

Second German Workshop on Experience Management (GWEM 2003)

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Objectives & Contents

The objective of this workshop is to provide an inter-disciplinary forum, in which scientists and practitioners can exchange new ideas and applications on Experience Management (EM). Contributions on practical applications are just as welcome as contributions on current research and research results.

What is the role of Experience Management within Knowledge Management?

Whereas knowledge management (KM) generally deals with the activities regarding collection from different sources (documents, data, experts, etc.), structuring, documenting, refinement/improvement, evaluation, and distribution of knowledge and its objectives, the relatively new field of EM focuses, in particular, on exemplary knowledge (e.g., in the form of cases) and also looks at the methods and technologies that are suitable for that. The main focus here is on the development, operation, maintenance, evaluation, and integration of Experience Based Information Systems (EBIS), that is information systems that contain exemplary knowledge, support EM and all the necessary processes.

The "ingredients" for EM/EBIS come from various areas such as Experience Factory (e.g., with regard to embedding an EM system into the knowledge-relevant processes in a company), ontologies (e.g., as a basis for the domain model respectively vocabulary), data mining and text mining (e.g., on the analysis of existing data and documents), as well as - particularly - Case-Based Reasoning (CBR). It has been shown that CBR is suitable as a principle and methodology for EM, and a technology for supporting EBIS.

Overview on Contributions

The application papers deal with software engineering, project management, and medicine. Grabert & Bridge combine textual retrieval and spreading activation for a solution in which the user gains access to exemplary code snippets relevant for his current situation. Gan & Scharf apply the experience factory approach to model-based risk analysis. Kaner & Karni showed how EM supports the decision making in project management based on the PMBOK. Three papers are in the area of medicine. Schmidt

et al make first steps towards using adaptation techniques in the medical domain. Atzmüller et al compare diagnosis strategies for handling multiple faults in sonography. El Balaa & Traphöner describe a decision support approach for a medical doctor in the course of conducting an ultrasonographical examination of a fetus.

Research papers addressed general EM issues as well as specific issues: Bergmann & Schaaf describe the relationship of structured CBR and ontology-based KM. Two papers address agents: Blanzeri et al use agents with implicit culture support to support sharing experiences. Minor & Wernicke use agents with a smart textual CBR retrieval of services. Maximini et al address issues of retrieving generalized cases. Roth-Berghofer describes a method for maintenance in CBR.

Target Groups

The target group includes researchers and practitioners who are interested in Experience Management including, in particular, those dealing with Case-Based Reasoning from the perspective of Knowledge Management or with Lessons Learned-type systems. These include, in particular, the members of the GI Special Interest Group on Knowledge Management as well as the participants of former GWEM/GWCBRs - the latter also on an international level.

Online Proceedings

Longer versions of some papers are available at <http://ceur-ws.org/Vol-67/>

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