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Nota di contenuto	Invited Talk Practical Aspects of Knowledge Management in Industry -- KMap: Providing Orientation for Practitioners When Introducing Knowledge Management -- Knowledge Maps of Knowledge Management Tools — Information Visualization with BibTechMon -- Implementing KM Solutions in a Public Research Institution: The CNRS Case -- Knowledge Management in Enterprises: A Research Agenda -- Spatial Subgroup Discovery Applied to the Analysis of Vegetation Data -- Knowledge Management Case-Toolkit for the Support of ERP

Modelling and Optimal Adaptation Procedure -- Readiness to Adopt Data Mining Technologies: An Exploratory Study of Telecommunication Employees in Malaysia -- Creating Incentive-Driven Tasks to Improve Knowledge Management in Sales Chain Relationships -- Employing the Unified Process for Developing a Web-Based Application — A Case-Study -- Enhancing Experience Management and Process Learning with Moderated Discourses: The indiGo Approach -- Decisio-Epistheme: An Integrated Environment to Geographic Decision-Making -- The General Motors Variation-Reduction Adviser: An Example of Grassroots Knowledge Management Development -- From Speech Acts to Multi-agent Systems: The MAYBE Method -- Design Issues for Agent-Based Resource Locator Systems -- Analysis of Clustering Algorithms for Web-Based Search -- An Agent Based Approach to Finding Expertise -- OntoWeb - A Semantic Web Community Portal -- Web Information Tracking Using Ontologies -- A Domain-Specific Formal Ontology for Archaeological Knowledge Sharing and Reusing -- Metasearch. Properties of Common Documents Distributions -- End-User Access to Multiple Sources - Incorporating Knowledge Discovery into Knowledge Management -- Data Integration for Multimedia E-learning Environments with XML and MPEG-7 -- Managing Business Models for Business Application Development -- A Process for Acquiring Knowledge while Sharing Knowledge -- Knowledge in an Electronic World ? -- A Framework for Analysis and a Review of Knowledge Asset Marketplaces -- KM for Public Administration: Focusing on KMS Feature Requirements -- Towards a Framework for Mobile Knowledge Management -- A Situation-Oriented and Personalized Framework for Role Modeling -- Instruments to Visualize Design Engineering Working Methods in Automotive Supplier Companies -- Applications of a Lightweight, Web-Based Retrieval, Clustering, and Visualisation Framework -- Facilitating Comprehension of Normative Documents by Graphical Representations -- A Fuzzy-Graph-Based Approach to the Determination of Interestingness of Association Rules -- Collaborative Knowledge Flow - Improving Process-Awareness and Traceability of Work Activities -- Process-Oriented Knowledge Management Systems Based on KM-Services: The PROMOTE® Approach -- Knowledge Management for Industrial Research Processes of an Industrial Research Center -- Knowledge Processes Embedded in Task Structures: Implications for the Design of a Technical and Organisational Solution -- Web Based Knowledge Management Community for Machine and Plant Construction Industries Technical After-Sales Service -- Dynamic Generation of User Communities with Participative Knowledge Production and Content-Driven Delivery -- Knowledge Sharing in Cyberspace: Virtual Knowledge Communities -- Are the Knowledge Management Professionals Up to the Job? -- KEX:A Peer-to-Peer Solution for Distributed Knowledge Management -- An Expertise System for Supporting the Sales and Distribution Process of a Software Vendor -- More Efficient Searching in a Knowledge Portal - An Approach Based on the Analysis of Users' Queries -- A Generic Framework for Web-Based Intelligent Decision Support Systems -- Mining Knowledge from Text Collections Using Automatically Generated Metadata -- Challenges and Directions in Knowledge Asset Trading -- A Methodological Basis for Bringing Knowledge Management to Real-World Environments -- Openness and Cross-Functional Risk Reduction - The Key to a Successful Development Project? - "Hindsight in Advance" within and between Organizations -- Inspection Process Support System for Software Engineering Education and the Lessons from Its Application -- Knowledge Reuse: CE2-Focused Training -- Management of Intellectual Capital by Optimal

Sommario/riassunto

This book contains the papers presented at the 4th International Conference on Practical Aspects of Knowledge Management organized by the Department of Knowledge Management, Institute of Informatics and Business Informatics, University of Vienna. The event took place on 2002, December 2–3 in Vienna, Austria. The PAKM conference series is a forum for people to share their views, to exchange ideas, to develop new insights, and to envision completely new kinds of solutions to knowledge management problems, because to succeed in the accelerating pace of the “Internet age,” organizations will be obliged to efficiently leverage their most valuable and underleveraged resource: the intellectual capital of their highly educated, skilled, and experienced employees. Thus next-generation business solutions must be focussed on supporting the creation of value by adding knowledge-rich components as integral parts in the work process. The authors, who work at the leading edge of knowledge management, have pursued integrated approaches which consider both the technological side, and the business side, and the organizational and cultural issues. We hope the papers, covering a broad range of knowledge management topics, will be valuable, at the same extent, for researchers and practitioners developing knowledge management approaches and applications. It was a real joy seeing the visibility of the conference increase and noting that knowledge management researchers and practitioners from all over the world submitted papers. This year, 90 papers and case studies were submitted, from which 55 were accepted.