



ISM SEMINAR

Autumn Term 2016-17

Speaker: **Professor Giovan Francesco Lanzara, University of Bologna**

Title: Shifting practices

Date: Wednesday 26 October 2016

Venue: M2, WBS Teaching Centre

Time: 14:00

Abstract: What happens in an established practice or work setting when a novel artefact or tool for doing work changes the familiar work routines? Any incoming event, or change, or innovation creates a discontinuity in an ongoing system of activities and in the way practitioners engage the materials of their practice. In order to respond to discontinuities and disruptions organizations and individuals must reframe taken-for-granted mind-sets and practices and reposition themselves within the complex fabric of action and interpretation. In the talk I will focus on the process through which practitioners cope with technological innovation and strive to redesign their practical routines. Illustrations will be drawn from two in-depth studies in two different practice settings – music education and criminal justice. I will argue that the close tracking and analysis of discontinuities caused by the introduction of new technologies reveal aspects of practice not previously observed and lead us to reflect about a range of phenomena characterizing the processes of design and innovation in practice settings that often go unnoticed.

Biography: Giovan Francesco Lanzara (retired) currently holds the honorary title of Professor of the Alma Mater at the University of Bologna and serves as Associate Scientist to Italy's National Research Council. He has been a research associate and visiting scholar at MIT and Stanford University, and a visiting professor at LSE and at the European University Institute in Florence. His research interests have always had a broad, interdisciplinary scope, with contributions to three major fields: organization studies, information systems research, and political science. Work is published in a number of books and international journals. In recent years projects have focused on processes of ICT-based innovation and change and their implications for practices, organizations and government institutions. In his academic career Lanzara has taught on a wide range of topics in organization theory, organizational learning, and the theory of institutions.

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