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Nota di bibliografia	Includes bibliographical references at the end of each chapters and index.
Nota di contenuto	The KMDL Knowledge Management Approach: Integrating Knowledge Conversions and Business Process Modeling -- A JXTA-Based Framework for Mobile Cooperation in Distributed Knowledge Spaces -- Towards an Evaluation Framework for Knowledge Management Systems -- I-KNOW What You Will Know in Knowledge Management -- Decision Aid to Support the Building of Competencies Development Scenarios Within Networks of SMEs -- MiNet: Building Ad-Hoc Peer-to-Peer Networks for Information Sharing Based on Mobile Agents -- Using Text Mining to Create Actionable Knowledge: Application to Network Failure Incident Reports -- Shared Views on Mobile Knowledge – A

Concept of a Graphical User Interface -- Integrating Knowledge Management and Groupware in a Software Development Environment -- Knowledge Management in Data and Knowledge Intensive Environments -- Knowledge Management in an Enterprise-Oriented Software Development Environment -- Towards a Knowledge-Aware Office Environment -- Evaluation of an Approach to Expertise Finding -- Collaborative Knowledge Transfer by Annotating Documents -- Representing Knowledge Gaps Effectively -- Security Design, Organization Dynamics and Performance: More than Meets the Eye -- Knowledge Exploitation from the Web -- Developing an Integrated Retrieval System for Web Databases -- Incremental Knowledge Management of Web Community Groups on Web Portals -- Automatic Generation of Taxonomies from the WWW -- Corporate Innovation Engines: Tools and Processes -- Integration of Business Process Support with Knowledge Management – A Practical Perspective -- Towards a Systematic Approach for Capturing Knowledge-Intensive Business Processes -- The Concept of Elimination of Barriers to the Implementation of Integrated Systems with the Use of I-CASE Tools -- XAROP: A Midterm Report in Introducing a Decentralized Semantics-Based Knowledge Sharing Application -- Managing Knowledge Assets for NPD Performance Improvement: Results of an Action Research Project -- Knowledge Management in the Semiconductor Industry: Dispatches from the Front Line -- Incremental Knowledge Acquisition for Building Sophisticated Information Extraction Systems with KAFTIE -- Ontologies Help Finding Inspiration: A Practical Approach in Multimedia Information Management -- Enhancing Knowledge Management Through the Use of GIS and Multimedia -- Mediating Ontologies for Communities of Practice -- Cross Media Retrieval in Knowledge Discovery -- KM-SISO: An Approach for Knowledge Management in Civil Engineering -- SemanticLIFE Collaboration: Security Requirements and Solutions – Security Aspects of Semantic Knowledge Management -- Issues in Moving to a Semantic Web for a Large Corporation -- Picture Languages in Intelligent Retrieval of Visual Data Semantic Information -- Towards an Ontology for Data in Business Decisions -- FCA-Based Ontology Augmentation in a Medical Domain -- An Approach for the Efficient Retrieval in Ontology-Enhanced Information Portals -- Assessing Knowledge Management with Fuzzy Logic -- A Meta-service Framework for Knowledge Management -- Natural Language Expansion of Web Service Interoperability -- Developing Cooperative Environment Web Services Based on Action Research -- Acquiring and Refining Class Hierarchy Design of Web Application Integration Software -- Implementation of Customer Service Management System for Corporate Knowledge Utilization -- Constraint-Rules for Configuration Problems -- Using Hierarchical Knowledge Structures to Implement Dynamic FAQ Systems -- Knowledge Management in Eco-tourism: A Case Study.

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#### Sommario/riassunto

This book contains the papers presented at the 5th International Conference on Practical Aspects of Knowledge Management organized by the Department of Knowledge Management, Institute of Computer Science and Business Informatics, University of Vienna. The event took place on December 02–03, 2004 in Vienna. The PAKM conference series offers a communication forum and meeting ground for practitioners and researchers engaged in developing and deploying advanced business solutions for the management of knowledge and intellectual capital. Contributions pursuing integrated approaches which consider organizational, technological and cultural issues of knowledge management have been elected for presentation. PAKM is a forum for people to share their views, to exchange ideas, to develop new insights,

and to envision completely new kinds of solutions for knowledge management problems. The accepted papers are of high quality and are not too specialized so that the main issues can be understood by someone outside the respective field. This is crucial for an interdisciplinary exchange of ideas. Like its predecessors, PAKM 2004 featured two invited talks. It is a real joy seeing the visibility of the conference increase and noting that knowledge management researchers and practitioners from all over the world submitted - pers. This year, 163 papers and case studies were submitted, from which 48 were accepted.

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