

# **IKMS2011 – 3rd Workshop on Integrated Knowledge Management Systems**

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## **1 Introduction**

Information systems supporting knowledge management (KM), in brief knowledge management systems (KMS), are subject of research and practical application since more than a decade. Nevertheless, analyses show that user acceptance and usage of KMS vary significantly in different settings, ranging from high utilization to complete rejection. Empirical findings suggest that integration is a key success factor for the adaptation and efficient usage of KMS. Integration in this context has several dimensions: Firstly, it means to arrange and connect the different technical functionalities of a KMS or its components to deliver a consistent and integrated user experience. In addition to this, the KMS should be integrated soundly into the application landscape of the respective organization. Secondly, it means to embed a KMS into the business processes as seamlessly as possible so that users perceive it as a helpful, daily used tool (instead of a separate, isolated system). Thirdly, in a networked economy integration means to connect KMS across organizational boundaries aiming towards global information systems. The ideally integrated KMS offers a rich set of well orchestrated functionalities, is imperceptible as a separate system because it is fully embedded into daily work processes and is seamlessly connected within value network surrounding its host organization. The workshop aims to provide a forum to discuss issues and exchange experiences about the successful implementation of KMS, where integration is one important line of thought which can be complemented by other important success factors.

The IKMS2011 workshop specifically focuses on the following topics:

- Integration of different kinds of information and application systems within KMS
- Comparison of traditional systems supporting knowledge management with social software applications

- Integration of social media applications and Web 2.0 technologies within KMS as well as for community management
- The role of personalization and search as integrating technologies
- The integrating role of semantic technologies
- Usage of modern software technologies (e.g., SOA, Web-Services) to integrate KMS
- The interplay of KMS applications and generic KM processes
- Embedding of KMS into business processes
- Modeling KMS as socio-technical systems (i.e., including individuals and organizations and related elements) aiming at an holistic knowledge management solution
- Establishing knowledge-intensive corporate cultures as a prerequisite for successful KMS
- User-generated content and services in KMS
- User-driven semantic integration of KMS (collaborative semantic tagging)

## 2 Presented Papers

Two manuscripts were submitted to the IKMS2011 workshop. One of them has been accepted for publication and presentation during the conference:

### **Active Documents Supporting Knowledge Sharing in Knowledge-intensive Cooperation**

*Mathias Troegl and Ronald Maier*

As the knowledge perspective has become more important and knowledge has been accepted as a resource with ever increasing importance for an organization's success, it has also changed the views on cooperation. Working in partnerships focused on supporting each other in creating and sharing knowledge seems to be an efficient way to reduce costs and enable synergistic effects. This has given rise to the knowledge-intensive cooperation as a special kind of cooperation. A huge amount of transferred knowledge in this kind of cooperation are shared, e.g., by transferring electronic documents. Today, organizations have the choice of a considerable number of knowledge management instruments to support humans to overcome time- or spatial-based barriers concerning knowledge transfer. These instruments can be bundled into complex enterprise knowledge infrastructure (EKI) suites. However, these have an organizational focus and are rarely prepared for

knowledge that crosses organizational boundaries. Taking into account the considerable efforts for establishing EKIs, start up of an EKI specifically for knowledge-intensive cooperation is expensive, takes a lot of time and, in case of a network of multiple and changing partners, often is infeasible. The concept of active documents presented in this article offers a possible solution for this problem. Using active documents makes it easy to start document-based knowledge sharing and offers comfortable possibilities for automatic integration of those documents into an EKI in the future.

### **3 Workshop Organisers**

Prof. Dr. Stefan Smolnik (Chair)

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## 4 Program Committee

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