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Nota di contenuto	KM Concepts and Methodologies -- Knowledge Management for E-service-Delivery -- A Conceptual Approach within E-government -- The Role of Knowledge Mapping in Electronic Government -- Strategies to Implement KM in the Public Sector -- Reconceptualising Government in the New E-Ra -- Business Models and Governance Strategy of Policy

Knowledge Service for National Knowledge Management -- Knowledge Management in Delivering Customer Oriented Services in Public Sector -- Intercultural E-government -- Bürgerzufriedenheit mit Portalen der öffentlichen Verwaltung – Ergebnisse einer Untersuchung über Zufriedenheitsmodelle und Vertrauensfragen im E-government -- Analysis of Best Practice Policy and Benchmarking Behavior for Government Knowledge Management -- Rewarding Quality and Innovation: Awards, Charters, and International Standards as Catalysts for Change -- Knowledge Ontologies and Structuring Concepts for Public Administration -- Model of Experience for Public Organisations with Staff Mobility -- The Governance Enterprise Architecture (GEA) High-Level Object Model -- Retrieving Knowledge in E-government: The Prospects of Ontology for Regulatory Domain Record Keeping Systems -- Ontology-Enabled E-gov Service Configuration: An Overview of the OntoGov Project -- Simple Life-Events Ontology in SU (M)O-KIF -- Technologies for KM Support in Public Administrations -- Knowledge Management and Modelling in Health Care Organizations: The Standard Operating Procedures -- Architecture of an Active Life-Event Portal: A Knowledge-Based Approach -- Metadata Repository Support for Legacy Knowledge Discovery in Public Administrations -- Requirements Engineering for KM -- Knowledge Elicitation and Modeling for E-government -- Designing a Brokerage Platform for the Delivery of E-government Services to the Public -- How to Develop E-government: The Italian Case -- Modeling the Penetration of the Information Society Paradigm -- Representing (Legal/Procedural) Knowledge -- Formal Models for a Legislative Grammar. Explicit Text Amendment -- The Legal Atlas ©: Map-Based Navigation and Accessibility of Legal Knowledge Sources -- E-CRIME System: A Knowledge Management Application in Public Administration -- KM Support for Democratic Processes and Citizen Participation -- Designing Participatory Processes -- Developing a Collaborative Learning Support System for a Natural Protected Area -- Learning to Become an E-citizen: The European and Italian Policies -- Examples of KM in Public Administrations and Case Studies -- Organizational Factors Affecting Knowledge Sharing Capabilities in E-government: An Empirical Study -- Knowledge Sharing and Creation: The Bricks and Mortar of Intra-organisational Co-operation within a Scottish Local Authority -- PETALE: Case Study of a Knowledge Reengineering Project -- The U.S. vs. Fiber Materials, Inc.: -- Research in Progress -- E-government: A Catalyst to Good Governance in China -- Priming E-governance for Quality of Growth -- A Framework for Developing Local E-government.

## Sommario/riassunto

“We know more than we can tell and we can know nothing without relying upon those things which we may not be able to tell” (Michael Polanyi) The importance of knowledge management (KM) is increasingly recognized in the public sector and in relation with e-government implementations. Because governments and public administrations deal with information and knowledge on a large scale, this domain is particularly predestined to actively practice KM: much of the work of public authorities refers to the elaboration of data, information and knowledge on citizens, businesses, society, the markets, the environment, laws, politics, etc. Even many “products” of public administration and government are delivered in the shape of information and knowledge themselves. This aspect especially applies to the policies, management, regulation and monitoring of society, markets and the environment. With the recent evolution of e-government projects, high expectations are linked. As a consequence, efficient support from adequate KM

concepts and tools to exploit the huge knowledge and information resources dealt with in e-government is expected. Not only the trend towards a knowledge society calls for KM solutions. Current e-government developments significantly influence the public sector. These require the rethinking of knowledge distribution and management: Citizen- and business- oriented service delivery, including one-stop service provision, inter-organizational co-operation between government agencies and cross-border support for complex administrative decision making call for largely opened-up access to remote information and knowledge resources. E-government – and specifically the concept of online one-stop government – integrates dislocated information and knowledge sources into a global virtual knowledge fabric.

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