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Knowledge Management in Electronic Government

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The original version of the book was revised:
The copyright line was incorrect. The Erratum
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Preface

The importance of Knowledge Management (KM) is increasingly recognized in business and public sector domains. The latter is particularly suitable for KM implementations since it deals with information and knowledge resources at a large scale: much of the work of public authorities deals with the elaboration of data, information and knowledge on citizens, businesses, society, markets, the environment, law, politics, etc.

Even most products of public administration and government work are delivered in the shape of information and knowledge themselves. This especially applies to policies, management, and the regulation and monitoring of society, markets and the environment. Governments expect advanced support from KM concepts and tools to exploit these huge knowledge and information resources in an efficient way.

Not only does the trend towards a knowledge society call for KM solutions, but current e-government developments also significantly influence the public sector. Ample access to remote information and knowledge resources is needed in order to facilitate:

- Citizen- and businesses-oriented service delivery, including one-stop service provision;
- interorganizational co-operation between governmental agencies;
- cross-border support for complex administrative decision making;
- e-government integration of dislocated information and knowledge sources into a fabric of global virtual knowledge.

Support for the collection, elaboration and accessibility of domain knowledge and project knowledge (on which decisions have been made, why have these been made, and how have problems been solved) needs to be designed properly. E-government implies a fundamental knowledge redistribution and requires a careful rethinking of the management of project know-how, domain expertise, information resources and knowledge bases. At the same time, the specific problems of public administration and governance (e.g., data protection, security, trustworthiness, etc.) need to be taken into account.

The annual international working conferences on "Knowledge Management in e-Government" (KMGov)[1] bring together academics and practitioners to discuss and disseminate ideas, concepts and experiences on the many perspectives and issues that deserve attention when developing e-government systems and KM applications. The contributions to the KMGov 2003 conference proceedings address, among others, the following topics:

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[1] KMGov has become of big interest, and so it has grown into a working conference.

- concepts of knowledge management and knowledge engineering for inter-organizational cooperation in the public sector;
- requirements for KM systems in government;
- improving government activity through KM;
- representing government knowledge;
- innovative technologies to support KM;
- KM tools for public administration;
- approaching KM solutions for the public sector;
- examples of KM in public administration, and case studies.

At this point I'd like to express my special thanks to the conference chairs, the members of the Program Committee and the additional reviewers (see below) for their great help. The editor is particularly grateful to Ute Holler for her exceedingly engaged assistance in coordinating the preparation of the program and proceedings.

May 2003   Maria A. Wimmer

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