

Using context information to enhance the functionality and usability of enterprise information systems

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The gathering and usage of context information provides valuable means for enhancing the way information may be selected for dedicated presentation to a user. Within the talk at the workshop we will discuss work done at SAP Research in the context of EU and German research projects like APOSDLE [APO06] and Aletheia [Ale08]. Our results and experiences that make use of earlier related work especially in the communication systems area [Goe05] show how different context information sources including sensors that integrate with the real world but also usage tracking data and logs as well as information representing activities in the social web can be combined in order to reason about the specific aspects and tool functions a user might especially be interested in at a specific time.

Our work combines individual aspects with aspects of information usage within groups. Due to the specific requirements within a business environment we combine the freedom of a so called „process of me” with the potential and often desirable guidance through templates for „processes of a team” and show such templates can initially be provided and continuously be enhanced while taking context information into account.

The results in this area show how the usage of context information becomes an important enabling and supporting factor for the provisioning of semantically enhanced information systems that combine various structured but especially also unstructured information sources. These systems we work on make implicit information and knowledge explicit and present it to the user on a wide range of devices in an appropriate and appealing manner.

References

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