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Preface

Modern business is broadly supported by different sorts of information technology (IT). There are a big number of technological solutions addressed for all levels of management. Business can be supported at the operational level via transaction processing systems up to more intelligent systems delivering expertise or even generating decision proposals at the strategic level. This is especially very important in globalization and a free market economy where business companies compete and real advantages can be achieved as a result of properly used ICT. There are many problems and quests on the intersection of business and informatics solutions discussed by managers as well as by IT people. It is worth to stress once again that the business sector is a main user of information systems but on the other hand managers can inspire new solutions coming from IT research.

The aim of this edition is to present differentiation of actual business information technology from various perspectives including localization, job positions and types of companies. This volume embraces a relatively broad selection of IT solutions including systems architecture, quality management up to the most advanced concepts of artificial intelligence and knowledge management aspects.

Papers included to this volume were prepared by Authors from research centres in Poland (mostly from university staff) but also by foreign academicians. Therefore we have papers from the Ukraine, France, Ireland, Canada and Romania. It is worth stressing the relatively large amount of work done by PhD students, young researchers after doctorate and researchers preparing habilitations.

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