

Contents

<i>List of Figures and Tables</i>	ix
<i>Notes on Contributors</i>	xi
<i>Abbreviations</i>	xiii
1. Introduction <i>Claudio U. Ciborra and Ole Hanseth</i>	I
PART ONE. THEORY	
2. A Critical Review of the Literature on the Management of Corporate Information Infrastructure <i>Claudio U. Ciborra</i>	15
3. Globalization and 'Risk Society' <i>Ole Hanseth and Kristin Braa</i>	41
4. The Economics of Standards <i>Ole Hanseth</i>	56
5. Actor-Network Theory and Information Infrastructure <i>Eric Monteiro</i>	71
PART TWO. CASES	
6. Conservative Success: Organization and Infrastructure Evolution at SKF <i>Bo Dahlbom, Ole Hanseth, and Jan Ljungberg</i>	87
7. Infrastructure as a Process: The Case of CRM in IBM <i>Claudio U. Ciborra and Angelo Failla</i>	105
8. Who's in Control: Designers, Managers—or Technology? Infrastructures at Norsk Hydro <i>Ole Hanseth and Kristin Braa</i>	125
9. Infrastructure Strategy Formation: Seize the Day at Statoil <i>Eric Monteiro and Vidar Hepsø</i>	148
10. Global and Local Dynamics in Infrastructure Deployment: The Astra Hässle Experience <i>Antonio Cordella and Kai A. Simon</i>	172

11. From Alignment to Loose Coupling: From MedNet to www.roche.com <i>Claudio U. Ciborra</i>	193
12. Postface: From Infrastructure to Networking <i>Bo Dahlbom</i>	212
<i>References</i>	227
<i>Index</i>	237