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Nota di contenuto	KM Concepts for Inter-organisation Cooperation -- Distributed Knowledge Repositories for Pan-European Public Services -- An E-service-Based Framework for Inter-administration Cooperation -- Evaluation of Life-Event Portals: Multi-attribute Model and Case Study -- Knowledge Management Requirements and Models for Pan-European Public Administration Service Delivery -- Requirements for KM Systems in Government -- Requirements Engineering for Knowledge Management in eGovernment -- Abort or Retry — A Role

for Legal Knowledge Based Systems in Electronic Service Delivery? -- E-knowledge Management in Public Administration: An Agenda for the Future -- Key Success Factors for Electronic Inter-organisational Cooperation between Government Agencies -- Improving Government Activity through KM -- Big Vision, Small Steps: A KM Strategy within a US Agency's Policy Content Management Environment -- Vigorous Knowledge Management in the Dutch Public Sector -- MPs and KM: How Strict ICT Policy Has Enabled Development of Personalized KM Services in the Parliament of Finland -- Representing Governmental Knowledge -- GovML: A Markup Language for Describing Public Services and Life Events -- Knowledge Management Applied to E-government Services: The Use of an Ontology -- Collaborative Knowledge Management and Ontologies The ONTO-LOGGING Platform -- A Knowledge Engineering Approach to Comparing Legislation -- Innovative Technologies to Support KM -- How Knowledge Management Can Support the IT Security of eGovernment Services -- Knowledge Enhanced E-government Portal -- A Collaborative E-authoring Tool for Knowledge Assets -- Emergent Functions in Intranet Information Management -- KM Tools for Public Administrations -- Knowledge Management in Public Web Call Centres -- Knowledge Management for Organisationally Mobile Public Employees -- Process-Based Knowledge Management and Modelling in E-government — An Inevitable Combination -- Learning and Personal Development within the Public Sector by a Cognitive Narrative Cultural Approach -- Data Management and AI in E-government -- Optimizing Cooperation in Spatial Planning for eGovernment -- A Knowledge Management Environment for Knowledge Working Communities Fostering Local Development -- Empowering Society through Knowledge Records -- Application of KM Platforms for Internal Operations -- Using Knowledge Management to Improve Transparency in E-voting -- KIWI: Building Innovative Knowledge Management Infrastructure within European Public Administration. The Case of Prefecture of Milan -- Business Process Modelling and Help Systems as Part of KM in E-government -- A Knowledge Management System for E-government Projects and Actors -- E-government Attempts in ESCWA Member Countries.

Sommario/riassunto

The importance of Knowledge Management (KM) is increasingly recognized in business and public sector domains. The latter is particularly suitable for KM implementations since it deals with information and knowledge resources at a large scale: much of the work of public authorities deals with the elaboration of data, information and knowledge on citizens, businesses, society, markets, the environment, law, politics, etc. Even most products of public administration and government work are delivered in the shape of information and knowledge themselves. This especially applies to policies, management, and the regulation and monitoring of society, markets and the environment. Governments expect advanced support from KM concepts and tools to exploit these huge knowledge and information resources in an efficient way. Not only does the trend towards a knowledge society call for KM solutions, but current e government developments also significantly influence the public sector. Ample access to remote information and knowledge resources is needed in order to facilitate: Citizen and businesses oriented service delivery, including one stop service provision; interorganizational cooperation between governmental agencies; cross border support for complex administrative decision making; e government integration of dislocated information and knowledge sources into a fabric of global virtual knowledge.
