Pervasive Information Architecture: Designing Cross-Channel User Experiences

Andrea Resmini and Luca Rosati





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Morgan Kaufmann is an imprint of Elsevier 30 Corporate Drive, Suite 400, Burlington, MA 01803, USA

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Library of Congress Cataloging-in-Publication Data

Resmini, Andrea.

Pervasive information architecture: designing cross-channel user experiences / Andrea Resmini, Luca Rosati.

p. cm.

Includes bibliographical references.

ISBN 978-0-12-382094-5 (pbk.)

1. Ubiquitous computing. 2. User interfaces (Computer systems) 3. Information technology. 4. Information storage and retrieval systems-Architecture. 5. Cross-platform software development. I. Rosati, Luca, 1971- II. Title.

QA76.5915.R47 2011

005.1-dc22

2010053834

British Library Cataloguing-in-Publication Data

A catalogue record for this book is available from the British Library.

ISBN: 978-0-12-382094-5

Printed in the United States of America

10 9 8 7 6 5 4 3 2 1 11 12 13 14

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