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Klaus-Dieter Althoff Andreas Dengel
Ralph Bergmann Markus Nick
Thomas Roth-Berghofer (Eds.)

Professional Knowledge Management

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Revised Selected Papers



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Volume Editors

Klaus-Dieter Althoff
Universität Hildesheim
Marienburger Platz 22, 31141 Hildesheim, Germany
E-mail: althoff@iis.uni-hildesheim.de

Andreas Dengel
Thomas Roth-Berghofer
Deutsches Forschungszentrum für Künstliche Intelligenz DFKI GmbH
Erwin-Schrödinger-Straße 57, 67663 Kaiserslautern, Germany
E-mail: {andreas.dengel,thomas.roth-berghofer}@dfki.de

Ralph Bergmann
Universität Trier, 54286 Trier, Germany
E-mail: bergmann@uni-trier.de

Markus Nick
Fraunhofer Institut Experimentelles Software Engineering IESE
Fraunhofer-Platz 1, 67663 Kaiserslautern, Germany
E-mail: markus.nick@iese.fraunhofer.de

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Preface

Professional knowledge management is imperative for the success of enterprises. One decisive factor for the success of knowledge management projects is the coordination of elements such as corporate culture, enterprise organization, human resource management, as well as information and communication technology. The proper alignment and balancing of these factors are currently little understood—especially the role of information technology, which is often regarded only as an implementation tool, though it can be a catalyst by making new knowledge management solutions possible.

This conference brought together representatives from practical and research fields for discussing experiences, professional applications, and visions through presentations, workshops, tutorials, and an accompanying industry exhibition. The main focus of the conference was the realization of knowledge management strategies with the aid of innovative information technology solutions, such as intelligent access to organizational memories, or integration of business processes and knowledge management. Also of interest were holistic/integrative approaches to knowledge management that deal with issues raised by the integration of people, organizations, and information technology.

The third conference on “Professional Knowledge Management—Experiences and Visions” (WM 2005) in Kaiserslautern continued the success of the former conferences in Baden-Baden (WM 2001) and Lucerne (WM 2003). It was organized by the German Informatics Society (*Gesellschaft für Informatik GI e. V.*), especially by its Artificial Intelligence and Business Informatics division and its regional subsection (*GI Regionalverband Saar-Pfalz*), together with the German Society for Knowledge Management (*Gesellschaft für Wissensmanagement e. V.*) with support by the German Research Center for Artificial Intelligence DFKI GmbH, the Fraunhofer Institute for Experimental Software Engineering IESE, the University of Hildesheim, the University of Kaiserslautern, the University of Trier, FZI Karlsruhe, and conference consulting Harms. This conference could not have been such a success without the generous support of the sponsoring organizations Klaus Tschirra Stiftung, empolis GmbH, Filenet GmbH, Mindjet GmbH, ontoprise GmbH, Pylon AG, SAP AG, and Siemens AG.

These post-conference proceedings contain a selection of the best papers submitted to and presented at the conference. The papers have been carefully selected by the Workshop Co-chairs/organizers and the participants. The authors revised their original conference submissions according to feedback and results from the discussions.

We would like to thank the authors of the papers included in this book, the Workshop Co-chairs/organizers, and the Program Committee members for their additional work on these post-conference proceedings. We thank the keynote speakers of the conference, the tutorial authors, the organizations explaining their products and services, as well as all the presenters. We also appreciate

very much all the effort invested by the local organization team and the various members of our research teams involved in this conference. They all contributed considerably to the success of WM 2005.

Last but not least we would like to thank Rudi Studer, Steffen Staab, Ulrich Reimer, Gerd Stumme, Andreas Abecker, their respective organizing teams of WM 2001 and WM 2003, the management board of the GI Special Interest Group on Knowledge Management (*GI-Fachgruppe Wissensmanagement FGWM*), and the *Gesellschaft für Wissensmanagement* for starting this conference series with much enthusiasm, courage, and foresight.

September 2005

Klaus-Dieter Althoff
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The conference was organized by the following societies and groups:

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- FG Adaptivität und Benutzermodellierung in interaktiven Softwaresystemen
- FG Computer Supported Cooperative Work
- FG Information Retrieval
- FG Management Support Systems
- FG Vorgehensmodelle für die betriebliche Anwendungsentwicklung
- FG Wissensmanagement
- AK Grundlagen der Modellierung und Ausführung von Workflows
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Claudia Müller (University of Potsdam, Germany)
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*Referenzmodellgestütztes Wissensmanagement - Wissensorientierte Analyse,
Gestaltung und Unterstützung von Geschäftsprozessen in kleinen und mittleren
Unternehmen*
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Mediengestaltung mbH, Aachen, Germany)

*Methoden zur engen Integration von Arbeiten und Lernen - Ansätze
zur Integration von Wissensmanagement und eLearning*
Stefanie Lindstaedt (Know-Center Graz, Austria)
Tobias Ley (Know-Center Graz, Austria)

Ontologien und Semantic Web Technologien für das Wissensmanagement
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