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## Technology Acceptance of Connected Services in the Automotive Industry

**Springer Science & Business Media Telematics in the automotive industry are the most popular example of Connected Services. But despite their implementation in several million of vehicles worldwide, there has only been little consideration in research. Clemens Hiraoka analyzes the entire customer lifecycle from awareness, acceptance, and usage to the renewal of the service contract and uncovers the drivers in each of these stages. His evaluation gives a series of new implications for management and research.**

## Guide to Automotive Connectivity and Cybersecurity

## Trends, Technologies, Innovations and Applications

**Springer This comprehensive text/reference presents an in-depth review of the state of the art of automotive connectivity and cybersecurity with regard to trends, technologies, innovations, and applications. The text**

describes the challenges of the global automotive market, clearly showing where the multitude of innovative activities fit within the overall effort of cutting-edge automotive innovations, and provides an ideal framework for understanding the complexity of automotive connectivity and cybersecurity. Topics and features: discusses the automotive market, automotive research and development, and automotive electrical/electronic and software technology; examines connected cars and autonomous vehicles, and methodological approaches to cybersecurity to avoid cyber-attacks against vehicles; provides an overview on the automotive industry that introduces the trends driving the automotive industry towards smart mobility and autonomous driving; reviews automotive research and development, offering background on the complexity involved in developing new vehicle models; describes the technologies essential for the evolution of connected cars, such as cyber-physical systems and the Internet of Things; presents case studies on Car2Go and car sharing, car hailing and ridesharing, connected parking, and advanced driver assistance systems; includes review questions and exercises at the end of each chapter. The insights offered by this practical guide will be of great value to graduate students, academic researchers and professionals in industry seeking to learn about the advanced methodologies in automotive connectivity and cybersecurity.

## Managing Customer Experience and Relationships

### A Strategic Framework

John Wiley & Sons Boost profits, margins, and customer loyalty with more effective CRM strategy **Managing Customer Experience and Relationships, Third Edition** positions the customer as central to long-term strategy, and provides essential guidance toward optimizing that relationship for the long haul. By gaining a deep understanding of this critical dynamic, you'll become better able to build and manage the customer base that drives revenue and generates higher margins. A practical framework for implementing the IDIC model merges theory, case studies, and strategic analysis to provide a ready blueprint for execution, and in-depth discussion of communication, metrics, analytics, and more allows you to optimize the relationship on both sides of the table. This new third edition includes updated examples, case studies, and references, alongside insightful contributions from global industry leaders to give you a well-rounded, broadly-applicable knowledge base and a more effective CRM strategy. Ancillary materials include a sample syllabus, PowerPoints, chapter questions, and a test bank, facilitating use in any classroom or training session. The increased reliance on customer relationship management has

revealed a strong need for knowledgeable practitioners who can deploy effective initiatives. This book provides a robust foundation in CRM principles and practices, to help any business achieve higher customer satisfaction. Understand the fundamental principles of the customer relationship Implement the IDIC model to improve CRM ROI Identify essential metrics for CRM evaluation and optimization Increase customer loyalty to drive profits and boost margins Sustainable success comes from the customer. If your company is to meet performance and profitability goals, effective customer relationship management is the biggest weapon in your arsenal—but it must be used appropriately. **Managing Customer Experience and Relationships, Third Edition** provides the information, practical framework, and expert insight you need to implement winning CRM strategy.

## The Internet of Risky Things

## Trusting the Devices That Surround Us

"O'Reilly Media, Inc." By 2020, the Internet of Things (IoT) will consist of millions of computational devices intimately connected to real-world aspects of human life. In this insightful book, Professor Sean Smith, who worked in information security long before the web appeared, explains that if we build the IoT the way we built the current internet and other information technology initiatives, we're headed for trouble. With a focus on concrete solutions, **The Internet of Risky Things** explains how we can avoid simple flaws that have plagued several dramatic IT advances in recent decades. Developers, engineers, industrial designers, makers, and researchers will explore "design patterns of insecurities" and learn what's required to route around or fix them in the nascent IoT. Examine bugs that plague large-scale systems, including integer overflow, race conditions, and memory corruption Look at successful and disastrous examples of previous quantum leaps in health IT, the smart grid, and autonomous vehicles Explore patterns in coding, authentication, and cryptography that led to insecurity Learn how blunders that led to spectacular IT disasters could have been avoided

## Road Safety by Design

## A Decision Design Support Tool for

# Identifying Ex Ante Evaluation Issues of Road Safety Measures

Eburon Uitgeverij B.V.

## Human-Computer Interaction – INTERACT 2021

### 18th IFIP TC 13 International Conference, Bari, Italy, August 30 – September 3, 2021, Proceedings, Part II

**Springer Nature** The five-volume set LNCS 12932-12936 constitutes the proceedings of the 18th IFIP TC 13 International Conference on Human-Computer Interaction, INTERACT 2021, held in Bari, Italy, in August/September 2021. The total of 105 full papers presented together with 72 short papers and 70 other papers in these books was carefully reviewed and selected from 680 submissions. The contributions are organized in topical sections named: Part I: affective computing; assistive technology for cognition and neurodevelopment disorders; assistive technology for mobility and rehabilitation; assistive technology for visually impaired; augmented reality; computer supported cooperative work. Part II: COVID-19 & HCI; crowdsourcing methods in HCI; design for automotive interfaces; design methods; designing for smart devices & IoT; designing for the elderly and accessibility; education and HCI; experiencing sound and music technologies; explainable AI. Part III: games and gamification; gesture interaction; human-centered AI; human-centered development of sustainable technology; human-robot interaction; information visualization; interactive design and cultural development. Part IV: interaction techniques; interaction with conversational agents; interaction with mobile devices; methods for user studies; personalization and recommender systems; social networks and social media; tangible interaction; usable security. Part V: user studies; virtual reality; courses; industrial experiences; interactive demos; panels; posters; workshops. The chapter 'Stress Out: Translating Real-World Stressors into Audio-Visual Stress Cues in VR for Police Training' is open access under a CC BY 4.0

license at [link.springer.com](http://link.springer.com). The chapter 'WhatsApp in Politics?! Collaborative Tools Shifting Boundaries' is open access under a CC BY 4.0 license at [link.springer.com](http://link.springer.com).

## Unforgettable Journeys

### Slow down and see the world

**Dorling Kindersley Ltd** Escape the frenetic modern world and embark on a journey of a lifetime. Ever dreamed of walking the Camino de Santiago, driving Route 66 or riding the Trans-Siberian Railway? It may sound clichéd, but sometimes it really is all about the journey, rather than the destination and what better way to see the world than by moving through it. If setting out on an adventure is on your bucket list, but you don't know where to start, **Unforgettable Journeys** will have you lacing up your hiking boots, hitting the road or taking to the high seas. Encompassing everywhere from Antarctica to Zambia, over 200 hikes, drives, cycling trails, train routes and boat trips are brought to life with inspiring narrative, sumptuous photography and illustrative maps. We even suggest alternative routes, so it's easy to plan your next trip. Make your next trip magical as you explore: - Over 200 journeys illustrated with inspiring photography and maps - Experiential text to transport the reader there; descriptive, narrative and full of story - Practical information (duration, difficulty, start and end point, options to take an organized tour - if available - or go it alone). - Sustainable and slow travel options have been covered where possible - Feature boxes give the routes context - Alternative ways to make the same journey and similar trips are pulled out Organized by type of trip - cruises, road trips, train rides, and journeys by two feet and two wheels, each chapter follows the same geographical order with chapter maps showing every country covered. Each section covers a different way to travel the world and is broken down by continent. Whether you want to explore the Atlas Mountains or Torres del Paine on foot; drive the Pan American Highway or cross the Australian Outback; cycle from the top to the bottom of Africa or enjoy a leisurely ride across The Netherlands' bulb fields; go interrailing around Europe or board the Orient Express; island hop in Greece or the Philippines: these journeys will stay with you forever!

## Traffic Engineering & Control

### Car-Forensics

# Digitale Forensik im Kontext von Fahrzeugvernetzung, eCall, KFZ- Unfalldatenschreibern und Smartphone-Kopplung - V 5.0

**BoD - Books on Demand** Die zunehmende Vernetzung von Fahrzeugen untereinander (Car2Car), mit Smartphones (Car2Phone) und zentralen Infrastrukturen (Car2Infrastructure) sowie optional bzw. verpflichtend in Kfz zu implementierende Erweiterungen - wie Unfalldatenschreiber und z.B. das System eCall - sind unter IT-Sicherheitsaspekten und Datenschutzbetrachtungen nach wie vor weitestgehend unerforscht. Die Speicherung und der Austausch von Fahrzeug- und Bewegungsdaten wecken Begehrlichkeiten bei Polizei und Justiz, Versicherungen und Dienstleistern, aber auch bei Kriminellen. Die Forschungsarbeit Car-Forensics soll einen ersten Überblick liefern, was technisch im Bereich der digitalen forensischen Auswertung der in den Kfz verbauten bzw. extern mit den Fahrzeugen gekoppelten IT-Systemen bereits möglich und zukünftig denkbar ist. In diesem Kontext werden auch die einschlägigen Rechtsvorschriften beleuchtet. Im praktischen Teil der Forschungsarbeit wurde recherchiert und exemplarisch geprüft, welche Schnittstellen die verschiedenen Systeme besitzen, die forensisch angesprochen bzw. ausgewertet werden können. Hierbei wurde sowohl auf offen kommunizierte Standards und Zugänge zugegriffen als auch z.B. mittels Hacking- und Analysewerkzeugen eine Datenauswertung bzw. -manipulation versucht. Mittels Vorgehensweisen der digitalen Forensik und typischer Angreifer wurde geprüft, inwieweit technische und organisatorische Sicherungsmaßnahmen umgangen werden können, um Zugangssicherungen auszuhebeln bzw. welche Daten tatsächlich übertragen und gespeichert werden. Die im Lauf der Jahre aktualisierten Auflagen wurden zudem durch forensische Untersuchungen an Fahrerassistenzsystemen in Bezug auf deren Qualität und Zuverlässigkeit, einer Analyse des Unfalles eines voll-automatisiert fahrendes Fahrzeugs der Firma Uber mit Todesfolge und durch neue Veröffentlichungen anderer Forscher sowie einem Update in Bezug auf die Gesetzeslage ergänzt. Last but not least wurde in den auf die ursprüngliche Arbeit aufbauenden jüngeren Auflagen mehr und mehr auch auf aktuelle Entwicklungen sowie politische und öffentliche Diskussionen rund um das vernetzte und automatisiert fahrende Automobil eingegangen. Hier sind nach Meinung des Autors sowohl bei den Fahrzeug-Herstellern als auch in der Politik (national wie international) Tendenzen zu erkennen, die einen grundlegenden Wandel der Art und Weise darstellen, wie der Einzelne

Mobilität erleben wird.

## BMW M5

### The Complete Story

Crowood BMW's M5 was a simple concept: a production 5 Series saloon re-developed for high performance by the Motorsport division. The M5 was the car that really initiated the legend of the M-cars from BMW; the letter M had been applied to a high-performance BMW as early as 1978, but that year's M1 was an exotic supercar. It had the right image, but the M1 was never going to bring in major profits. The M5 was much simpler in concept. It was and remains a production 5 Series saloon, redeveloped for ultra-high performance. Manufacturing costs were minimized, allowing BMW to price the car more attractively and still bring in healthy profits. This new book charts the development of the M5 across five generations. For all fans of the BMW M5, this book provides essential background, and is packed with the facts and details that make the M5 legend come alive. The M5 is still in production and remains the benchmark high-performance saloon wherever it is sold. This is essential background reading for all BMW M5 fans and motoring enthusiasts and is superbly illustrated with 211 colour photographs.

### Towards Sustainable Innovation

### A five step approach to sustainable change

Tectum Wissenschaftsverlag With sustainability having gained a lot of momentum over the last years and companies implementing strategies to create corporate sustainability, there are lots of opportunities for innovation. Thus, the two concepts of sustainability and innovation should not be considered separately - they are closely interlinked with one another. The main goal of sustainable innovation is to develop new products and technologies that have a positive impact on the company's triple-bottom-line. To meet this aim, they have to be ecologically and economically beneficial as well as socially balanced. In order to help companies to improve their sustainable innovation process practically, this book is structured into five possible phases of a sustainable innovation process: Awareness of a sustainability problem, Identification & Definition of the problem, Ideation & Evaluation of the solutions, Testing & Enrichment of the solutions, Implementation of the solutions & Green Marketing.

# Vehicle Power Management Modeling, Control and Optimization

**Springer Science & Business Media Vehicle Power Management addresses the challenge of improving vehicle fuel economy and reducing emissions without sacrificing vehicle performance, reliability and durability. It opens with the definition, objectives, and current research issues of vehicle power management, before moving on to a detailed introduction to the modeling of vehicle devices and components involved in the vehicle power management system, which has been proven to be the most cost-effective and efficient method for initial-phase vehicle research and design. Specific vehicle power management algorithms and strategies, including the analytical approach, optimal control, intelligent system approaches and wavelet technology, are derived and analyzed for realistic applications. Vehicle Power Management also gives a detailed description of several key technologies in the design phases of hybrid electric vehicles containing battery management systems, component optimization, hardware-in-the-loop and software-in-the-loop. Vehicle Power Management provides graduate and upper level undergraduate students, engineers, and researchers in both academia and the automotive industry, with a clear understanding of the concepts, methodologies, and prospects of vehicle power management.**

## Digital Business Leadership

# Digital Transformation, Business Model Innovation, Agile Organization, Change Management

**Springer This book provides specialists and executives with a clear, yet practical set of recommendations to meet the challenges of digital transformation and ensure long-term success as a leader in a primarily digital business world. The authors describe the fundamental principles of digitization and its economic opportunities and risks, integrating them into a framework of classic and new management methods. The book also explores how increasing digitization - not only of communication, but of complete value chains - has led to a need to establish a digital business leadership. Digitization is changing people and markets: it causes the upheaval of entire industries, creates new digital-centric companies, and forces established companies to cope with the transformation activities**

associated with these digitization processes. New approaches and methods have to be learned, tried and tested patterns of thinking have to be explored, and last but not least, innovation activities have to be understood as continuous necessities. At the same time, digital business offers considerable opportunities for renewing competitive advantages, improving existing process structures and realigning products, services and business models.

## Once Upon a Car

# The Fall and Resurrection of America's Big Three Automakers-- GM, Ford, and Chrysler

**William Morrow Paperbacks** *Once Upon a Car* is the brilliantly reported, inside-the-boardrooms-and-factories story of Detroit's fight for survival, going beyond the headlines to chronicle how the country's Big Three auto companies teetered on the brink of collapse and pulled themselves together under new leadership at Ford and government assistance to General Motors and Chrysler. In this riveting true account of an iconic industry in crisis, Bill Vlasic takes readers from the gleaming corporate skyscrapers, massive auto plants, and union halls to the U.S. Congress and into the Oval Office, introducing a cast of memorable characters, many of whom are speaking out for the first time. *Once Upon a Car* is a uniquely American tale of success, failure, and redemption, chronicling a vitally important chapter in an astonishing story that is still unfolding—a story no one is more qualified to tell than Bill Vlasic.

## Automotive User Interfaces

# Creating Interactive Experiences in the Car

**Springer** This book focuses on automotive user interfaces for in-vehicle usage, looking at car electronics, its software of hidden technologies (e.g., ASP, ESP), comfort functions (e.g., navigation, communication, entertainment) and driver assistance (e.g., distance checking). The increased complexity of automotive user interfaces, driven by the need for using consumer electronic devices in cars as well as autonomous driving, has sparked a plethora of new research within this field of study. Covering

a broad spectrum of detailed topics, the authors of this edited volume offer an outstanding overview of the current state of the art; providing deep insights into usability and user experience, interaction techniques and technologies as well as methods, tools and its applications, exploring the increasing importance of Human-Computer-Interaction (HCI) within the automotive industry Automotive User Interfaces is intended as an authoritative and valuable resource for professional practitioners and researchers alike, as well as computer science and engineering students who are interested in automotive interfaces.

## Grid Integration of Electric Mobility

### 1st International ATZ Conference

### 2016

Springer The UN Climate Change Conference in Paris, with its key topics of global warming and deteriorating air quality, will speed up the advance of electric mobility. CO<sub>2</sub>-neutral and zero-emission mobility require electricity to be generated from regenerative sources of energy. Power generation from wind and solar energy, however is dependent on the weather and is therefore not stable. The irregularities that occur in nature can result in unacceptable voltage fluctuations in the power grid. For that reason, the availability of highly flexible loads and storage systems is becoming particularly important. Electric vehicles, with their grid-relevant properties as controllable power consumers and electricity storage systems, could help to stabilize future power grids.

## BMW Z Cars

### Roadsters and Coupes, a Design and Development History

History of BMW's roadsters and their coupe derivatives, from the 1930 Wartburg to the current G29 Z4 and i8 Roadster. Includes extensive development detail about Z1, Z3, Z4, and i8 roadsters, as well as BMW's roadster and coupe concept cars, race cars, and Art Cars.

## Autonomous Driving Changes the

## Future

**Springer Nature** This book systematically discusses the development of autonomous driving, describing the related history, technological advances, infrastructure, social impacts, international competition, China's opportunities and challenges, and possible future scenarios. This popular science book uses straightforward language and includes quotes from ancient Chinese poems to enhance the reading experience. The discussions are supplemented by theoretical elaborations, presented in tables and figures. The book is intended for auto fans, upper undergraduate and graduate students in the field of automotive engineering.

## Automobile Electrical and Electronic Systems

**Routledge** This textbook will help you learn all the skills you need to pass all Vehicle Electrical and Electronic Systems courses and qualifications. As electrical and electronic systems become increasingly more complex and fundamental to the workings of modern vehicles, understanding these systems is essential for automotive technicians. For students new to the subject, this book will help to develop this knowledge, but will also assist experienced technicians in keeping up with recent technological advances. This new edition includes information on developments in pass-through technology, multiplexing, and engine control systems. In full colour and covering the latest course specifications, this is the guide that no student enrolled on an automotive maintenance and repair course should be without. Designed to make learning easier, this book contains: Photographs, flow charts, quick reference tables, overview descriptions and step-by-step instructions. Case studies to help you put the principles covered into a real-life context. Useful margin features throughout, including definitions, key facts and 'safety first' considerations.

## Cybersecurity for Industry 4.0

## Analysis for Design and Manufacturing

**Springer** This book introduces readers to cybersecurity and its impact on the realization of the Industry 4.0 vision. It covers the technological foundations of cybersecurity within the scope of the Industry 4.0 landscape and details the existing cybersecurity threats faced by Industry 4.0, as well as state-of-the-art solutions with regard to both academic research and

practical implementations. Industry 4.0 and its associated technologies, such as the Industrial Internet of Things and cloud-based design and manufacturing systems are examined, along with their disruptive innovations. Further, the book analyzes how these phenomena capitalize on the economies of scale provided by the Internet. The book offers a valuable resource for practicing engineers and decision makers in industry, as well as researchers in the design and manufacturing communities and all those interested in Industry 4.0 and cybersecurity.

## Data Science and Intelligent Systems

### Proceedings of 5th Computational Methods in Systems and Software 2021, Vol. 2

**Springer Nature** This book constitutes the second part of refereed proceedings of the 5th Computational Methods in Systems and Software 2021 (CoMeSySo 2021) proceedings. The real-world problems related to data science and algorithm design related to systems and software engineering are presented in this papers. Furthermore, the basic research' papers that describe novel approaches in the data science, algorithm design and in systems and software engineering are included. The CoMeSySo 2021 conference is breaking the barriers, being held online. CoMeSySo 2021 intends to provide an international forum for the discussion of the latest high-quality research results

## Driving Stability Systems

### The Mobility Revolution in the Automotive Industry

### How not to miss the digital turnpike

**Springer** The Internet of Things, cloud computing, connected vehicles, Big Data, analytics – what does this have to do with the automotive industry? This book provides information about the future of mobility trends resulting from digitisation, connectedness, personalisation and data

insights. The automotive industry is on the verge of undergoing a fundamental transformation. Large, traditional companies in particular will have to adapt, develop new business models and implement flexibility with the aid of appropriate enterprise architectures. Transforming critical business competencies is the key concept. The vehicle of the digital future is already here – who will shape it?

## Towards Connected and Autonomous Vehicle Highways

### Technical, Security and Social Challenges

**Springer Nature** This book combines comprehensive multi-angle discussions on fully connected and automated vehicle highway implementation. It covers the current progress of the works towards autonomous vehicle highway development, which encompasses the discussion on the technical, social, and policy as well as security aspects of Connected and Autonomous Vehicles (CAV) topics. This, in return, will be beneficial to a vast amount of readers who are interested in the topics of CAV, Automated Highway and Smart City, among many others. Topics include, but are not limited to, Autonomous Vehicle in the Smart City, Automated Highway, Smart-Cities Transportation, Mobility as a Service, Intelligent Transportation Systems, Data Management of Connected and Autonomous Vehicle, Autonomous Trucks, and Autonomous Freight Transportation. Brings together contributions discussing the latest research in full automated highway implementation; Discusses topics such as autonomous vehicles, intelligent transportation systems, and smart highways; Features contributions from researchers, academics, and professionals from a broad perspective.

## Car Audio For Dummies

**John Wiley & Sons** Thinking about a knockout audio system for your car? Not sure what you need, want, or can afford? *Car Audio For Dummies* is a great place to find some answers! But wait – what if speakers that vibrate your floorboards don't turn you on? What if you're thinking more about hands-free phone access and a DVD player to entertain the kids? Surprise! *Car Audio For Dummies* can give you a hand there, too. Whether you want to feel as if your favorite band is performing right on top of your dashboard or you want to keep the soccer team entertained on the way to the tournament, this friendly guide can help. From planning your system and buying components to getting them installed and protecting your

investment, you'll find plenty of wise advice. Get the scoop on: Figuring out what kind of equipment you need to do what you want Identifying good sound quality when you hear it Adding components to a factory system Choosing a video player, hands-free phone system, amplifiers, speakers, and more Finding a reliable installer (today's automotive electronics systems are so complex that you probably won't want to go it alone) Understanding warranties and returns Protecting and insuring your system Car Audio For Dummies is sort of like that knowledgeable friend you want to take along when you tackle a project like this. Sounds like a good idea, doesn't it?

## When You Buy Services

## New Mega Trends

## Implications for our Future Lives

**Springer YOUR GUIDE TO A FULFILLING BUSINESS AND PERSONAL FUTURE** Based on research by one of the world's largest growth-consulting companies, **New Mega Trends** identifies the ten most important global trends that will define our future, including business models, smart technology, connectivity and convergence and radical social trends. **New Mega Trends** will give you the tools to not only identify and evaluate these game-changing trends, but also help you to translate them into market opportunities for your everyday business and personal life. How will we travel to work in the cities of the future? Will Zero be the new big thing? How will we stay connected in the Mega Trends World? Will our Wellness and Well-Being top business agenda? If you are a leader with a corporate vision, or a strategic planner within your organization, or just plain curious about your future, **New Mega Trends** will provide you with stimulating stories, startling facts and thought-provoking case studies that will not only inform your future but entertain you today.

## OECD Digital Economy Outlook 2017

**OECD Publishing** The **OECD Digital Economy Outlook** examines and documents the evolutions and emerging opportunities and challenges in the digital economy. It highlights how OECD countries and partner economies are taking advantage of ICTs and the Internet to meet their public policy objectives.

# Human Factors in Automotive Engineering and Technology

**Ashgate Publishing, Ltd.** Offering a unique perspective on vehicle design and on new developments in vehicle technology, this book bridges the gap between engineers, who design and build cars, and human factors, as a body of knowledge with considerable value in this domain. The work that forms the basis of the book represents more than 40 years of experience by the authors. It offers actionable design guidance, combined with a set of case studies highly relevant to current technological challenges in vehicle design.

# Handbook of Computer Networks and Cyber Security Principles and Paradigms

**Springer Nature** This handbook introduces the basic principles and fundamentals of cyber security towards establishing an understanding of how to protect computers from hackers and adversaries. The highly informative subject matter of this handbook, includes various concepts, models, and terminologies along with examples and illustrations to demonstrate substantial technical details of the field. It motivates the readers to exercise better protection and defense mechanisms to deal with attackers and mitigate the situation. This handbook also outlines some of the exciting areas of future research where the existing approaches can be implemented. Exponential increase in the use of computers as a means of storing and retrieving security-intensive information, requires placement of adequate security measures to safeguard the entire computing and communication scenario. With the advent of Internet and its underlying technologies, information security aspects are becoming a prime concern towards protecting the networks and the cyber ecosystem from variety of threats, which is illustrated in this handbook. This handbook primarily targets professionals in security, privacy and trust to use and improve the reliability of businesses in a distributed manner, as well as computer scientists and software developers, who are seeking to carry out research and develop software in information and cyber security. Researchers and advanced-level students in computer science will also benefit from this reference.

# Gamification

## Using Game Elements in Serious Contexts

**Springer** This compendium introduces game theory and gamification to a number of different domains and describes their professional application in information systems. It explains how playful functions can be implemented in various contexts and highlights a range of concrete scenarios planned and developed for several large corporations. In its first part the book presents the fundamentals, concepts and theories of gamification. This is followed by separate application-oriented sections - each containing several cases - that focus on the use of gamification in customer management, innovation management, teaching and learning, mobile applications and as an element of virtual worlds. The book offers a valuable resource for readers looking for inspiration and guidance in finding a practical approach to gamification.

## The Digital Transformation of the Automotive Industry

### Catalysts, Roadmap, Practice

**Springer** Building on his decades of experience as a consultant and project manager in the automotive industry, the author develops comprehensive and pragmatic recommendations for action regarding the digital transformation of the automotive and supplier industries. At the heart is the transition from a vehicle-focused to a mobility-oriented business model. Based on the catalysts of the digital change, four digitisation fields are structured, and a roadmap for their transformation is presented. The topics of comprehensive change in corporate culture and an agile and efficient information technology are covered in detail as vital success factors. Selected practical examples of innovative digitisation projects provide additional ideas and impulses. An outlook on the automotive industry in the year 2040 completes the discourse.

## Data Analytics for Intelligent

# Transportation Systems

**Elsevier Data Analytics for Intelligent Transportation Systems provides in-depth coverage of data-enabled methods for analyzing intelligent transportation systems that includes detailed coverage of the tools needed to implement these methods using big data analytics and other computing techniques. The book examines the major characteristics of connected transportation systems, along with the fundamental concepts of how to analyze the data they produce. It explores collecting, archiving, processing, and distributing the data, designing data infrastructures, data management and delivery systems, and the required hardware and software technologies. Users will learn how to design effective data visualizations, tactics on the planning process, and how to evaluate alternative data analytics for different connected transportation applications, along with key safety and environmental applications for both commercial and passenger vehicles, data privacy and security issues, and the role of social media data in traffic planning. Includes case studies in each chapter that illustrate the application of concepts covered Presents extensive coverage of existing and forthcoming intelligent transportation systems and data analytics technologies Contains contributors from both leading academic and commercial researchers Explains how to design effective data visualizations, tactics on the planning process, and how to evaluate alternative data analytics for different connected transportation applications**

# Intelligent Mobile Service Computing

**Springer Nature This book discusses recent research and applications in intelligent service computing in mobile environments. The authors first explain how advances in artificial intelligence and big data have allowed for an array of intelligent services with complex and diverse applications. They then show how this brings new opportunities and challenges for service computing. The book, made up of contributions from academic and industry, aims to present advances in intelligent services, new algorithms and techniques in the field, foundational theory and systems, as well as practical real-life applications. Some of the topics discussed include cognition, modeling, description and verification for intelligent services; discovery, recommendation and selection for intelligent services; formal verification, testing and inspection for intelligent services; and composition and cooperation methods for intelligent services.**

# Automotive Ergonomics

Springer Ergonomics teaches how to design technology in such a way that it is optimally adapted to the needs, wishes and characteristics of the user. In this context, the concept of the human-machine system has become established. In a systematic way and with a detailed view of the complicated technical and perceptual psychological and methodological connections, this book explains the basics of automotive ergonomics with numerous examples. The application is shown in examples such as package, design of displays and control elements, of environmental ergonomics such as lighting, sound, vibrations, climate and smell. The design of driver assistance systems from an ergonomic perspective is also a central topic. The book is rounded off by methods of ergonomic vehicle development, the use of mock-ups, driving simulators and tests in real vehicles and prototypes. For the first time, those responsible in the automotive industry and in the field of relevant research are provided with a specialized systematic work that provides the ergonomic findings in the design of today's automobiles. This provides planners and designers of today's automobiles with concrete information for ergonomic product development, enabling them to keep an eye on decisive requirements and subsequent customer acceptance. This book is a translation of the original German 1st edition *Automobilergonomie* by Heiner Bubb, Klaus Bengler, Rainer E. Grünen & Mark Vollrath, published by Springer Fachmedien Wiesbaden GmbH, part of Springer Nature in 2015. The translation was done with the help of artificial intelligence (machine translation by the service DeepL.com). A subsequent human revision was done primarily in terms of content, so that the book will read stylistically differently from a conventional translation. Springer Nature works continuously to further the development of tools for the production of books and on the related technologies to support the authors.

## Spotify Teardown

### Inside the Black Box of Streaming Music

MIT Press An innovative investigation of the inner workings of Spotify that traces the transformation of audio files into streamed experience. Spotify provides a streaming service that has been welcomed as disrupting the world of music. Yet such disruption always comes at a price. Spotify Teardown contests the tired claim that digital culture thrives on disruption. Borrowing the notion of “teardown” from reverse-engineering processes, in this book a team of five researchers have playfully disassembled

**Spotify's product and the way it is commonly understood. Spotify has been hailed as the solution to illicit downloading, but it began as a partly illicit enterprise that grew out of the Swedish file-sharing community. Spotify was originally praised as an innovative digital platform but increasingly resembles a media company in need of regulation, raising questions about the ways in which such cultural content as songs, books, and films are now typically made available online. Spotify Teardown combines interviews, participant observations, and other analyses of Spotify's "front end" with experimental, covert investigations of its "back end." The authors engaged in a series of interventions, which include establishing a record label for research purposes, intercepting network traffic with packet sniffers, and web-scraping corporate materials. The authors' innovative digital methods earned them a stern letter from Spotify accusing them of violating its terms of use; the company later threatened their research funding. Thus, the book itself became an intervention into the ethics and legal frameworks of corporate behavior.**

## Potentially Critical Materials

### Big Data

### The Next Frontier for Innovation, Competition, and Productivity

### Advanced Microsystems for Automotive Applications 2018

### Smart Systems for Clean, Safe and Shared Road Vehicles

**Springer This volume of the Lecture Notes in Mobility series contains papers written by speakers at the 22nd International Forum on Advanced Microsystems for Automotive Applications (AMAA 2018) "Smart Systems for Clean, Safe and Shared Road Vehicles" that was held in Berlin, Germany in September 2018. The authors report about recent breakthroughs in electric and electronic components and systems, driver assistance, vehicle automation and electrification as well as data, clouds and machine learning. Furthermore, innovation aspects and impacts of connected and automated driving are covered. The target audience primarily comprises**

research experts and practitioners in industry and academia, but the book may also be beneficial for graduate students alike.

# Modelling and Analysis of Active Biopotential Signals in Healthcare, Volume 1

**IOP Publishing Limited** This book focuses on analysis and modelling of active bio potential signals addressing the real time challenges in biomedical signal processing used in a variety of applications such as analysis, classification and identification of different disorders in healthcare systems.