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Nota di contenuto	Towards Agent-Mediated Knowledge Management -- Towards Agent-Mediated Knowledge Management -- Section I: Collaboration and Peer-to-Peer Support -- Peer-Mediated Distributed Knowledge Management -- The Impact of Conversational Navigational Guides on the Learning, Use, and Perceptions of Users of a Web Site -- Agent-Oriented Knowledge Management in Learning Environments: A Peer-to-Peer

Helpdesk Case Study -- Towards Evaluation of Peer-to-Peer-Based Distributed Knowledge Management Systems -- Section II: Agent Based Community Support -- TAKEUP: Trust-Based Agent-Mediated Knowledge Exchange for Ubiquitous Peer Networks -- Knowledge Management Framework for Collaborative Learning Support -- An Agent-Based Approach to Mailing List Knowledge Management -- Section III: Agent Models for Knowledge and Organizations -- Information Fields in Organization Modeling Using an EDA Multi-agent Architecture -- A Quantum Perturbation Model (QPM) of Knowledge Fusion and Organizational Mergers -- Improving Organizational Memory through Agents for Knowledge Discovery in Database -- Experience in Using RDF in Agent-Mediated Knowledge Architectures -- Using an Agent-Based Framework and Separation of Concerns for the Generation of Document Classification Tools -- Section IV: Context and Personalization -- Modeling Context-Aware Distributed Knowledge -- Discovering, Visualizing, and Sharing Knowledge through Personalized Learning Knowledge Maps -- Agentized, Contextualized Filters for Information Management -- Implicit Culture-Based Personal Agents for Knowledge Management -- Section V: Ontologies and Semantic Web -- Integrating External Sources in a Corporate Semantic Web Managed by a Multi-agent System -- Automatically Generated DAML Markup for Semistructured Documents -- A Spreading Activation Framework for Ontology-Enhanced Adaptive Information Access within Organisations -- Ontology Extraction for Educational Knowledge Bases -- Representing Interaction Protocols in DAML -- Adding AI to Web Services -- Section VI: Agents and Knowledge Engineering -- Knowledge Discovery in Databases and Agent-Mediated Knowledge Management -- Intentional Analysis for Distributed Knowledge Management -- Perspectives: An Analysis of Multiple Viewpoints in Agent-Based Systems -- A Multi-agent Architecture for Evolving Memories -- Agent-Mediated Knowledge Engineering Collaboration -- Dynamic Generation of Agent Communities from Distributed Production and Content-Driven Delivery of Knowledge.

Sommario/riassunto

In this book, we present a collection of papers around the topic of Agent- Mediated Knowledge Management. Most of the papers are extended and - provedversions of work presented at the symposium on Agent-Mediated Kno- edge Management held during the AAAI Spring Symposia Series in March 2003 at Stanford University. The aim of the Agent-Mediated Knowledge Management symposium was to bring together researchers and practitioners of the ?elds of KM and agent te- nologiestodiscussthebene?ts,possibilitiesandadded-valueofcross- fertilization. Knowledge Management (KM) has been a predominant trend in bu- ness in recent years. Not only is Knowledge Management an important ?eld of applicationfor AIandrelatedtechniques, suchasCBRtechnologyforintelligent lessons-learned systems, it also provides new challenges to the AI community, like, for example, context-aware knowledge delivery. Scaling up research pro- typestoreal-worldsolutionsusuallyrequiresanapplication- drivenintegrationof several basic technologies, e.g., ontologies for knowledge sharing and reuse, c- laboration support like CSCW systems, and personalized information services. Typical characteristics to be dealt with in such an integration are: – manifold, logically and physically dispersed actors and knowledge sources, – di?erent degrees of formalization of knowledge, – di?erent kinds of (Web-based) services and (legacy) systems, – con?icts between local (individual) and global (group or organizational) goals.