012

**Certification e-Citizen** | N° IT1113024 | 02/05/2007

### PEKIT CERTIFICATIONS

**PEKIT Expert** | Certification N° 6ABF858E | 01/02/2021

**PEKIT Advanced** | Certification N° 74FB9974 | 25/01/2021

**PEKIT Expert** | Certification N° 3EFF7B38 | 25/01/2021

**PEKIT Security** | Certification N° 73440COA | 17/10/2020

**PEKIT Expert** | Certification N° 73440COA | 29/09/2014

### IRSAF-EIRSAF CERTIFICATIONS - <https://eirsaf.it/verifica-certificato/>

**EIRSAF FULL Computer Passport** | Advanced Level | International Digital Literacy Certification | Certificate Code EC 3136 33286 576745 | 09-05-2024

**EIRSAF FOUR Computer Passport** | Certificate Code EC 3138 21821 604250 | 30-04-2024

**EIRSAF GREEN Computer Passport** | Certificate Code EC 3130 64611 815054 | 17-04-2024

**Professional Typing Training** | Certificate Code EC 3132 84826 396523 | 16-04-2024

## ADDITIONAL IT CERTIFICATIONS

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**Digital Literacy Master Certification** | IC3 Certification N° wkBWr-2Fay\* | Certiport | 28-03-2024

**Digital Literacy Certification** | GS6 LEVEL 3 | IC3 Certification N° SqTx-uS8P\* | Certiport | 28-03-2024

**Digital Literacy Certification** | GS6 LEVEL 2 | Certification N° IC3 N° EV28-XMKA\* | Certiport | 27-03-2024

**Digital Literacy Certification** | GS6 LEVEL 1 | Certification N° IC3 N° SxD-uS8E\* | Certiport | 26-03-2024

**International Informatics Qualification Iiq Basic Level 7 + 1 Skills - Basic Users** | Certification N° 8818881141 | MEDIAFORM | 26/02/2024

**Certificazione ICT 8 Moduli** | Certification N° FBUJ0JATBT | 360 Forma | 16/12/2022  
**Dattilografia Proficiency Level Advanced** | Certification N° KVABZ3QWVU | Framework DigComp 2.1 e-CF | IDCERT | 04-12-2021  
**Strata™ IT Fundamentals Certified** | Certification N° RVT6VGB9CQE2HPY | CompTIA | Verify at: <http://verify.CompTIA.org> | 18-07-2012  
**ICL Expert** | Certification N° 245 | ISTITUTO GAMMA® | 27.05.2011  
**Living Online - Computing Fundamentals** | Certification N° IC3 N° NSPE-XVDE\* | Certiport | 02-11-2016  
**Living Online** | Certification N° IC3 N° W9OEJ-HAE4\* | Certiport | 02-11-2016  
**Computing Fundamentals** | Certification N° IC3 N° NSPB-XVJ\* | Certiport | 02-11-2016  
**Key Applications** | Certification N° IC3 N° WEMNC-4S48\* | Certiport | 02-11-2016  
\* Verify at: [verify.certiport.com](http://verify.certiport.com)

## ADDITIONAL CERTIFICATIONS

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**Basic Life Support Defibrillation for Non-Healthcare Providers** | Certification N° 1938728\* | IRC - Italian Resuscitation Council | 17-05-2024  
\* Verify at: [corsi.ircouncil.it/verifica-attestatati](http://corsi.ircouncil.it/verifica-attestatati)

## PUBLICATIONS ([All Publications](#))

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### JOURNAL ARTICLES

*"Sustainability of agriculture extension services in the face of COVID-19: A study on gender-specific market systems"*

Enock Siankwilimba, Jacqueline Hiddlestone-Mumford, Md Enamul Hoque, Bernard Mudenda Hang'ombe, Chisoni Mumba, Oliver Jolezya Hasimuna, Sahya Maulu, Joseph Mphande, Moses Chibesa, Mayoba B. Moono, Valdemiro Muhala, Luigi Pio Leonardo Cavaliere, Alessio Faccia & Gunawan Prayitno

Cogent Food & Agriculture | Taylor & Francis (2023)

<https://www.tandfonline.com/doi/full/10.1080/23311932.2023.2284231>

*"Board of directors' attributes and capital structure: evidence from Pakistani-listed non-financial firms"*

Ur Rahman, S., Khalil, A., Cavaliere, L.P.L. and Ben Khelifa, S.

Journal of Economic and Administrative Sciences | Emerald Publishing Limited (2023)

<https://www.emerald.com/insight/content/doi/10.1108/JEAS-06-2022-0155/full/html>

*"Online Banking in Italy. "Widiba Bank" Case Study, PESTLE and DEA Analysis"*

Alessio Faccia; Luigi Pio Leonardo Cavaliere

Financial Markets, Institutions and Risks | ARMG Publishing (2021)

<https://armgpublishing.com/journals/fmir/volume-5-issue-1/article-8/>

*"The role of culture on the adoption of international standards on auditing in the developing countries: An institutional perspective"*

Eltweri, A. and Faccia, A. and Cavaliere, L. P. L.

Journal of Governance and Regulation | Virtus Interpress (2020)

<https://virtusinterpress.org/The-role-of-culture-on-the-adoption-of-International-Standards-on-Auditing-in-the-developing-countries-An-institutional-perspective.html>

*"The rise of online banks in Italy "WIDIBA Bank" Case Study"*

Alessio Faccia, Narcisa Roxana Mosteanu, Luigi Pio Leonardo Cavaliere, Gabriele Santis, Financial Markets | Institutions and Risks | ARMG Publishing (2020)

<https://armgpublishing.com/journals/fmir/volume-4-issue-2/article-8/>

*"Digital Technologies' Implementation within Financial and Banking System During Socio Distancing Restrictions - Back to the Future"*

Dr. Narcisa Roxana Mosteanu, Dr. Alessio Faccia, Luigi Pio Leonardo Cavaliere and Saurav Bhatia | International Journal of Advanced Research in Engineering and Technology | IAEME Publication (2020)

[https://iaeme.com/Home/article\\_id/IJARET\\_11\\_06\\_027](https://iaeme.com/Home/article_id/IJARET_11_06_027)

## CONFERENCE PROCEEDINGS

*"Blazing a New Trail in ERP Integration with NLP and Generative AI through APIs: a fraud examination perspective"*

Alessio, AF, FACCIA, FRANCESCO, FM, Manni, VISHAL, VP, Pandey, and Luigi Pio LEONARDO, LPLC, Cavaliere

ICISE 2023 | Association for Computing Machinery, New York, NY, United States (2023)  
<https://doi.org/10.1145/3641032.3641065>

*"Anonymity And Trust Roles In The Digital Barter Age: Digital Transformation Framework And Digital Assets Popularity Assessment"*

Alessio Faccia, Francesco Manni, Ahmed Eltweri, Luigi Pio Leonardo Cavaliere, and Vishal Pandey

Proceedings of the 2022 6th International Conference on Software and e-Business | Association for Computing Machinery, New York, NY, United States (2023)  
<https://dl.acm.org/doi/10.1145/3578997.3579010>

*"Feasible Blackboard implementations, challenging blended learning through agile Academic Learning Management Systems in Transnational Higher Education"*

Faccia, A. and Beebeejaun, Z. and Ridon, M. and Syed, F. and Pio Leonardo Cavaliere, L. ACM International Conference Proceeding Series | Association for Computing Machinery (ACM) (2022)

<https://dl.acm.org/doi/10.1145/3528137.3528150>

*"Unstructured Over Structured, Big Data Analytics and Applications In Accounting and Management"*

Alessio, Af, Faccia, Luigi Pio Leonardo, Lplc, Cavaliere, Pythagoras, Pp, Petratos, and Narcisa Roxana, Nrm, Mosteanu

ACM International Conference Proceeding Series | Association for Computing Machinery (ACM) (2022)

<https://dl.acm.org/doi/10.1145/3555962.3555969>

*"Mixed and Augmented Reality Applications in the Sport Industry"*

Sawan, N. and Eltweri, A. and De Lucia, C. and Cavaliere, L. P. L. and Faccia, A. and Mosteanu, N. R.

ACM International Conference Proceeding Series | Association for Computing Machinery (ACM) (2020)

<https://dl.acm.org/doi/10.1145/3446922.3446932>

*"Extended Audit Report: Enhancing Trust and Reputation in IT Processes and across E-business Industries"*

Faccia, A. and De Lucia, C. and Eltweri, A. and Sawan, N. and Cavaliere, L. P. L. ACM International Conference Proceeding Series | Association for Computing Machinery (ACM) (2020)

<https://dl.acm.org/doi/10.1145/3446922.3446927>

*"The Role of Risk Management in Auditing E-Business"*

Eltweri, A. and Faccia, A. and Roxana Moşteanu, N. and Sawan, N. and Pio Leonardo Cavaliere, L.

ACM International Conference Proceeding Series | Association for Computing Machinery (ACM) (2020)

<https://dl.acm.org/doi/10.1145/3446569.3446584>

*"Blockchain Hash, the Missing Axis of the Accounts to Settle the Triple Entry Bookkeeping System"*

Faccia, A. and Mosteanu, N. R. and Cavaliere, L. P. L.

ACM International Conference Proceeding Series | Association for Computing Machinery (ACM) (2020)

<https://dl.acm.org/doi/10.1145/3430279.3430283>

*"Electronic Money Laundering, the Dark Side of Fintech: An Overview of the Most Recent Cases"*

Faccia, A. and Moşteanu, N. R. and Cavaliere, L. P. L. and Mataruna-Dos-Santos, L. J. ACM International Conference Proceeding Series | Association for Computing Machinery (ACM) (2020)

<https://dl.acm.org/doi/10.1145/3430279.3430284>

*"Disaster Management, Digitalization and Financial Resources: Key factors to keep the organization ongoing"*

Mosteanu, N. R. and Faccia, A. and Cavaliere, L. P. L.

ACM International Conference Proceeding Series | Association for Computing Machinery (ACM) (2020)

<https://dl.acm.org/doi/10.1145/3416921.3416930>

*"Digitalization and Green Economy - Changes of business perspectives"*

Mosteanu, N. R. and Faccia, A. and Cavaliere, L. P. L.

ACM International Conference Proceeding Series | Association for Computing Machinery (ACM) (2020)

<https://dl.acm.org/doi/10.1145/3416921.3416929>

## **BOOK CHAPTERS**

*"The AI Application for an Automated Education System"*

Alessio Faccia, Manjeet Ridon, Luigi Pio Leonardo Cavaliere

Innovation in the University 4.0 System based on Smart Technologies ; Chapman and Hall/CRC (2024)

<https://www.taylorfrancis.com/chapters/edit/10.1201/9781003425809-12/ai-application-automated-education-system-alessio-faccia-manjeet-ridon-luigi-pio-leonardo-cavaliere>

*"Digital sustainability for workplace strategies"*

Esra Sipahi Döngül and Luigi Pio Leonardo Cavaliere

Managing the Digital Workplace in the Post-Pandemic | Routledge (Taylor & Francis Group) (2022)

<https://www.routledge.com/Managing-the-Digital-Workplace-in-the-Post-Pandemic-A-Companion-for-Study/zsungur/p/book/9781032253879#>

*"Strategic Management of Platform Business Ecosystem Using Artificial Intelligence Supported Human-Computer Interaction Technology"*

Esra Sipahi Döngül and Luigi Pio Leonardo Cavaliere

Management and Information Technology in the Digital Era | Emerald Publishing Limited (2022)

<https://books.emeraldinsight.com/page/detail/management-and-information-technology-in-the-digital-era/?k=9781803822969>